

BALLOON ALOFT ACCESSIBILITY GUIDE

At Balloon Aloft we are striving to make hot air ballooning accessible to all. We believe everyone deserves the opportunity to experience sky-high adventures and are continuously working to improve the accessibility of our hot air balloon flights.

This Guide outlines the accessibility features we offer in each flight location to assist you with planning your next adventure.

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Balloon Aloft 客服号



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WEBSITE

Website Accessibility

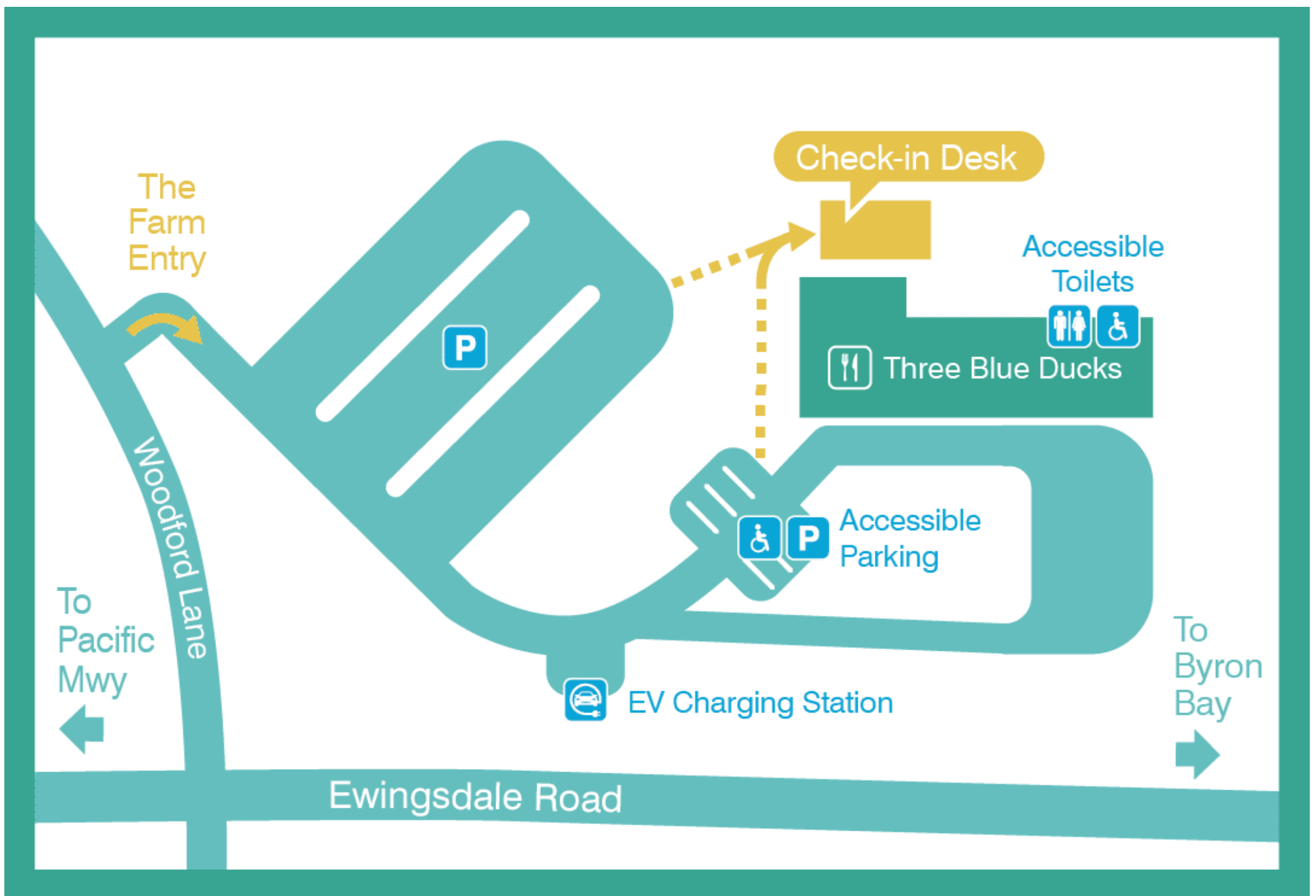
The UserWay Accessibility Widget is installed on our site which offers screen reader compatibility for users who rely on text-to-speech technology, increased contrast, font size and spacing for better readability, as well as the options to pause videos or animations and hide images. To start using the UserWay widget, click on the green UserWay icon in the bottom left of the screen.



