



## 2021-22 RATES AND PRODUCT INFORMATION





# *The Kilimanjaro Balloon Safari Experience*

Since 1783, Hot Air Balloons have provided onlookers with dreams, imagination, and experiences. In modern Hot Air Ballooning, Kenya was the original location for the first commercial passengers to fly in a Hot Air Balloon, anywhere in the World! Thirty-five years ago, our parent company first took flight in Toronto, Canada operating a single balloon.

Fast forward to today and we are one of the largest, most experienced Hot Air Balloon companies, the world over. With an extensive background in Operations, Maintenance, Manufacturing, Training and Corporate relationships, the Team at Kilimanjaro Balloon Safaris (KBS) is committed to you and your clients.

KBS operates 365 days a year, weather permitting, in the foothills of Mt. Kilimanjaro and the area bordering the Amboseli National Park. With a custom planned and constructed Balloon Safari Camp, we are completely self-sufficient, and your guests are assured of a high-quality first-class experience. From the sunrise to the East, the magnificent Mt. Kilimanjaro to the south, the Amboseli National Park immediately to our north, your guests will see a full array of game including the areas renowned elephants, lions, giraffe, cheetah, zebra, wildebeest, eland, waterbuck, jackals, warthogs, fox and more than 400 species of birds in the immediate area, depending on the day. As Mother Nature dictates where we fly daily, “We Walk the Winds” in Man’s Oldest form of flight.

Every day and every flight is different, but at all times passenger safety, comfort and the guest experience are paramount to us, thus why we have prepared this document







## *Flight Details and Steps*

Upon arrival at their camp/lodge in the Amboseli area, each pre-booked passenger must follow the steps below to confirm and receive up to date flight information. The sooner, the better – but, by 6pm on the night prior to their confirmed adventure, the pre-booked passenger is to contact our office at +254 712 71 71 71.

## *Receive the Flight Update*

Assuming the flight is proceeding as scheduled (all flights are weather dependant):

1. We will confirm the passengers in the group: their names, weights, health condition, and dietary needs,
2. We will confirm the meeting location at camp or lodge,
3. We will confirm the pick-up time at their camp or lodge,
4. We will answer any questions they have and ensure they are ready for “The Adventure of a Lifetime”!



## Meeting Point

At each camp or lodge, we have a pre-determined Meeting Point for pick-ups, as agreed with the Camp or Lodge management. The Front Desk or Concierge will direct your guests to that location, and we will re-confirm during the Flight Update.

## Meeting Time and PickUps

Meeting Time varies depending on the Camp or Lodge, and the time of the year. All pick-ups are scheduled to ensure that our Guests arrive at the Balloon Camp, prior to 5:15am.

Depending on the timing and distance from the Camp or Lodge, pick-ups may begin as early as 4am, to ensure a smooth and well-planned daily operating schedule.



## Pre-Flight

Once the Guests have arrived at the Balloon Camp, passengers will be required to:

- Observe established Covid-19 protocols, including temperature checks, masks, hand sanitizer and social distancing,
- Visit and Check-in at our Reception Desk to complete Passenger Information Waivers, or check-in online in advance,
- Join the others in our Guest Pavilion, complete with morning beverages and fresh cookies,
- Female and Male Toilets are available,
- Wi-Fi and USB chargers are available to all guests in the Guest Pavilion.

Once the Hot Air Balloons are prepared on our on-site launch field:

- All guests will be encouraged to visit the Toilets, one last time,
- All Guests will undergo a simple security screening and search,
- They will exit the Guest Pavilion, and be escorted to our Launch Field by KBS staff,
- Once at the Launch Field, they will join a short safety briefing with the Captain of their Hot Air Balloon, who will also answer any questions they may have. After the Captain completes his pre-flight briefing and checks, it is time... the Captain will prepare the Hot Air Balloon for take-off, and then gently take to the skies for their Magical Balloon Safari experience.





## *During the Flight*

Once we are In-flight, your guests will experience a spectacular 360° view of:

- The earth coming alive, as the sun rises to the East,
- The many variations of the Amboseli ecosystem,
- Mt. Kilimanjaro to the South,
- Amboseli National Park to the North,
- Plentiful game, depending on the season, throughout the area,
- The local Maasai Manyattas and Bomas in the area,
- Encourage your guests to bring their cameras and/or binoculars.

Flights generally last about 1-hour, but actual flight time can vary from 45-minutes to 1 ½ hours, depending on the weather of the day, and the conditions 'Mother Nature' has provided us.

NOTE: We can not guarantee a flight length, or direction, or what animals/game are seen on a given day – we are one with nature and every day is different, fresh and changes in the wind direction can occur.



## Post-Flight

After we return to Mother Earth, our Chase Crew will have followed us on the ground and will be there to meet and greet us.

Our custom Safari vehicles will transport all guests back to the Balloon Camp, while taking in a Game drive and experiencing the local communities.

On arrival back at the Balloon Camp, the Guests will be briefed on the morning process:

- Reminder of Toilet locations,
- Presented hot wash cloths (or cool cloths on a hot morning),
- Reminded of Covid-19 processes and protocols,
- Provided with the Wi-Fi password, and availability of USB chargers,
- A full introduction of the Captains, servers, and chefs for the morning,
- The Chief Pilot will begin the Celebration with stories, the Balloonists Prayer and Champagne. For guests that do not drink alcohol or are younger, we always have optional beverages available to join in the Celebration,
- We will then provide a freshly prepared 'made to order' full hot breakfast, inclusive of fresh fruits, cereals, yoghurt, coffee, a selection of teas, hot chocolate, and juices,
- After breakfast and reminiscing about the mornings Magical flight, all guests are presented with a Commemorative Flight Ascension Certificate, signed by their Captain, as a memento of their Kilimanjaro Balloon Safari experience,
- Upon completion, guests will then be returned to their Camp or Lodge, either by their driver, or ours as pre-arranged – of course complete with another game drive.





