



CANCELLATIONS AND RAIN CHECKS

Cancelled Balloon Session

Occasionally the weather prohibits the launch or inflation of balloons most most often when there are poor weather conditions a session will be delayed. The Gondola Club will stay open at these times, and your tickets are still valid, as the meal and other services will still be offered. Once the session has been officially cancelled, you will be issued a “Rain Check” in the form of General Admission tickets, allowing you to visit the Balloon Fiesta at another time within that same year. Your “Rain Check” allows general admission to the balloon event, not to the Gondola Club. Refunds are not available for the cancellation of a balloon session.

Cancelled Gondola Club Session

While the weather may occasionally prohibit a ballooning session from taking place, it is rare that the Gondola Club will be closed entirely. This will only happen if the Balloon Fiesta Park is deemed unsafe by Safety Officials, or the area has been damaged by weather and management determines that it is not hospitable for service.

If, at the time of your scheduled session, the weather appears that it may interfere with the event, please do one of the following:

- Call (505) 821-1000. Operators will notify you of the status of the Gondola Club session.
- Visit <http://www.balloonfiesta.com/guest-guide/gondola-club> It will be posted on this page if the Gondola Club session has been cancelled.
- Check the email address submitted when you booked your ticket. We will send you an email announcing the cancellation.

If your Gondola Club session is cancelled, the following options are available:

- Transfer of tickets to the next available session. Please notify us immediately of your preferred session.
- Transfer of tickets to the following year. We will hold your tickets for up to one (1) year. Please contact us to reschedule your session.
- Refund. If you are unable to attend another Gondola Club session, and access to the Gondola Club has been cancelled by AIBF, we will refund your tickets in full. Please notify us no later than Oct. 31st and your refund will be processed as soon as possible.

For any questions about your Gondola Club visit, www.balloonfiesta.com or email us at gondolaclub@balloonfiesta.com, or call (505) 821-1000. For technical questions regarding your “Print At Home” ticket, please contact us at support@festivalticketing.com or by phone at (855) 725-1824.

We look forward to seeing you at the Albuquerque International Balloon Fiesta!