BYRON BAY

Balloon Basket with Door available in this location	✗
Balloon Basket with Cushion Seating available in this location	✓
Balloon Basket with Harness available in this location	✗

FACILITIES MAP



MAKING YOUR RESERVATION

Contact Us

Reservations can be made online [here](#)

Over the phone – 1300 723 279

or by email – bookings@balloonaloft.com

ARRIVING FOR YOUR FLIGHT

Meeting Location

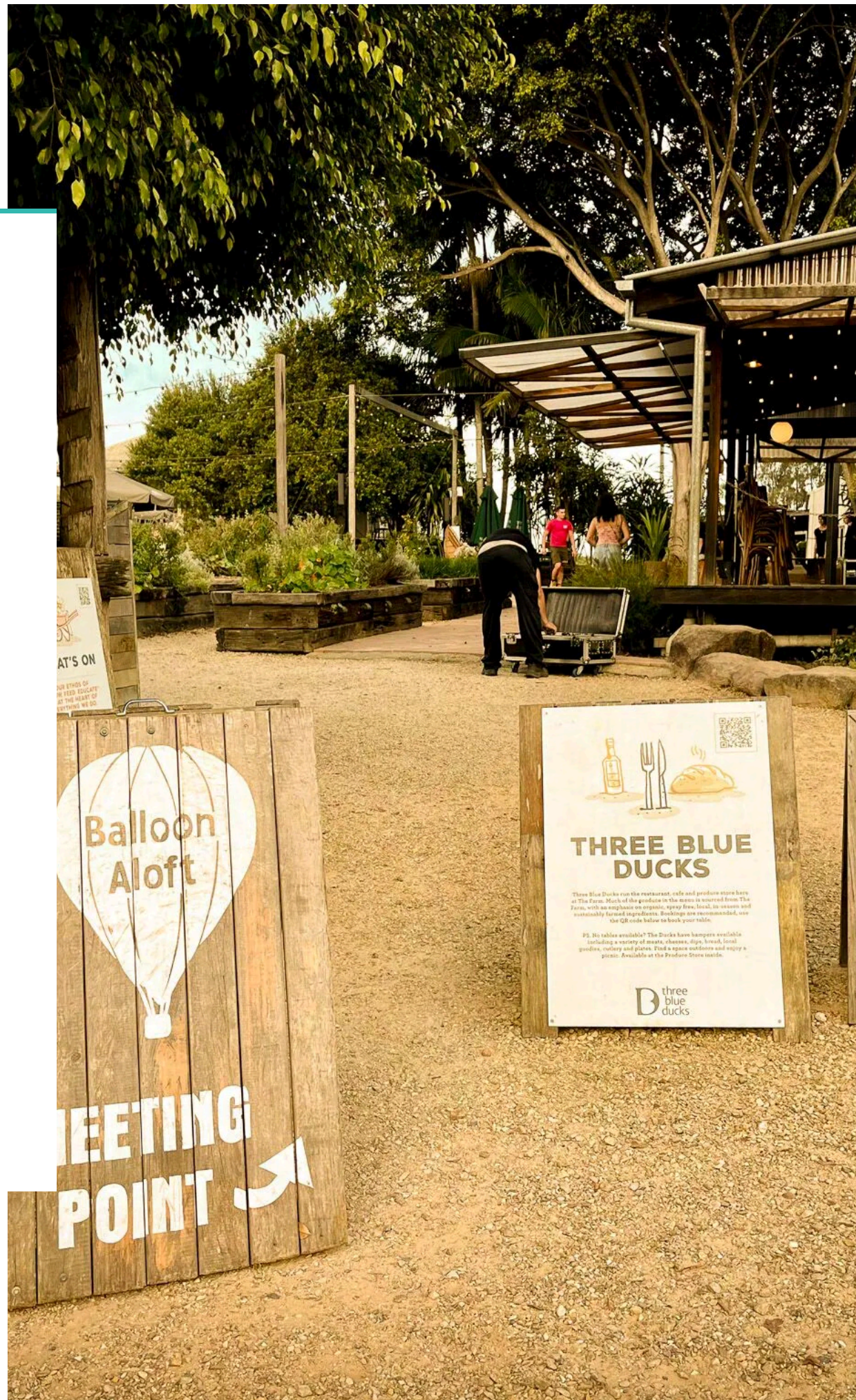
Passengers for our Byron Bay Flights meet at The Farm Byron Bay which is located at [11 Ewingsdale Road, Ewingsdale](#).

