



Downloading and Purchasing Photos from the Hot Air Website
Photos website www.hotair.info
Consumer website www.hotair.com.au

[Navigation and finding your Images](#)
[Forgot the Gold Coast Password?](#)
[Prices and sizes - How Much - How is payment made ?](#)
[Prints - Quality and Postage - how are they sent to me](#)
[The Checkout Process](#)
[Lightbox or Cart](#)
[Sharing your Image on the web www.hotair.com.au/share](http://www.hotair.com.au/share)
[Help and how to contact us to get assistance](#)

Navigation and finding your Images

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

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**

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

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.

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

Forgot the Gold Coast Password?

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](#)

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

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

Payments are all made through the Paypal Gateway



This seller accepts payment through PayPal®.

You will be taken to the PayPal website to complete payment for this purchase. Payment may be made by credit card or PayPal account. Please note a PayPal account is not required for credit card transactions.

- 1) Via your established or newly setup paypal account (most convenient)
- 2) By using a credit card without establishing a paypal account
- 3) If you would prefer to pay by direct bank deposit please [email us](#)

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

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.

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.

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

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

The Checkout Process

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.

In your cart choose the TAB between Prints or downloads



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

Description	Finish	Price
<input type="text" value="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**

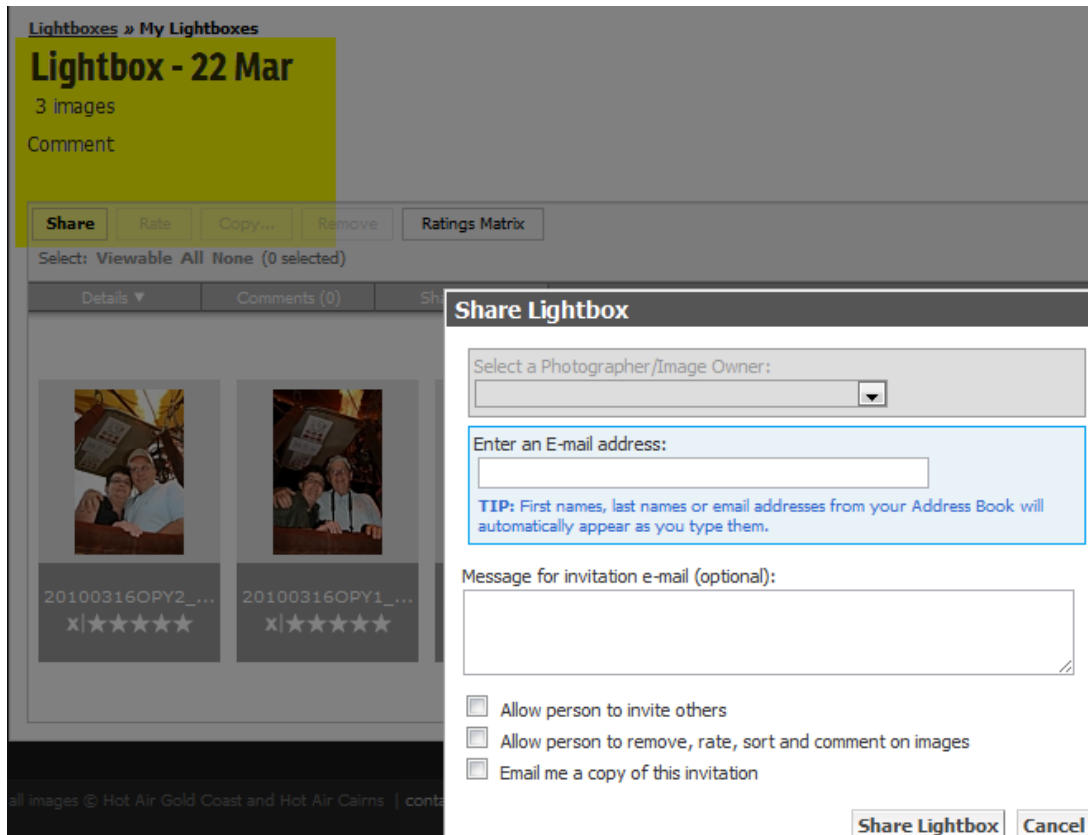
Select an image size:

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

Lightbox or Cart

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



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

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.

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



Help and how to contact us to get assistance

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

Japanese and Chinese emails can be responded too also

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

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

- - Your Name
 - Is Hot Airs' booking in your name or someone elses?
 - Travel Date of Balloon flight with Hot Air
 - Cairns OR Gold Coast\Brisbane
 - Your Booking reference number with Hot Air ____2xxxxx _____
 - Your Email Address
 - Your Phone Number during the daytime (mobile or handphone preferred)
 - If Posting Prints - your postal address