

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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WEBSITE

Website Accessibility

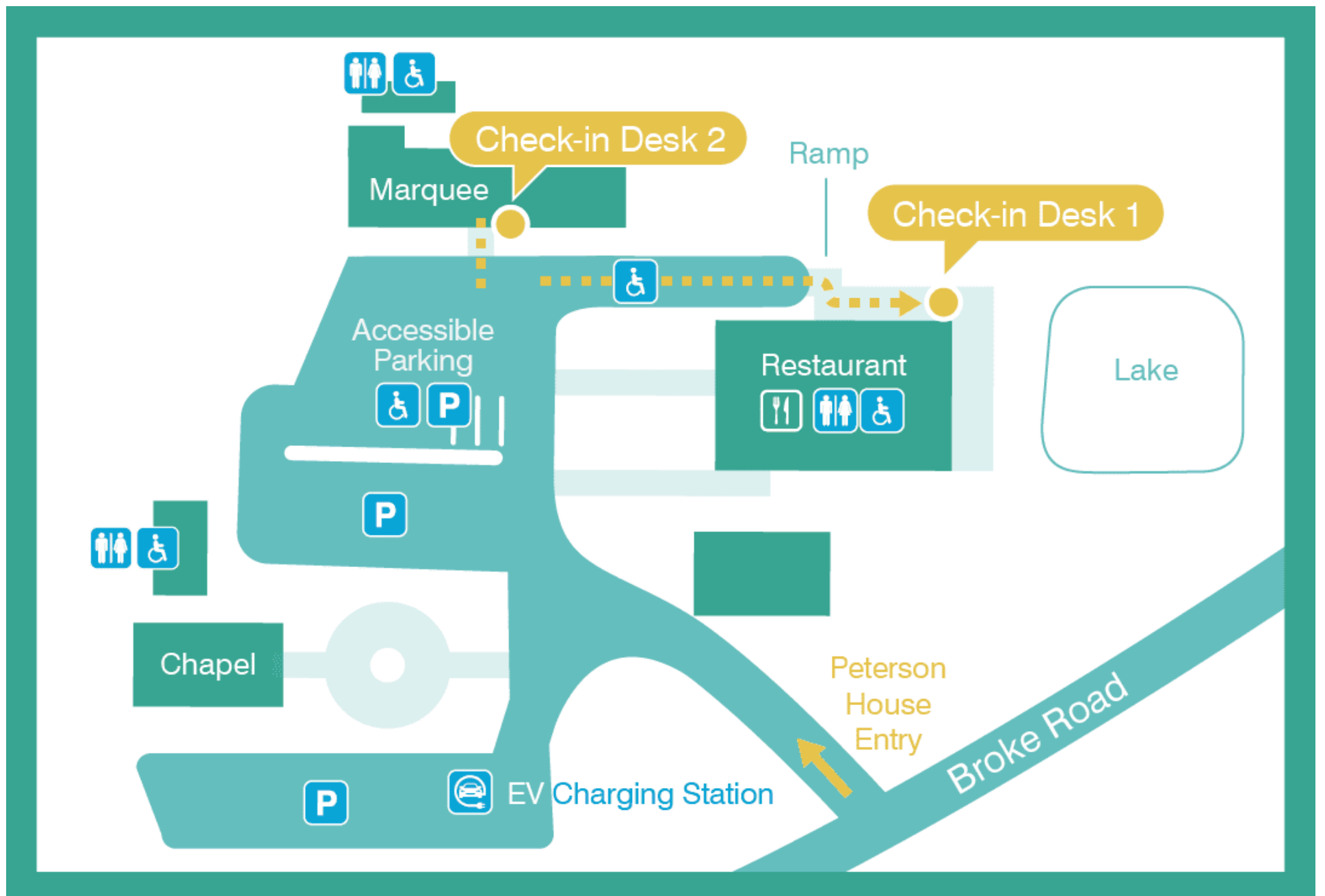
The UserWay Accessibility Widget is installed on our site which offers screen reader compatibility for users who rely on text-to-speech technology, increased contrast, font size and spacing for better readability, as well as the options to pause videos or animations and hide images. To start using the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



HUNTER VALLEY

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

Booking Accessible Balloon

If you require the Accessible Balloon Basket with door access, please advise our staff when you make your reservation. Reservations for the Accessible Balloon Basket are best made via phone or email so that we can go through any accessibility needs you have so we can best cater for your needs on the morning of your flight.

ARRIVING FOR YOUR FLIGHT

Meeting Location

Our Hunter Valley Flights meet at Peterson House. This is located at [2457 Broke Rd, Pokolbin NSW 2320](#)

Getting Here

Travelling by car or taxi is the best option for getting to our meeting location. Public Transport is not available to this location.

