

Downloading and Purchasing Photos from the Hot Air Website
从 Hot Air 热气球公司 www.hotair.info 的网站下载和购买热气球的相片

□

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□

Navigation and finding your Images

[浏览和查找你的相片](#)

When you first arrive at www.hotair.info it will redirect you to the location of the files stored at our website provider Photoshelter

当您登上 www.hotair.info 网站时，您将会被指引如何进入我们网站存放相片的图库。

The Home Page will give you a choice of photos take for

Gold Coast and Brisbane - Password needed and supplied on day of travel Forgot it ?

Or

Cairns and Port Douglas - No password needed

在主页上您可以选择浏览和查寻您在黄金海岸和布里斯班或凯恩斯和道格拉斯港飞行热气球时的照片

黄金海岸和布里斯班-需要密码，乘坐热气球当天会提供密码。忘记了怎么办？

或

凯恩斯和道格拉斯港- 无需密码

Click on your flight location, then look for your date of travel

点击您热气球飞行的城市名，然后寻找您的飞行日期

It is our aim to upload photos to the site on same day but on occasions, it may take up to 3 days for the photos to appear, if you cant find the day of photos please email us after checking that you are in the right location .

我们努力做到在当天就将照片上传到网站来，但有时也会出现 3 天后照片才上传到网站上的情况。当您确认检查过您的飞行城市后，还是不能找到您当天的照片，请发电子邮件给我们。

All images are watermarked for display and copyright purposes but this is removed on purchased items.

在所有用于显示图像上出现的水印是出于版权保护之目的。但水印将不会出现在您购买的照片上。

Forgot the Gold Coast Password?

忘记了黄金海岸的密码？

It should be stamped onto your flight certificate. It changes frequently. To reissue for the correct date, we will need to verify your travel details so please provide, Name, Date of Travel and your booking reference number in an [email or over the phone](#)

通常您可以在飞行证书上找到密码的盖印，我们会定期更换密码。如果您需要再次补发密码，我们将需要验证您的旅行细节，请您提供姓名、参加活动日期和您通过邮件或者电话预定时所取得的订单号码。

Prices and sizes - How Much - How is payment made?

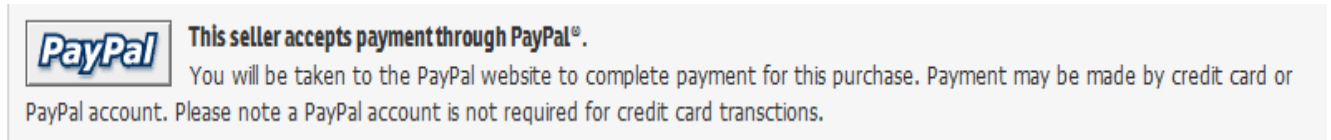
[价格和尺寸- 多少钱- 如何付款？](#)

AUD \$8	Small Download	Low res 72dpi files, immediate download link at end of checkout, and link sent to you by email, Approx 500 pixels on longest side, suitable for facebook or phone screensaver
AUD \$20	Download Original	High Res 300dpi original file approx 3000 pixels on longest side, and 2 - 3 mb. Suitable for Printing yourself and framing
AUD \$21	Print Sent to You	Quality 5 x7 (A5) Print with borders sent to you by post within 10 days

澳币 8 元	小图下载	低分辨率 72DPI 文件，在结账时点击下载链接，该下载链接将会以邮件的方式发送，约为 500 像素画质，适用于 facebook 或者手机屏保
澳币 20 元	原件下载	高分辨率 300DPI 的原始文件，约为 3000 像素画质，大小约为 2-3MB，适用于自己打印精细照片并用相框保存
澳币 21 元	打印并寄送	高品质 5 x7 (A5) 精细打印，自您购买之日起 10 日内邮寄到您所提供的地址

Payments are all made through the Paypal Gateway

您可以通过 Paypal 账户进行付款



您将会通过 Paypal 的支付宝网站完成对本次购买的付款，付款方式可以为信用卡或者 Paypal 账户转账，请注意，如果您选择使用信用卡支付将不需要提供您的 Paypal 账户信息。

- 1) Via your established or newly setup paypal account (most convenient)
通过您已拥有或者新注册的 Paypal 账户
- 2) By using a credit card without establishing a paypal account
使用信用卡支付不需要注册 Paypal 账户
- 3) If you would prefer to pay by direct bank deposit please [email us](#)
如果您希望通过直接银行存款支付，请与我们联系

Prints - Quality and Postage - how are they sent to me

版画- 质量和邮资-他们是如何发送给我

As part of the checkout process you will be able to add various choices to your Shopping cart including prints and other merchandise, keyrings, waterbottles, Tshirts etc.

