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Important Information Regarding Your Tandem Paragliding Flight

Dear vogelfrei passenger,

Below you'll find some important information, regarding your tandem paragliding flight with us.

If you have any further questions, we'll be happy to assist you personally. We look forward to flying with you!

Your requirements

A tandem paragliding flight can be enjoyed by anyone less than 100 kg (220 lbs), of any age, and requires no prior experience. In certain cases and with ideal weather conditions, the maximum weight can vary by +10 kg (22 lbs). If you have any health issues, please check with your doctor before booking your flight, and be sure to advise your pilot of these conditions before your flight. There is no minimum age for children, although they should weigh at least 25 kg (55 lbs). Minors should be accompanied by an adult, and need a written declaration of consent from one parent or guardian. We will provide a contract, which must be signed before the flight. If the child's legal guardians cannot be in attendance on the day of the flight, this contract of carriage can be downloaded from our website (www.vogelfrei.de), printed and signed.

Equipment and clothing

Your pilot will provide you with all the flight equipment you will need. Please dress appropriately for the season: in summer, jeans or other long trousers, a sweater or fleece, a windproof jacket and sunglasses; in winter your own ski trousers and jacket, gloves and goggles are recommended. You can also bring your own ski helmet if you wish.

Important: Your shoes must be above your ankle and sturdy (solid trekking or hiking boots). Sneakers or similar shoes are not suitable.

Note: Our complimentary rental shoes and flight overalls cannot be made available due to COVID regulations for reasons of hygiene and protection against infection.

Hygiene concept

In order for us to be able to take off with our guests, the pilot and also the passenger have to observe various aspects of our hygiene concept. You will find most current information in this regard in your appointment confirmation or appointment reservation.

Winter flights

Winter is also an incredible season to fly. From mid-December onwards we can take advantage of its benefits e.g. prepared take-off sites, typically stable weather conditions and beautiful views of the snowy alps. The clothes you normally wear in mountains in winter (i.e. warm ski clothes, and sunglasses or goggles) are also perfect for your flight. We will provide you with a windproof overall, gloves and a helmet, if you don't have your own.

Note: Due to COVID regulations, for reasons of hygiene and protection against infection, unfortunately no shoes, flight overalls and gloves can be provided on loan.

Appointments and confirmation

Please make your flight reservation either by phone or e-mail. Especially during weekends or holiday seasons, early booking is essential to avoid disappointment. We recommend booking your flight 2-3 weeks in advance. Spontaneous appointments may still be possible. For your reservation we will require your full name, mobile phone number, body weight, shoe size and, if you have a gift certificate or voucher, the ticket number/code. On the day before your scheduled flight, your reservation will be confirmed or cancelled, depending on the weather conditions, via telephone, WhatsApp or SMS. Please ensure availability under the mobile number you provided at the time of your booking. You can reach us by phone daily from 8:00am - 6:00pm (May to September) or from 9:00 a.m. to 5:00 p.m. (October to April) at the following number:

 **0049 151 127 66 111**

We require 24 hours cancellation notice, via email, WhatsApp or SMS only. If you cancel with more than 24 hours notice, from the meeting time for your flight, you will not incur any costs. If you cancel within 24 hours of the meeting time for your flight, the full fare will be charged by the pilot. The cancellation must be made by e-mail to info@vogelfrei.de or via WhatsApp or SMS to +49 151 127 66 111 only. In the event of non-compliance with fixed deadlines and cancellations, less than 24 hours before the flight date/time, the full fare will be charged by the pilot. If you are more than 30 minutes late for your flight, this is a breach of your agreement and the full fare will be charged by the pilot.

Photo Service and HD Video Service

During your flight your pilot will be able to provide you with photo and/or video service. You can simply relax and enjoy your flight, knowing it is being professionally documented for you. With a special camera, your pilot will take pictures of the most beautiful moments from your flight. Just let your pilot know if you want this additional service, before you take off. After landing you will receive our vogelfrei media card with all your pictures (minimum of 20) to take away with you. This service costs 29 Euros. Would you like to re-live your flight at home, or share it with your friends and family? We can record your entire flight, from take-off to landing with a special on-board HD video camera. The camera position provides impressive views from your perspective.

You will receive your HD movie after the flight, on a high-quality Vogelfrei SD-Card. This service costs 49 Euros.