Transfers

We offer transfers from local accommodation, with an accessible bus with wheelchair lift available upon request. Please advise the Reservations Staff Member if you require a transfer when you book your flight.





Parking

Peterson House has plenty of free, off-street parking. On arrival a parking attendant will guide you where to park.

Accessible Parking

Accessible parking spaces are available within the Peterson House car park. Onsite parking attendants will guide you to the Accessible Parking spots on the morning of your flight.

Lighting

Flights meet before sunrise however the car parks, marquee and deck 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 Peterson House. Charging stations are located in the lower car park. Turn left at the chapel and proceed to the bottom car park. Charging points can be found on the western side of the car park.

MEETING LOCATION

Toilets

Toilet facilities are located behind the marquee, behind the chapel and inside the restaurant.

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

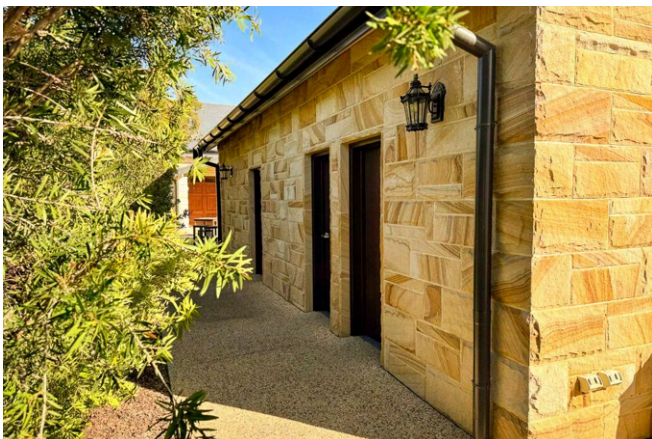
Accessible Toilets

Accessible toilets are available on site at Peterson House. These are located at the marquee, the chapel and inside the restaurant.



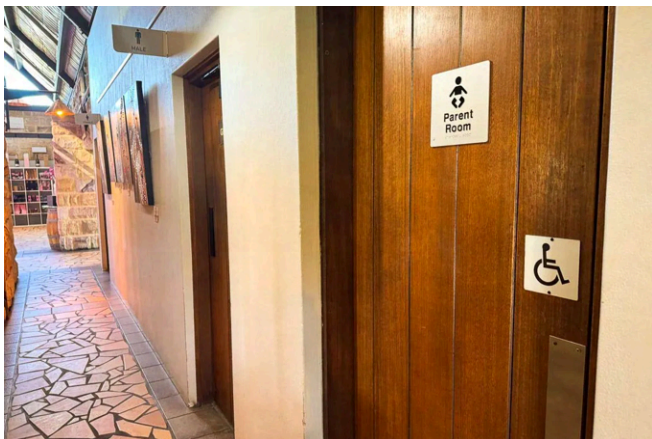
Marquee Accessible Toilet

- Grab rail located on users right, as well as on the back wall to users left
- Doorway clearance 870mm
- Accessible sink, 800mm high
- Level path access with pebblecrete surface
- Clearance to left of toilet – 1800mm
- Clearance to right of toilet – 260mm
- Space in front of toilet- 3000mm
- Seat height – 490mm
- Baby Change Table present



Chapel Accessible Toilet

- Grab rail located on users left, as well as on the back wall to users right
- Doorway clearance 870mm
- Accessible sink, 800mm high
- Level path access with pebblecrete surface
- Clearance to left of toilet – 300mm
- Clearance to right of toilet – 1360mm
- Space in front of toilet- 1300mm
- Seat height – 470mm

