



GLOBAL BALLOONING RATES BREAKDOWN

COMMISSION: 15%

PERIOD: 1st April 2025 to 31st March 2026

PRODUCTS	GROSS (AUD)	NETT (AUD)
MELBOURNE		
ADULT Melbourne Balloon Flight (Flight Only)	\$595pp	\$505.75pp
ADULT Melbourne Balloon Flight with Buffet Breakfast	\$640pp	\$544pp
CHILD Melbourne Balloon Flight (Flight Only) - 6-12yrs	\$595pp	\$505.75pp
CHILD Melbourne Balloon Flight with breakfast - 6-12yrs	\$620pp	\$527pp
YARRA VALLEY		
ADULT Yarra Valley Balloon Flight (Flight Only)	\$495pp	\$420.75pp
ADULT Yarra Valley Balloon Flight with Buffet Breakfast	\$540pp	\$459pp
ADULT Yarra Valley Balloon Flight with Buffet Breakfast & Transfers	\$570pp	\$484.50pp
CHILD Yarra Valley Balloon Flight (Flight Only) - 6-12yrs	\$429pp	\$364.65pp
CHILD Yarra Valley Balloon Flight with Breakfast - 6-12yrs	\$454pp	\$385.90pp
CHILD Yarra Valley Balloon Flight with Breakfast & Transfers	\$484pp	\$411.40pp
MANSFIELD		
ADULT / CHILD (6-12yrs) Mansfield Balloon Flight (Flight Only)	\$495pp	\$420.75pp

TERMS AND CONDITIONS - SUPPLY OF GLOBAL BALLOONING PRODUCTS

- **GLOBAL BALLOONING AUSTRALIA PTY LTD (ACN 156 541 703, ABN 32 156 541 703)** of 30 Dickmann Street, Richmond, Victoria, 3121, Australia appoints 'The Agent' **and its authorised representatives** to be an agent for the marketing and sale of tickets for Global Ballooning Australia hot air balloon flights over Melbourne, Yarra Valley & Mansfield.
- Unless explicit prior consent is obtained from Global Ballooning Australia, the onward selling or distributing of tickets to third parties or other agents is strictly prohibited.
- Any breach of this clause may result in the termination of the contract, with any associated repercussions, financial or otherwise, to be the responsibility of the agent at fault.

RATES

- The Agent agrees to display Global Ballooning Australia products at the current retail rates provided in the rates sheet for 25/26.
- The commission is applicable only if the flight has been completed and no cancellation fees apply.

AVAILABILITY

- Global Ballooning Australia is a limited capacity experience.
- The availability of products on the agent platform/website should reflect real-time data obtained through the API connection or Agent Portal. If unavailable, the date should be available 'on request' unless there is a written agreement to allow 'instant bookings'.

FIT / PUBLIC FLIGHTS - TERMS AND CONDITIONS

A balloon flight booking may not be cancelled and 'The Agent' may not offer to refund any payment unless it complies with our cancellation policy:

CANCELLATION DATE	CANCELLATION TERMS
More than 7 days before flight	You can change the date or cancel the booking without any fees incurred.
Within 7 days of flight	A \$50 per person cancellation/alteration fee will be charged. we will allow a full refund minus \$50 per person.
Within 48 hours of flight	NO changes can be made to the booking and NO refunds will be given. The passengers will NOT be able to rebook and will forfeit if they fail to show for their flight

The Agent will be invoiced for any money owing on any booking that is cancelled in breach of this policy.

GROUP / EXCLUSIVE BOOKING TERMS AND CONDITIONS

- Bookings for 11+ passengers are considered a "group" booking.
- Groups and exclusive flight bookings have separate rates, commission structures and terms/conditions from our FIT bookings.
- Depending on the season and day of the week, additional administration and cancellation fees may apply to group and private flight bookings.
- Such conditions will be confirmed in writing at the time of a 'group' or 'exclusive' booking request.

TERMS OF PREPAY ACCOUNT

- Pending payment of Global Ballooning Australia invoices, the Agent must safely hold all funds from sales received on behalf of or as an agent for Global Ballooning Australia.
- Global Ballooning Australia will submit an invoice to the Agent as soon as a booking has been received. The Agent is to pay Global Ballooning Australia the nett amount owing in Australian dollars, as per the current contract rate.
- Payment terms are due at least 1 month prior to the flight date.
- If the booking is not pre-paid within the timeframe, the places will be released.
- International bank deposit refunds will incur a \$25 fee.
- If the flight is booked for a date beyond the end of this contract, the Agent will be invoiced at the new season rate, which will apply if released.
- If the Agent is using the agent portal, immediate payment on booking is required.