当您结账的时候，您还可以有很多附加商品选择，包括版画、钥匙圈、水壶、T恤等

These are made and delivered ex the USA at a cost lower than provision ex Australia .

A single 5x7 A5 Print Postage to Australia is approx \$4.

一个单一的 5x7 A5 版画邮资邮寄至澳大利亚境内约为 4 澳币

Prints are made and colour-matched using professional quality ink and paper and will last well.

我们将使用专业品质的墨水和纸张打印，可延长照片的保存寿命。

Delivery is 7-10 days and is in solid packaging that protects your purchase
Guarantee - We will refund any print, and postage outlay that is received damaged if sent back to Hot Air at PO Box 5115, Cairns, Qld, 4870, and supply a new one as replacement

邮寄时间为 7-10 个工作日，我们将会特殊固定包装以确保您的购买质量。如果当您收到包裹的时候发现有任何的损坏请您务必将该损坏的包裹寄送至 Hot Air at PO Box 5115, Cairns, Qld, 4870, 我们将会重新邮寄一份更换的新品。

The Checkout Process

结帐过程

The site uses a simple shopping cart system when you browse your photo, click it to preview at a larger size (shown watermarked), add to your shopping cart and then checkout to receive the non-watermarked image.

我们的网站使用的是简单的购物车系统，当您浏览您的照片时，请单击“预览更大尺寸（显示水印）”添加至您的购物车，结账后您将收到的是无水印图像。

In your cart choose the TAB between Prints or downloads

在您的购物车中请选择打印或者下载



and add how many print copies you wish to receive using the + and -

可使用+或者-来选择您所需要的印制数量

	Description	Finish	Price
- 1 +	5 x 7 A5 Print on Canon High Quality Stock	Glossy	AUD\$21.00

Prints
Downloads

Personal Use License
 This image is available for downloading at the following rates/sizes (the pixel dimension displayed refers to the image's longest side). All files are delivered as high-quality JPEGs. If you buy this option, no hard print will be sent by mail

After successful payment is processed a download link will be sent within a few minutes

Original file dimensions: **1880x2816**

Select an image size:

Size	Price
<input checked="" type="radio"/> Small (500 pixels) Small Size 500 pixels wide, only suitable for email	AUD\$8.00
<input type="radio"/> Original size Original Size	AUD\$20.00

Profiles and logins - you can view the photos and add them to a cart without a profile, but to checkout you must supply profile information including your name, email address, country and information for paypal verification

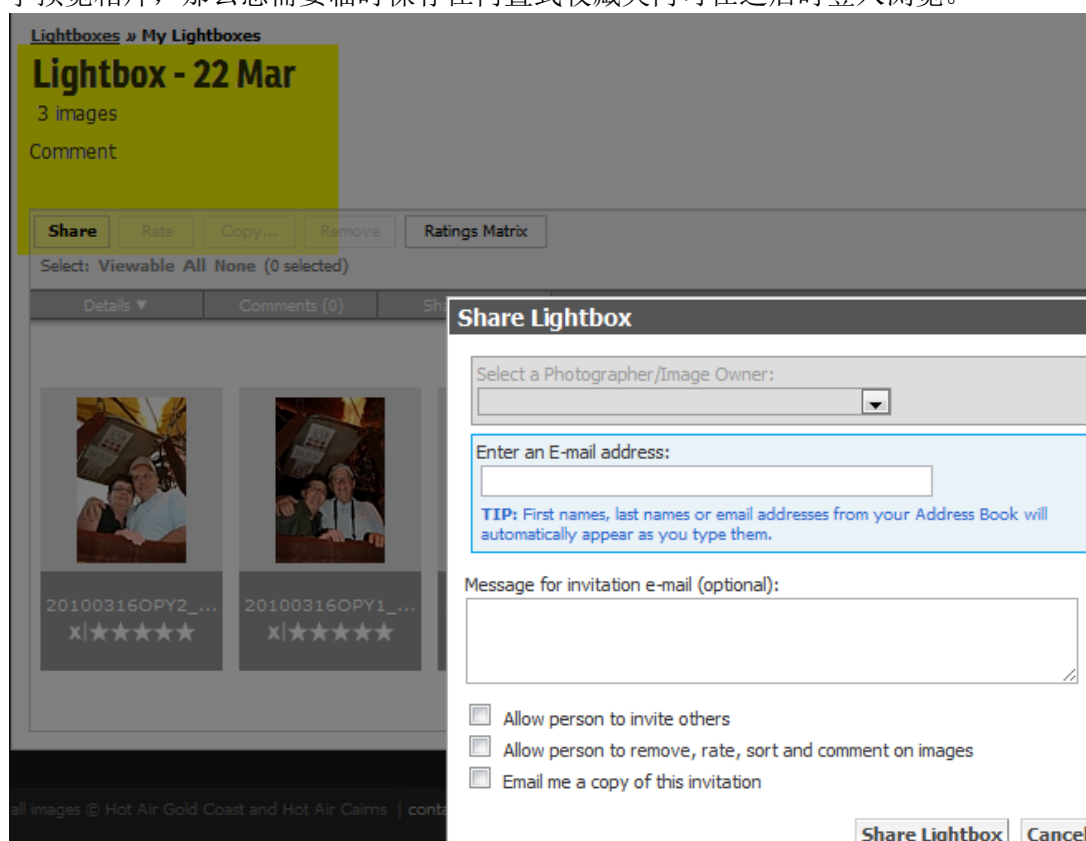
查看和登录-您可以任意浏览相片并且添加至您的购物车中，当您结账时您必须提供详细的资料包括您的姓名、邮件地址、国家以及您的 Paypal 的验证信息。