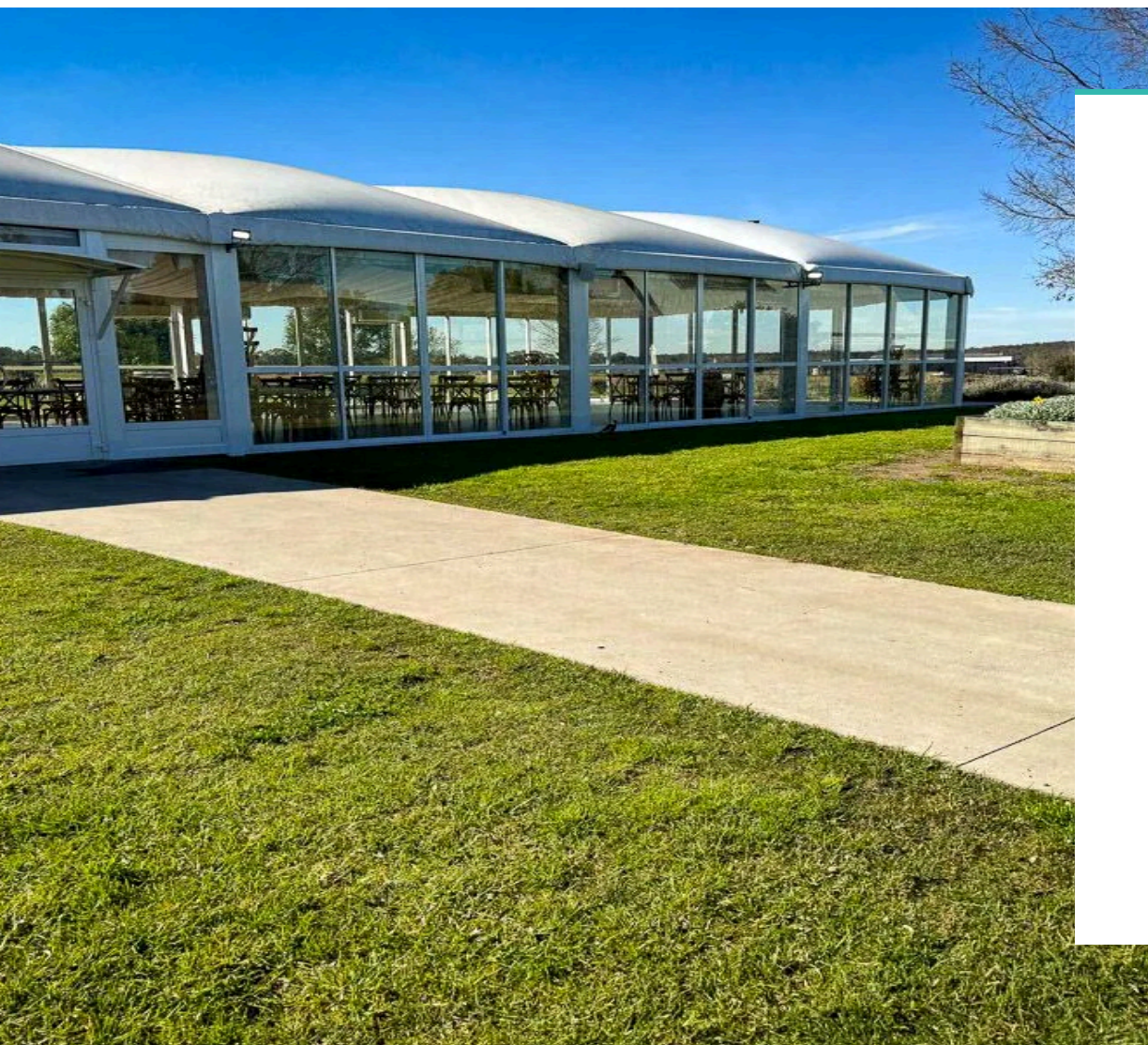


Restaurant Accessible Toilet

- Grab located on users right as well as on back wall to users left
- Doorway clearance 875mm
- Accessible sink, 800mm high
- Level access with tile surface
- Clearance to left of toilet -1580mm
- Clearance to right of toilet – 270mm
- Space in front of toilet- 1120mm
- Seat height – 470mm
- Baby Change Table present

Meeting Area

Our team members are onsite to guide you to the meeting area. We have two possible meeting locations for our flights – inside the Marquee or on the back deck at Peterson House.



Marquee

The marquee is located at the northern end of the car park. Access is via a flat concrete path, 10 metres from car park. Seating is available within the marquee.

- Seating height – 450mm
- Table height – 750mm
- Doorway width – 1100mm (or 2200mm with double doors open)

Back Deck

The Back Deck is located at the back of the Restaurant and Cellar door, overlooking the lake. Access is via a flat bitumen path, 40 metres from car park with a ramp with a moderate pitch up to the deck. The floor surface of the deck is stone and wooden decking. Seating is available on the back deck.

- Seating height – 430 – 450mm
- Table height – 750mm
- Doorway width – 800mm (or 1600mm with double doors open)





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.

Please request the appropriate briefing card from your flight crew on the morning of your flight.

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 seatbelts 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.

A transfer bus with a wheelchair lift is also available. Please speak to reservation staff if you require this option.

All-terrain Wheelchair

An All-Terrain Wheelchair is available for use at launch and landing sites, should passengers not wish to use their own wheelchair in paddocks or fields that may have uneven or muddy surfaces. Please speak to reservation staff if you require this option.



DURING YOUR FLIGHT

Basket options

We have two basket options for our Hunter Valley flights, a Traditional Balloon basket without door or an Accessible Basket with door.



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.