Getting Here

Due to the early hour that our flights meet, travelling by car, Uber/taxi or Balloon Aloft transfer is the best option for getting to our meeting location.

Transfers

We offer Return Transfers and Flight packages from local Byron Bay accommodation. There packages can be purchased online or by calling our Reservations Office.





Parking

There is ample free, off-street parking on-site at The Farm Byron Bay. On arrival a parking attendant will guide you where to park.

Accessible Parking

Accessible parking spaces are located in the top Car Park and our parking attendants will guide you to the Accessible Parking spots on the morning of your flight.

Lighting

Flights meet before sunrise however the car park and meeting area are well lit and parking attendants are available to guide you to the Meeting Area.

Electric Vehicle Charging

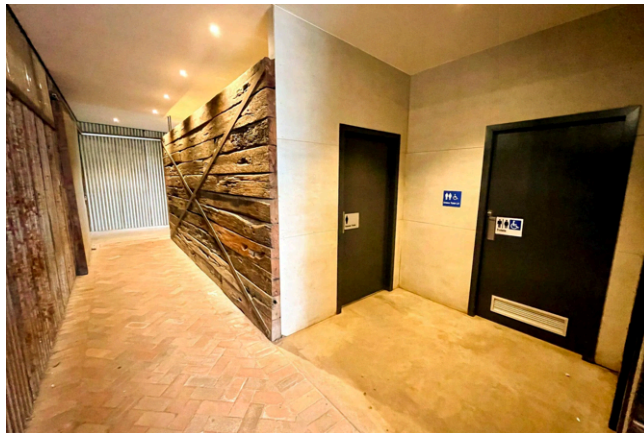
Electric Vehicles can be charged on site at The Farm. Charging stations are located in the top car park. Our Parking Attendants will guide you

MEETING LOCATION

Toilets

Toilet facilities are located on the eastern end of the Restaurant building and include a seperate Accessible Toilet and baby changing room.

Once we depart for the launch site, no toilet facilities will be available until we return to The Farm Byron Bay following the flight, approximately 2.5 – 3 hours later.



Accessible Toilet

- Grab rail located on users left, as well as on the back wall to users right
- Doorway clearance 900mm
- Accessible sink, 800mm high
- Level path access with paver and concrete surface
- Clearance to left of toilet – 260mm
- Clearance to right of toilet – 1550mm
- Space in front of toilet- 1700mm
- Seat height – 470mm
- Baby Change Table present

MEETING AREA

Our team members are onsite to guide you to the meeting area located on the outdoor seating area in front of the Three Blue Ducks Restaurant, approximately 30 metres from the car park.



Outdoor Seating Area

The Outdoor Seating Area is located at the eastern end of the main car park. Access is via a flat paved path, 30 metres from car park. Plenty of seating is available while you listen to the safety briefing.