Lightbox or Cart

收藏夹或购物车

There is no need to use the inbuilt Lightbox feature if you are purchasing immediately , but if you want to share a collection of images with a friend as a preview before purchase , or to save a collection for access later it maybe useful

如果您直接购买相片，那么并不需要内置式的收藏夹功能，如果您希望在购买之前先和朋友分享预览相片，那么您需要临时保存在内置式收藏夹内可在之后时登入浏览。



Sharing your Image on the web www.hotair.com.au/share

在 www.hotair.com.au 网站 上分享您的相片/共享

We encourage you to write a review and post images of your experience ballooning with Hot Air on the web - Facebook - travel blogs - trip advisor - in Australia or overseas and we have set up a special page of links to help you get started at www.hotair.com.au/share **It MUST contain a link back to our website pages to qualify.**

无论您是在澳大利亚还是在海外我们衷心希望您可以将您的飞行体验和美丽的相片回忆分享在 facebook 的 Hot Air 网页上、旅游博客或者旅行顾问上，我们设立了一个特别的网页链接以帮助您快速进入分享路径，您可以在您的分享日志中设置一个链接，这样可以使浏览该日志的人简易、方便回访至我们的网站。

As a thank you will supply you one electronic download image of your choice AFTER you email us with the link to your review showing the link back to our site.

In order to send you the image that you'd like please send us the whole URL or the image OR the full image file name, also your date or travel, name, and email address

在您的网络分享中提供有效的回访路径至 Hot Air，作为感谢，我们将提供给您一次自己选择的免费的电子相片下载的机会；为了准确给您发送该相片，请您务必提供该相片整个 URL 地址或者水印图片或者图片的全称当然还有您的旅行日期、姓名以及邮件地址。



Help and how to contact us to get assistance

帮助和如何联系我们以获得协助

Our Contact Details in full can be found at the following address

我们的联络方式可以在以下地址找到：

www.hotair.com.au/contactus

Email our photography team directly at photos@hotair.com.au ,
Phone Monday to Friday between 9 and 5 only, on 07 4039 9900 or International +61 7 4039 9900

您可以直接写邮件至我们的专业照相人员

或者电话联系 07 4039 9900（澳大利亚境内请拨打）或者+61 7 4039 9900（澳大利亚境外请拨打）星期一至星期五早上 9 点至下午 5 点

Japanese and Chinese emails can be responded too also

您可以使用您自己的语言（日语或者中文）来跟我们的联系，我们将会有的可以讲您的语言的工作人员接待或者解答您的邮件。

Forgot the Gold Coast Password? We will need to verify your travel details so please provide, Name, Date or Travel and your booking reference number in an email or over the phone

忘记您的黄金海岸的密码？我们将需要验证您的旅行细节，请您提供姓名、旅行日期和您通过邮件或者电话预定时所取得的订单号码。

In tracking down any issues with your photo order it is most helpful for us to have as much of the following data as possible

为了使我们尽快解决您的相片的问题，请您务必尽可能的提供以下信息：

- - Your Name
 - 你的名字
 - Is Hot Airs' booking in your name or someone elses?
 - 热气球的预定是使用您的姓名么？
 - Travel Date of Balloon flight with Hot Air
 - 参加热气球活动的日期

- Cairns OR Gold Coast\Brisbane
- 参加热气球活动的地点
- **Your Booking reference number with Hot Air** ____2xxxxx _____
- 您的热气球活动的预订号码
- **Your Email Address**
- 您的邮件地址
- **Your Phone Number during the daytime (mobile or handphone preferred)**
- 在工作时间内可以联络到您的电话号码
- **If Posting Prints - your postal address**
- 如果是需要邮寄的相片，请您提供您的邮寄地址