Accessible Basket with door

The accessible basket has an easy access door which is outward swinging with a width of 1100mm. The basket threshold is 100mm high. If you require assistance transferring to the basket seating please book with a friend or carer so that they can assist you with this. Standing and seated spaces are available with door access.

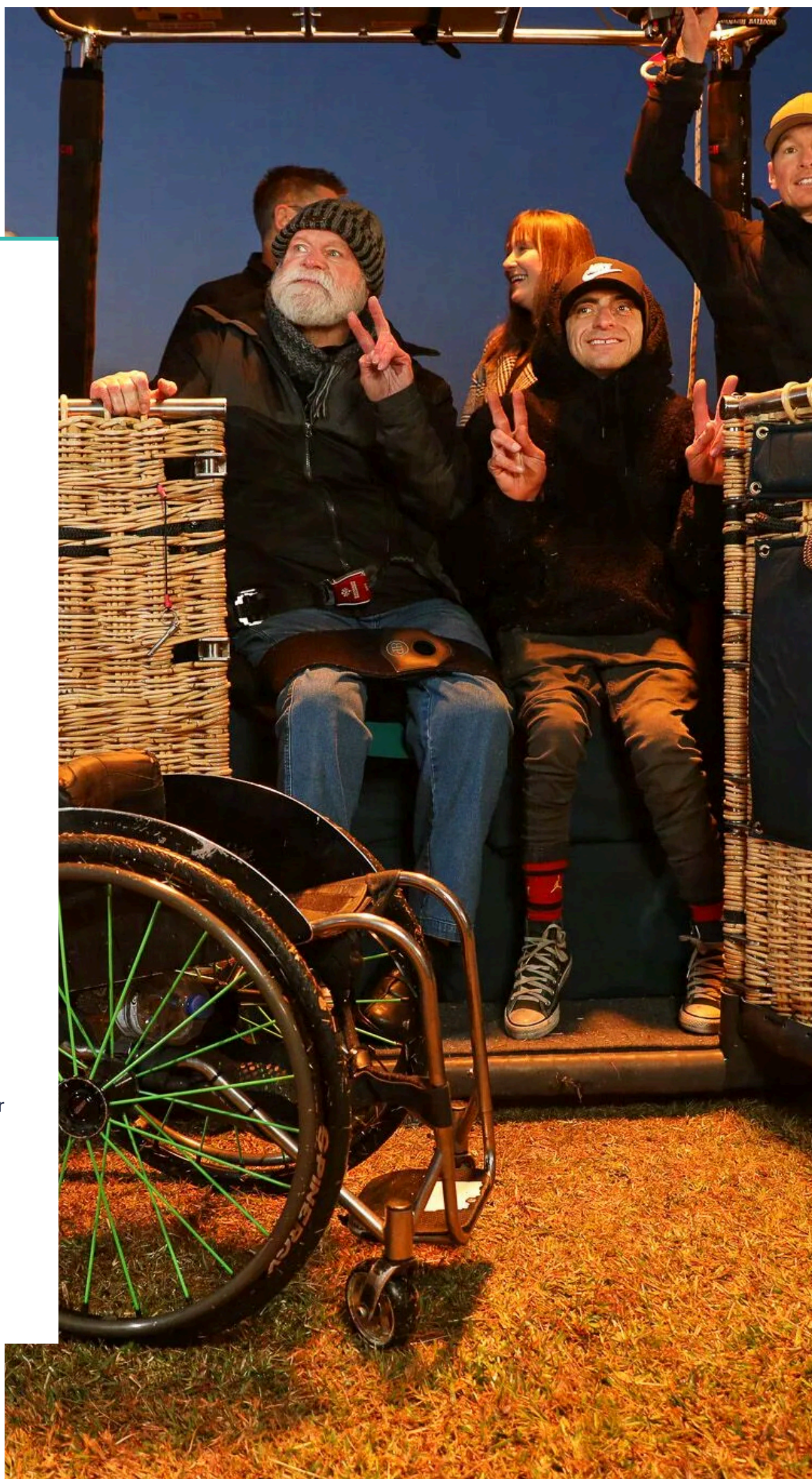
Seating

The basket seating is 54cm high and located directly opposite from the door of the basket. Wheelchair users will need to transfer from the door of the basket to the seating and a grab handle is available to assist with this process.

Wheelchairs will not be able to be carried aboard the balloon but will be transported to the landing site for you and available for you once your balloon has touched down.

Harness

An over-the -shoulder safety harness is available for seated passengers to assist with stability during the flight and landing.



FOLLOWING THE FLIGHT

Breakfast

Breakfast is served following the flight at Restaurant Cuvee, located at Peterson House. Breakfast is served in the marquee, the back deck or the front deck.

The entry doorway to the Restaurant is a minimum of 1600mm (with double doors open) with seating height 430 – 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.