



Frequently Asked Questions

1. What is a Classic Silver ticket?

For Classic Silver Ticket at USD \$120 or MMK 168,000 per person, the flying period will be from 15 Oct 2020 to 15 Dec 2020. Seats are subject to availability. No name change or date change is allowed after the fly date is confirmed.

2. What is a Classic Gold ticket?

For Classic Gold Ticket at USD \$150 or MMK 210,000 per person, the flying period will be from 15 Oct 2020 to 10 Apr 2021. Seats are subject to availability. Name change is allowed. Name change must be informed a minimum 1 day ahead before the fly date. On site name change will not be permitted on the fly date. You can also change fly date anytime until 3 days prior to the fly date, a flight rebooking fee of USD \$50 or MMK 70,000 shall be applied. Change of date is not permitted within 3 days of fly date.

3. What is a Classic Platinum ticket?

For Classic Platinum Ticket at USD \$180 or MMK 252,000 per person, the flying period will be from 15 Oct 2020 to 10 Apr 2021. If you book 14-Days in advance of your desired fly date, we will guarantee your seat permitting weather conditions. Within 14 days, seats are subject to availability. Name change is allowed. Name change must be informed a minimum 1 day ahead before the fly date. On site name change will not be permitted on the fly date. You can also change fly date anytime until 3 days prior to the fly date, a flight rebooking fee of USD \$20 or MMK 28,000 shall be applied. Change of date is not permitted within 3 days of fly date.

4. How does Buy Now, Fly Later with Balloons Over Bagan work?

There are three ticket options: Classic Silver, Classic Gold, Classic Platinum, that you can choose to buy now to fly later during Balloons Over Bagan's 2020/2021 season: between 15 October 2020 to 10 April 2021. You do not need to confirm the fly date right now at the time of purchase for all three ticket options. When you are ready to fly, you can call us back or email us back at 09-25888-2020, 09-25888-7070, 09-95607-7481, 09-95607-7482 or email us at rsvn@balloonsoverbagan.com to make fly date confirmation and our sales team will be happy to assist you. Listed promotional pricing is available for the locals, expats, and tourists during the Buy Now, Fly Later with Balloons Over Bagan promotion period only.

5. Is there a limit of how many tickets a person can purchase?

Each person can purchase up to 5 tickets. If you are traveling with a group larger than 5, we suggest you to buy more tickets by splitting the purchase amongst two to three of your friends and family members.



6. What if my flight is cancelled due weather conditions? Will I get refund?

Balloons over Bagan only operates when the chief pilot decides that the weather is suitable, and it is safe to fly. If the weather is unsuitable for flying, the flight may be cancelled, and we will refund 100% of your payment. Our Balloons Over Bagan team will also check if you are available the next day and change your booking, space permitting. We suggest you book your flight for your first available morning in Bagan, to allow yourself more opportunities to fly if you face bad weather.

7. Do I need to confirm the names of the passengers at the time of purchase?

No, you do not need to confirm the names of the passengers at the time of purchase. You can confirm the names when you call or email to make fly date confirmation later.

8. How Long is the flight and what can we expect to see?

Our flights on average last 45 minutes to one hour depending on the wind. Flights over 25 minutes are deemed completed. The whole experience including hotel pickups and of a sparkling wine breakfast lasts between 2 ½ to 3 hours. Ballooning is also about watching the setup of the balloon, not just the flight itself. Not knowing where you are going to land is always exciting and part of the adventure!

Passengers are usually picked up at their hotels by our Balloons over Bagan bus between 05h00 and 06h00 in the morning depending on the location of your hotel and the hotels of other passengers. The exact time will be given to you the evening before when you or your guide to contact our Sales office in Bagan to reconfirm your flight.

The exciting thing is that every balloon flight is different. You will see Bagan waking up in the morning. You will see many temples in the distance and get a spectacular aerial view of Bagan. Sometimes you may fly over villages and see people on their early morning rounds, feeding their animals; or going to market. It is an amazing and interactive experience.

9. What do I get for the Classic Silver, Classic Gold, and Classic Platinum tickets?

A memory that will last forever, transport to and from your hotel to launch and landing site in one of our vintage buses, flight celebratory glass of sparkling wine, and light breakfast.

All passengers will receive a Flight Certificate signed by the pilot as a souvenir. There is also a link to download inflight photos from our specially designed digital camera that hangs from the balloon and photographs the entire basket and surrounding aerial scene. These inflight photos are complimentary as part of the Classic Silver, Classic Gold, and Classic Platinum promotional tickets, as well as the Original Classic and Premium service package.

10. What should I know before buying the Buy Now, Fly Later tickets?

We know it is an experience that you've been looking forward to, so we want to assure and inform you of a few things:



Hot air ballooning is an extremely safe activity which is highly regulated in Myanmar with strict safety guidelines. We have been operating in Myanmar for the past 20 years with zero accident record. We are licensed by the Department of Civil Aviation and all our pilots hold full commercial pilot's licenses. Our balloons are built to the highest standards of the British aerospace industry in the UK and imported to Myanmar. We operate under an aviation maintenance organisation with in-house engineers and inspectors who were all qualified in the UK. All our ground crew regularly receive first aid and firefighting training by UK and Myanmar Public Transport Inspectors. Because the balloon travels with the wind, the basket is very stable and does not sway or rock during flight. There is no sense of vertigo or motion.

Our standard service balloons carry 16 passengers. Each basket is partitioned so that the pilot compartment with all the flight equipment is separate to the passengers.

If you are pregnant or think that you might be pregnant, you shouldn't fly with balloons, due to possible bumpy landings.

For safety reasons there are age and height restrictions. We set a minimum age of 8 years old, but as a general rule, all passengers must be able to see over the basket.

Additionally, it is important that we receive the correct weight of each passenger at the time of fly date confirmation as the total combined total weight of all the passengers on board is an important calculation made by each pilot during their pre-flight safety checks.

We look forward to giving you an experience of a lifetime!

11. Still have more questions?

Contact our sales team at 09-25888-2020, 09-25888-7070, 09-95607-7481, 09-95607-7482 or email us at rsvn@balloonsoverbagan.com.