Meeting point

When flying at the Nebelhorn, you and your pilot will meet at the vogelfrei office, Oststr. 29 in 87561 Oberstdorf. Please be there 15 minutes before your flight booking. The vogelfrei office is in the pedestrian zone, there is no access and no parking possible. You can reach it by foot in just 4 minutes from parking lot A of the Nebelhornbahn or in 6 minutes by foot from parking lot B of the Nebelhornbahn / Oybelehalle. As you won't be able to take any bulky or heavy personal items with you on your flight, you can leave your bags or luggage in our office. We do not assume liability for your left luggage, so if you need guaranteed security for your personal items, we can direct you to paid lockers in the Nebelhornbahn station. Please be reachable on the day of your flight under the mobile phone you provided us with, at the time of your booking. Your whole flight experience will take about 1,5 hrs.

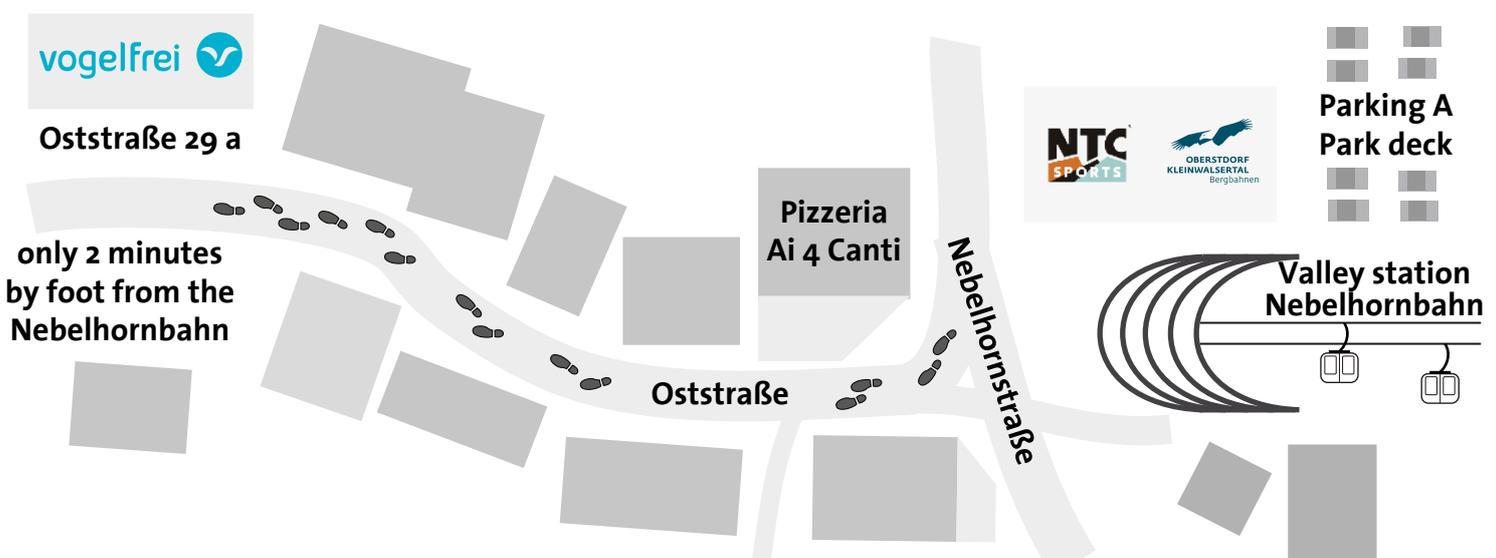
We recommend accompanying persons simply walk 5 minutes over to the landing field (Oybele Festhalle, approx. 150 m to the south of the gondola) in order to watch your landing and receive you there after your flight.

Parking information for your GPS/Navi device: Parking A Nebelhornbahn: Nebelhornstr. 67, 87561 Oberstdorf, Germany
Parking B landing field: Am Faltenbach 4, 87561 Oberstdorf, Germany

The meeting point for our other flying areas, Hörnerbahn and Mittag, are typically the landing areas of those mountains. You can download a PDF for more information from our website (vogelfrei.de) and our staff will also advise you of your meeting point at the time of your booking.

Parking space is available for a fee. The parking fees can be paid at the parking meter with card, smartphone or coins.

The meeting point for the Hörnerbahn and Mittag flying areas is usually at the landing site of the flying areas. Detailed directions are available as a PDF file for download on our website and will be sent to you by email when you confirm your appointment.



Safety first

All vogelfrei pilots are highly professional, experienced and safety-conscious. They all have the licenses and insurance required. They also fly with current standard equipment. Since our sport is very weather dependent, we reserve the right to cancel bookings at any time or switch bookings to another more suitable flying area. We reserve the right at any time to refuse to carry passengers if we, or the pilot, feel they are not suitable for flight (e.g. physical restriction or inebriated). In accordance with this principle, we have maintained a sterling safety record for many years and have been able to provide safe flights to many thousands of happy passengers!

The vogelfrei team is looking forward to sharing the joy of flight with you and welcoming you into the air with us soon!