



### **Information around the zeppelin-flight:**

#### **Opening-hours of our callcenter:**

You can reach our office from Monday to Friday from 08:00 a.m. until 05:00 p.m. On Saturday, Sunday and holiday (only on days we are flying) from 08:00 a.m. until 02:00 p.m. Our phone-number is: +49 (0) 75 41/59 00-0

#### **Weather:**

Flying with the zeppelin depends on the weather. If we are not able to take-off, we will inform you by phone as soon as possible. Our pilot in command decides on day of flight if we can take-off or not.

#### **Weather conditions for flying with the zeppelin?**

We can't start with strong wind, heavy rain, low ceiling, fog, thunderstorm or thunderstorm-warning.

#### **Availability:**

Due to the weather-dependence it is important for us to have a phone number where we can reach you on day of flight or day before. We prefer to ask for your mobile number. Please keep your mobile phone on during day of flight. If you are here on holiday and you don't have a mobile phone, please give us your hotel-phone number.

#### **Time flow:**

You should check-in 1 hour before take-off-time. You will get your flight-ticket on day of flight at our check-in-counter. We give our passengers a short safety-instruction, which starts usually 30 min. before take-off. As take-off can be delayed or started earlier for operational reasons, it is very important, that you check-in 60 min. before start.

#### **Disabled passengers:**

Passengers must be able to independently go up and down stairs to board and disembark from the airship. If this is not the case, we must exclude that passenger from the flight for security reasons.

#### **Cancellation:**

If we have the unpleasant information to cancel your flight, we would like to offer you a new date of flight.

For further questions „around your zeppelin-flight“ please don't hesitate to contact us.

We wish you a memorable adventure on board of our zeppelin.

Your Booking-Team of Deutsche Zeppelin-Reederei GmbH