AGENT VOUCHER REQUIREMENTS

Global Ballooning requires the primary passenger's email and mobile number on booking – if the Agent is unable to provide these details, your client **MUST** contact Global Ballooning 7 days before their scheduled flight with these updated details. We send regular flight updates about the flight status. If the clients are not able to receive this information they may miss their flight.

IMPORTANT: Global Ballooning Australia will not take responsibility if the client is not contactable on the morning of their flight.

If the Agent provides a tailored booking voucher that is presented to the customer, the Agent must include the following information:

- Your company name & logo
- Global Ballooning Booking I.D
- Global Ballooning's email: balloon@globalballooning.com.au and **GBA APP INFORMATION** must be provided on all tickets, specifying to contact Global Ballooning 7 days before the flight to update all contact details.
- Exact number of pax with a breakdown of passenger type (e.g. Adult or child under 12)
- Flight location (e.g. Melbourne, Yarra Valley or Mansfield)
- Breakfast (if booked)
- Transfers (if booked)
- Flight date
- Include these written instructions to the client:

*Please ensure you check your Global Ballooning flight status the evening before your flight by downloading the **Global Ballooning Australia mobile app**. The confirmed flight status and pick-up/meeting time will be available by 6pm the night prior.*

The GBA Mobile App is the most convenient way to stay in touch with our team after hours via its messaging system and to receive the latest updates.

Additionally, please reach out to Global Ballooning by phone or email at least 7 days before your flight to provide your mobile number and email address, ensuring you receive all necessary flight communications. Rest assured; these details will only be used for your flight updates - no unrelated emails will be sent.

CONTACT: Global Ballooning
balloon@globalballooning.com.au
+61 3 9428 5703

MANUAL BOOKINGS AND CUSTOMER SERVICE

In the absence of an API or Agent Portal, and for groups over 10pax, we ask that you email our Customer Service Team at balloon@globalballooning.com.au. Booking requests must include the following:

- First name & family name of all passengers:
- If you have children coming on the flight, how old are they?
- Individual passenger weights in kilograms:
- Mobile contact details, whilst in Australia (COMPULSORY - in case we need to call pax on the morning):
- Pax email address (COMPULSORY – we may send flight updates via email):
- WeChat I.D / WhatsApp if applicable:
- Melbourne/Yarra Valley/Mansfield Flight?
- Flight date:
- With or without breakfast?
- What hotel/suburb will pax be coming from?
- Do they require a CBD return transfer? (Yarra Valley flight & breakfast package only):
- Length of stay in case of inclement weather:
- Your booking number:

Your booking is not confirmed until you have received written confirmation from our customer service team. Allow up to 48 hours for processing and confirmation of your booking.

The customer service team is available:

- Between 9am and 5pm AEST, Monday to Friday.
- Only urgent emails will be responded to prior to 4pm on weekends and public holidays.

The customer service team is contactable by:

- Phone: +61 3 9428 5703
- Email: balloon@globalballooning.com.au

ADDITIONAL TERMS AND CONDITIONS

- It is the agent's responsibility to specify correct booking details / vouchers and if breakfast/transfers are included.
- **Block Out Dates** - flights will not be available on Christmas Day - 25th December. In early 2025, GBA will advise of any changes for the 2025 winter period (June-Aug).
- **Child Policy** - Children between the age of 6 and 12 years are welcome. The pilot in command may at his discretion refuse to allow a child to fly if they deem it a risk to their safety. Global Ballooning Australia does not carry child safety seats on board its vehicles and does not have appropriate fixtures to secure such seats. Parents or guardians must travel with minors under the age of 12 years and must sign the waiver/risk and release for minors under 18 years.
- Global Ballooning cannot accept responsibility for non-payment related to fraudulent bookings involving passengers who have already flown.
- Flights may be cancelled due to inclement weather or if minimum passenger numbers are not met.
- Agents **must** inform customers of Global Ballooning Australia's **cancellation & child policy**.
- Agents **must** inform Global Ballooning Australia of any **passenger cancellations in writing**.
 - > Authorise Global Ballooning Australia to add the agents primary email address to a database to receive newsletters with the option to unsubscribe.
 - > The Agent will not process a refund until Global Ballooning Australia has confirmed a flight cancellation in writing to approve a flight cancellation.
 - > Provide clients relevant mobile & email whilst in Australia.

Global Ballooning cannot be held responsible for negative customer feedback or "no-shows" in cases where incorrect contact details have been provided, preventing us from effectively communicating with your clients. Given that meeting times vary throughout the year, it's crucial that we have accurate contact information, as there are numerous reasons we may need to reach clients urgently, including weather updates, transfers, or assistance with lost or late arrivals.



Global Ballooning Australia | 30 Dickmann Street, Richmond, Victoria 3121, Australia

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📍 Melbourne 📍 Yarra Valley 📍 Mansfield

experience the wonder