



# Airship Ventures

## Airship Flights Terms and Conditions

### Terms of Air Transportation and Flight Fares:

Your ticket is our contract of carriage of which these Terms and Conditions are a part. The terms of your flight contract are based on Airship Ventures' general terms of business and passenger carriage. These may be obtained from Airship Ventures' corporate office, its Guest Services Center at Moffett Field, or they may be viewed online at [www.airshipventures.com/terms.html](http://www.airshipventures.com/terms.html). Contract terms can be emailed, faxed or mailed to you upon request.

Our contract is made with you but we can provide the tour/flight experience to someone else provided that you inform us over the phone during the reservation process. These Terms and Conditions will still apply and the "you" referred to in these terms and conditions will refer to that person.

### Flight Restrictions:

Passengers must be able to independently go up and down stairs to board and disembark from the airship. If this is not the case, we must exclude that passenger from the flight for security reasons. Persons in wheelchairs may not fly.

### Safety:

Safety is our paramount consideration and you must obey all requests and instructions issued by any of our representatives, or those of our suppliers, and take particular care to abide by any safety instructions.

If your actions or those of any member of your party, cause damage to accommodation, vehicles, trains or aircraft in which you are travelling, or cause delay or diversion to any means of transportation, you agree to fully indemnify us against any claim (including legal costs) made against you by any party.

### Involuntary Delays or Cancellations:

We reserve the right to change itineraries due to weather conditions, alterations to airline or other transport schedules, other operational reasons or reasons of force majeure including any event that we or the supplier of services in question could not reasonably foresee or avoid. Such circumstances include war or threat of war, civil strife, terrorist activity, adverse weather conditions, natural disaster, industrial dispute and fire.

It is possible that a flight time may be delayed due to weather or other operational reasons. We advise you to plan to be generally available on the day of your flight to allow for this eventuality. We will be asking you for a cell phone or other immediate contact information so that we can keep you informed.

If a major change is necessary we will inform you as soon as we can. All timings and itineraries are for your guidance and may be subject to change or delay. If we have to cancel your flight due to the weather, temporary flight restrictions or other operational reasons, we will work with you to reschedule your flight for another convenient date.

We cannot accept responsibility for costs or inconvenience as a result of alterations to itineraries beyond our control. We also cannot be held liable for any of the customer's costs of whatever nature that result from the cancellation of the flight.

### Voluntary Changes or Cancellations:

#### Booking Fees

A non-refundable booking fee is included in the price of every ticket.

#### Reservation Changes

No charge for schedule changes made 30 days or more before a scheduled flight date. Within 30 days a \$50.00 per ticket booking fee will apply. Reservation changes can be made through Airship Ventures' Guest Services at **1-650-969-8100** or at the Guest Services Center in Building 20 at Moffett Field.



# Airship Ventures

## Airship Flights Terms and Conditions

### **Cancellations**

The following cancellation terms are applicable when the guest chooses to cancel a flight:

31 days or more prior to scheduled flight: full refund less \$50 Booking Fee

15 to 30 days prior to scheduled flight: 50% refund of flight fare

8 to 15 days prior to scheduled flight: 25% refund of flight fare

7 days or less before scheduled flight: no refund available

\* Different cancellation rules apply for individuals traveling as part of a group reservation.

Refunds are issued in the same form used to make the initial purchase (ie: cash, check, debit/credit card, gift card) except that cash purchases exceeding \$100 will be refunded by company check no sooner than 15 days after the date of the cancellation.

Travel vouchers or gift cards are transferrable, provided the guest notifies Airship Ventures in a timely manner of the transferee's name and contact information.

Cancellations must include the original reservation or confirmation number. Airship Ventures, Inc. strongly recommends that all cancellations be made in writing to avoid confusion and misunderstandings.

A cancellation is effective on the date notice such cancellation is received at Airship Ventures' Executive Offices, PO BOX 345, Moffett Field, CA 94035-0345, by email [reservations@airshipventures.com](mailto:reservations@airshipventures.com) or by fax to 650-969-8101.

### **Understanding & Responsibilities:**

Airship Ventures assumes no responsibility for personal injury, personal or property loss or damage in connection with any service. Additionally, responsibility is not accepted for losses or expenses due to sickness, weather, strikes, wars or other such causes. Airship Ventures reserves the right to make changes in the published itinerary whenever, in their judgment, conditions warrant, or if they deem it necessary for the comfort, convenience or safety of the flights. They also reserve the right to decline to accept any person, or to require any person to withdraw from the flight at any time, when such action is determined by the Airship Ventures representative to be in the best interests of the health, safety and general welfare of the group or the individual participant. Passengers may be photographed during the flight; by participating the passenger consents to the use of his/her name and/or likeness in Airship Ventures promotional materials.