

Florida Air Tours Directions & Information

Thank you for choosing to take a tour with Florida Air Tours. We want to make sure you have the best experience possible. Below are answers to the most common questions about your tour. Please don't hesitate to contact us if you have any questions you don't see answered here.

Directions to Port Canaveral Heliport

---HELICOPTER TOURS ONLY---

Port Canaveral is located just 6-miles North of Cocoa Beach and only a 45-minute drive from Orlando International Airport. We operate from our helipad at the entrance to the Port, across the street from the Exploration Tower

For GPS directions, our address is: 673 Dave Nisbet Drive, Port Canaveral FL 32920

From the Orlando Area and points West:

- Take FL 528 East (Toll) for 42 miles
- Take 2nd Port Canaveral Exit (To Terminal B2)
- Take 1st left onto Dave Nisbet Drive
- You will see us on the left hand side (first driveway on the left)

From Cocoa Beach and points South:

- Go North on A1A for approximately 6 miles (or until you see the highway exit for the Port)
- Take first Exit on Right for Port Canaveral
- Take 1st left onto Dave Nisbet Drive
- You will see us on the left hand side (first driveway on the left)

Contact Number-----Florida Biplanes Main Line: 321-392-4125

Frequently Asked Questions and Tour Info:

How do I make a reservation for a flight / tour?

Please schedule your tour as far in advance as possible either thru our website, or by calling 321-392-4125 or 888-FOR-RIDE to allow for the best selection of times. We require a credit card to hold a reservation (unless redeeming a Gift Certificate). The credit card is only used to hold the reservation. Payment is collected after your tour is over.

How far in advance should I book my tour?

Please schedule your tour on our website or by calling 321-392-4125 or 888-FOR-RIDE as far in advance as possible to allow for the best selection of times. We do not schedule tours via email correspondence. We fly 7 days a week, year round. Weekend reservations are often tightly booked, so you should try to schedule as early as possible. While we do take "walk-ups" when availability permits, we do ask that you make an appointment.

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What time should I plan to arrive at the helipad for my tour(s)?

Please plan to arrive at least 10-minutes prior to your tour reservation. (20- minutes prior for sunset flights) This will allow time for a preflight safety briefing and for you to get settled into the helicopter. You should allow an additional 5-10-minutes after your tour for deplaning and checkout.

How & when do I pay for my tour?

You pay after your tour(s) are complete. (It's always easier to pay for something when you have a big smile on your face!) We accept cash or credit cards. (Visa, Mastercard or Discover; sorry, we do not accept American Express)

I gave you a credit card when I booked my reservation. Can you use the same card information at checkout?

When we take your card number to hold a reservation, we don't put a charge on your card and it's information is encrypted (for security purposes). Therefore, you will need to present your credit card at the time of checkout.

How many people can go up per tour in the Helicopter?

Our helicopter seats three passengers at a time (one in the front, beside the pilot, and two in the rear). Seating is spacious and each seat has a large window for sightseeing. There is an individual weight limit of 300 lbs per passenger and a combined (up to three) passenger weight limit of 600 lbs. Children/infants under the age of two can sit on an adult's lap.

What is the minimum and maximum age to take a tour in the Helicopter?

Children/infants under the age of 2 can ride on the lap of an adult. Ages 2 and older must occupy their own seat. Getting in and out is very easy and comfortable for adults of any age.

What should I wear on my Helicopter flight?

The Helicopter is air-conditioned and offers a comfortable climate year-round. Dress as you would normally for that day's weather.

Can the passengers talk to the pilot during the flight?

Yes, the helicopter has an intercom system that allows two-way communication between the pilot and all passengers. We supply the headsets.

Are there any weight limits for the Helicopter tours?

The maximum weight limit is 600 lbs combined total weight of up to three passengers. There is a maximum limit of 300 lbs per seat.

Where will we go on my tour?

Because we takeoff and land right from the Port, every tour offers views of the beaches, Port, and Kennedy Space Center. Please see our online tour descriptions on our website for more details about each tour.

Can I bring a camera or camcorder?

Yes! A camera with a wide-angle lens is perfect. It should have a strap if possible. A camcorder is good as long as it is one of the smaller, handheld types.

Do you offer a video for sale?

Yes, we have an HD Megapixel wide-angle video camera mounted on the helicopter that records a fantastic high-quality movie of your tour. Our video package consists of having your flight video professionally edited and posted online, as well as having a hard-copy DVD mailed to your home. The video package is a great value and a fun way to

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relive your flight experience! The video package is optional and is available at a very reasonable price. Every tour is recorded so you can view your video after the flight before making a decision to purchase it.

What happens if the weather is bad on the day of my flight?

There are a number of reasons we may cancel your flight due to weather (wind, low clouds, rain, etc.). Simply put, we will not take you up on a day where you will not be thrilled with your flight. Your pilot has the authority to cancel, change, or shorten a flight due to weather or other variables. If we cancel your flight due to inclement weather (at the sole discretion of Florida Air Tours Inc.) we will gladly reschedule your flight for the next best time and date.

NOTE: Tours that are cancelled or rescheduled by us due to weather do not incur any cancellation charges.

Can I change my tour when I arrive for my tour?

If you would like to change your flight to a longer tour, we ask that you give us as much notice as possible. Our tours are often booked back-to-back and it may be difficult for us to accommodate last-minute changes. We will do our best to accommodate you if at all possible.

How do I reschedule or cancel my tour?

Please call us right away if you need to reschedule or cancel your tour reservation. As a small business, it's important that we be able to rebook that time for another customer. We require at least 24-hours notice for this.

What is your cancellation policy?

There is no charge for reservations canceled at least 24 hours in advance. However, once booked, any reservation canceled with less than 24 hours of the scheduled ride will be charged a \$50 cancellation fee per flight. Reservations canceled on the same day of the scheduled flight may be charged the full amount of the tour(s) - this includes no-shows and Gift Certificate redemptions. NOTE: Tours that are cancelled or rescheduled by us due to weather do not incur any cancellation charges.

How safe is this?

It is very safe! The most hazardous part of this adventure is the drive getting there. Our aircraft are cared for on a daily basis and receive a full inspection by our full-time maintenance staff every 100 hours of flying. All our pilots are FAA certified commercial pilots, with most holding Airline Transport Pilot ratings. All our pilots and mechanics participate in a rigorous FAA/DOT drug test program.

What are your hours of operation?

We typically fly from 10 am to sunset, however we don't always staff at the helipad after 6pm. Please call us at 321-392-4125 before coming out so we may provide you with the best possible service.

Should I tip the pilot?

While not required (or expected), most of our pilots are very appreciative of a tip, if you feel they earned it.

Do I have to sign a waiver to fly?

Yes, all passengers must sign a waiver of liability. For passengers under 18 years of age, an adult or legal guardian must sign for them. You can review the waiver on our website.

Is this going to be enjoyable?

You won't believe how much fun you are going to have!