- Seating height – 450mm
- Table height – 750mm

Safety Briefing

Prior to departing for the launch site, all passengers must attend the flight safety briefing. Additionally, our safety briefing is available in written format upon request.

We can offer briefing cards in:

- English
- Large Print English
- Braille
- Chinese
- Japanese
- Korean.



TRANSPORT TO THE LAUNCHSITE

Transportation to launch site

All passengers are transported via Balloon Aloft shuttle buses to the morning's chosen launch site. Seating is available for all passengers and passengers are required to wear seat belts for the duration of the bus transfer. The step height for our buses ranges from 150mm to 400mm and an additional platform step is available upon request to make boarding the buses easier. Seat heights on our buses range from 400-500mm.



DURING YOUR FLIGHT

Basket option

We operate Traditional Balloon baskets without doors in our Byron Bay location.

If you require an Accessible Basket with door, please take a look at our Hunter Valley location.

Traditional Balloon basket without door

Traditional balloon baskets do not have an access door but instead have a ladder of footholds in the side of the basket to allow passengers to climb aboard the basket. If you require a door for access please speak to our Reservations Team about booking to fly aboard the Accessible Balloon.

Optional Cushion Seating

For those people unable to stand for the duration of the flight or who would require a seat for landing, a bolster seat can be supply, if prearranged. Please speak to reservation staff if you require this option.



FOLLOWING THE FLIGHT

Breakfast

Following the flight, passengers sit down to enjoy a delicious breakfast at Three Blue Ducks Restaurant (The Farm Byron Bay).

Breakfast is served in the Outdoor Seating Area. The surface of the seating area is paved, with seating height of 450mm and table height 750mm.

Dietary Requirements

Dietary requirements can be catered for by the restaurant. Vegetarian meals are available on the balloonist menu, with vegan, gluten free and dairy free alteration able to be made at the time of ordering. More complex dietary requirements can be catered for with advanced notification. Please advise us of more complex dietary requirements at the time of booking so that we can ensure a suitable meal is available for you.