# Booking Checklist

The complete team at Kilimanjaro Balloon Safaris looks forward to welcoming your guests, as our passengers on “The Adventure of a Lifetime”, in Amboseli, Kenya. This checklist has been developed to ensure a seamless booking process for you, and experience for your guests.

- ❑ Please submit bookings to [bookings@airkbs.com](mailto:bookings@airkbs.com), and include the following:
  - Full Names of all passengers,
  - Specified as Adult or Child,
  - Male or Female,
  - Desired Flight Date,
  - Do the Guests require Camp/Lodge pick-up?
  - If so, what Camp or Lodge are they booked into,
  - Their mobile number, and e-Mail address for in country communications,
  - Their weight in kilograms (preferred),
  - Your reference number for invoicing purposes.
- ❑ Please ensure you receive a Flight Confirmation from KBS and pass it onto your Guests. This will confirm the booking and has the details for the Check-in procedure and “What to Wear and Bring”.
- ❑ Advise clients to contact KBS on arrival to their local Camp or Lodge, for confirmation and details.
- ❑ Advise clients they MUST inform KBS if there is any change to their contact information (mobile or e-mail), that they will be using during their stay in East Africa.

## What to Wear and Bring

Hot Air Ballooning is an interactive experience and an active morning outdoors, so wear clothing that can get dusty or dirty:

- Wear clothing suitable for hiking, including sturdy shoes, socks, and a cap, plus sunglasses if you like,
- We meet before sunrise, thus depending on the time of year and weather, some mornings can be quite cool,
- Generally, it will not be any colder in the air during the flight, than on the ground, so layering clothing is recommended, so that it can be removed as the morning warms,
- The hot air balloon burners produce radiant heat, so it is recommended to wear a hat. The burners can sometimes drip water mixed with carbon. KBS will not be responsible for clothing damaged or stained.
- Launch and Landing is generally in rough terrain with weeds and sometimes thorns. Closed toe shoes are recommended for all guests.
- High-heeled shoes and open toe shoes, such as thongs/flip flops are NOT suitable.
- Bring a camera to capture stunning photos of the flight!
- All passengers MUST wear a mask, due to Covid-19 protocols. If they do not have their own mask, KBS has masks available.



## Why Choose to Fly With Us?

- Your guests will be hosted and entertained at the only custom-built Balloon Safari Camp in Kenya,
- The Amboseli area provides some of the most balloon-friendly year-round weather in the world,
- The Amboseli is home to more than 1,800 elephants in the immediate area,
- We are in the foothills of Mt. Kilimanjaro and the Amboseli National Park, featuring an unimaginable ecosystem, often referred to as “paradise”,
- We rise before the sun, meaning guests will be finished by 9am, allowing the whole day to experience the Amboseli area,
- Kilimanjaro Balloon Safaris is one of the safest, most professional balloon companies in the world. With our related companies, we have been in business since 1985 – your guests are in good hands.
- Your guests will experience a 5-star Hot Air Balloon Safari adventure with us.

## 2021-22 Rack/Retail Rates

Hot Air Balloon Safari Rate (Adult) International	\$450*pp
Hot Air Balloon Safari Rate (Child 4 - 11) International	\$350*pp
Hot Air Balloon Safari Rate (Adult) Kenyan w/ID	\$375*pp
Hot Air Balloon Safari Rate (Child 4 - 11) Kenyan w/ID	\$275*pp

\* T & C's apply. All prices are in USD, and subject to change, with 60-days notice.



## Flight Inclusions

- The full Kilimanjaro Balloon Safari experience will take 4 – 5 hours from pick-up to return,
- 1-hour Hot Air Balloon Safari (can range from 45 minutes – 90 minutes)
- Chef prepared “made to order” hot breakfast,
- Champagne Celebration,
- In-flight commentary and highlights by expert Captains, giving passengers insights on the local ecosystem, Mt. Kilimanjaro, the Amboseli National Park, local game in the area, hot air ballooning history and principals including meteorology, altitude, navigation, equipment, and life in the bush,
- Complimentary Camp or Lodge pick-up and return,
- Game drive to the Balloon Camp and on return to the Camp or Lodge.
- Commemorative Flight Ascension Certificate, signed by the Captain.

## Terms and Conditions

- If we cancel your flight, you will be entitled to a full refund.
- If you cancel within:
  - 14-days prior to flight date – no fees charged.
  - 14 – 7 days prior – 50% charged.
  - 6 days – 48 hours – 75% charged.
  - Less than 48 hours – 100% charged.
  - No show – 100% charged.
- Large Groups of passengers may be subject to different cancellation conditions. For Group and FOC policies, please contact the KBS team.
- Child Rates are between 4 – 11 years of age only. Children under the age of 4 are not permitted.
- Hot Air Ballooning is a weather dependant activity, so if the balloon flight is cancelled due to inclement weather, passengers can either reschedule, or receive a full refund.
- All rates are Retail pricing and in USD, and per person, unless otherwise stated.
- All payments made by Credit Card, are subject to a 5% surcharge.
- All terms and conditions are displayed in your contract.







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