ADDITIONAL CONSIDERATIONS

Weather Conditions

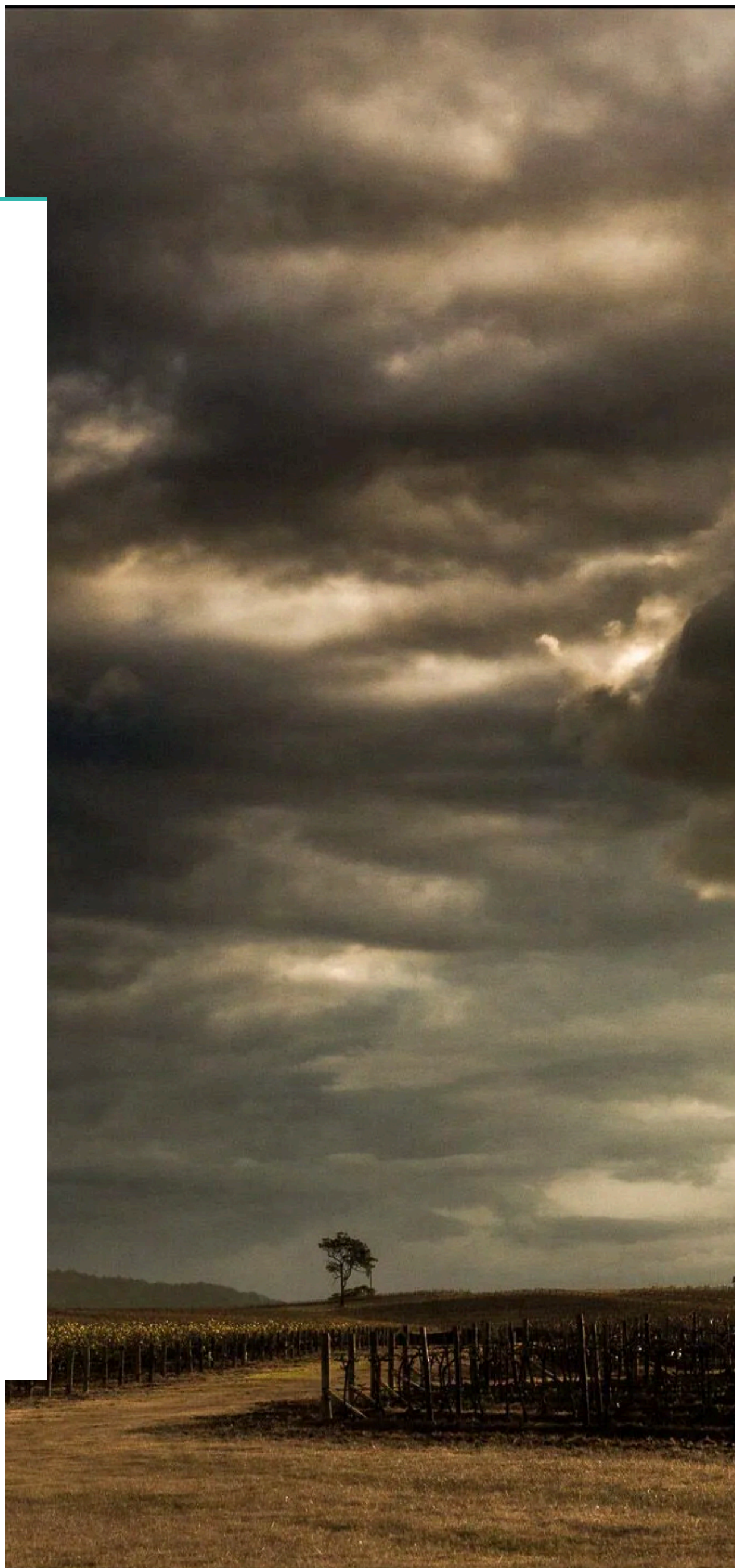
We prioritize the safety of all passengers. In case of inclement or unsuitable weather, we may need to postpone your flight and reschedule for another day. Should your flight be cancelled for weather safety reasons, please contact our reservations team to arrange a suitable alternative date.

Service Animals

Due to the active and dynamic nature of balloon landings we are not able to ensure Service animal safety. For this reason we are unable to carry service animals aboard.

Weight Restrictions

Hot air balloons have a weight limitation of 140kg per passenger other than the Accessible balloon basket which has a weight limitation of 120kg per passenger.





Access and Inclusion Statement

At Balloon Aloft, we are passionate about sharing the wonder of hot-air ballooning with everyone and are committed to making our flights accessible and inclusive for all.

Balloon Aloft embraces diversity and values the unique perspectives and experiences of all our guests. We are committed to creating a respectful environment where everyone feels welcome, regardless of ability, ethnicity, age, gender identity, sexual orientation or religion.

Accessible Balloon Flights

We understand that traditional hot-air ballooning experiences might not be accessible for everyone. That's why we offer specially designed accessible balloon flights.

Our accessible flights are designed for anyone who wants to experience the joy of hot-air ballooning but who, for any reason, is not able to climb aboard a regular hot air balloon basket using the footholds cut into the side of the basket or stand for the one hour duration of the flight.

Additional Considerations

- We encourage open communication to understand your specific needs and preferences.
- We offer pre-flight briefings that can be tailored to accommodate various learning styles.
- Our staff is happy to answer any questions you may have about accessibility and safety procedures.

Creating an Inclusive Environment

We strive to create a welcoming and inclusive environment for all our guests. Our staff is trained to be sensitive to individual needs and provide assistance with respect and dignity.

Commitment to Continuous Improvement

We are constantly looking for ways to improve accessibility on our flights and welcome your feedback to help us ensure everyone has the opportunity to experience the wonder of hot-air ballooning.

Contact Us

If you have any questions or require further information about our accessibility features, please do not hesitate to contact us. We are here to help make your hot-air balloon adventure a truly unforgettable experience.