

# **Frequently Asked Questions**

## **Q: Where is the ship located? Where do I park?**

A: **We are at a new location at Steamboat Wharf** in downtown Mystic CT. We come up well on most GPS navigation programs if you enter "12 Steamboat Wharf Mystic CT", which is our office address. For driving directions and PARKING INFO: click the link in your confirmation email or go to [www.ArgiaMystic.com](http://www.ArgiaMystic.com) and click on the "Contact Us/Find Us" button. You may also ask our office to email driving/parking directions to you. Steamboat Wharf is a big complex on the West side of the Mystic River, but the ship (and it is the ship you want to find... don't worry about finding our office!) is at the dock right next to the Drawbridge...the Southwest corner of the bridge, to be exact.

## **Q: When must I arrive? How do I check in when I arrive?**

A: You must arrive and check in with our staff no later than the arrival time indicated on your confirmation email, which is 20 minutes before departure. The purchaser will need to show a picture ID in order to check in and obtain your boarding passes. You may check in at the ship, starting 30 minutes before departure time.

## **Q: Can I get in line before I obtain my boarding passes?**

A: Yes! Just have the ticket purchaser pop out of line with their photo ID when the crewmember checking people in shows up.

## **Q: What is your weather/cancellation/rescheduling/no-show policy?**

A: These may be found on your confirmation or by visiting our website at [www.ArgiaMystic.com](http://www.ArgiaMystic.com) and clicking on the Public Sail Policies button.

## **Q: May I bring alcohol aboard?**

A: You may bring wine or beer aboard (we do not allow hard alcohol). We have a cooler for your beverages, as well as bottle and wine openers. We provide paper cups or you may bring your own. Please do not bring large coolers with you. Small, individual coolers are fine. Excessive drinking will not be allowed.

## **Q: What should I bring with me?**

A: Always bring an extra clothing layer or two. Sunglasses, a camera, a hat with a brim, sunblock, and binoculars are strongly recommended. Feel free to bring a picnic basket or a bottle of beer or wine.

## **Q: How soon should I buy my tickets?**

A: Please buy your tickets as soon as you know which day you want to sail. Cruises fill up quickly and we have sails throughout our season that are already full. You should DEFINITELY buy your tickets ahead of time, which you may do online or over the phone with a Visa or MasterCard. If you are not particular about which day you sail, then purchasing 2-3 weeks ahead is often enough time to obtain tickets. If you would like to sail on a particular day, then call as soon as possible!

## **Q: Which cruises will be the busiest?**

A: Weekends and Sunset sails are always the busiest. Typically, the Morning (9:30 am) or Noon or a weekday sail will be the least busy.

## **Q: Do you carry life jackets?**

A: Yes, we carry all United States Coast Guard required safety gear, including life jackets. However, the Coast Guard does not allow us to distribute the life jackets except in emergency, as they are inspected safety gear. If you would like your child to wear a life jacket, you are welcome to bring their personal life jacket.

## **Q: What kind of snacks and beverages do you serve?**

A: We serve small packaged snacks, lemonade and chilled tap water on the Morning, Noon and Afternoon trips. We serve cheese and crackers, lemonade and chilled tap water on the Sunset Sail. You are always welcome to bring your own picnic basket, bottle of wine or beer with you.

## **Q: Is this a narrated trip?**

A: The crew will tell you about a lot of the things we are going by on the trip. However, we try really hard not to talk for the whole trip so you are able to just sit back and relax too.

## **Q: Do you have a bathroom on board?**

A: Yes, we do. We have a modern flush toilet on board. However, passengers must go down a companionway ladder to reach the "head." If a passenger has limited mobility, he or she may feel more comfortable using a bathroom before boarding. Public restrooms are located at the entrance to our pay parking lot (in the red brick building) or just a few steps across the Bridge from Argia's dock on Cottrell Street.

## **Q: Do people get seasick?**

A: We sail in Fishers Island Sound, a very calm, protected body of water. We rarely get more than 1-foot waves on a typical day of sailing. In a sailboat of Argia's size, the waves are hardly noticeable. Typically, only someone who has a motion-sickness problem in a car will have a problem on Argia.

## **Q: Is smoking/Vaping allowed onboard?**

A: No, it is not allowed.

## **Q: May I bring my pet on a cruise?**

A: No, pets are not allowed.

## **Q: May I bring a Service Animal aboard?**

A: Yes, of course, as a Service Animal is not a pet, but a working animal. We accept only SERVICE animals, as defined by law.

**Q: Will I see lighthouses on your cruise? Do you have lighthouse tours?**

A: Our Morning (9:30 am), Noon, or Afternoon (3:00 pm) cruises will be your best bet for these. You will pass quite close to Morgan Point Lighthouse at the mouth of the Mystic River, a gorgeous lighthouse which may only be viewed from the water. Depending on what way the wind and current take us, you will see North Dumpling Island Lighthouse and/or Latimer Reef Lighthouse. In the far distance, you MAY see Watch Hill Lighthouse, Race Rock Lighthouse, and New London Ledge Lighthouse. Be sure to let the crew know that you are specifically interested in lighthouses. With all of that said, we do not tour in the lighthouses, nor is our trip specifically focused on lighthouses.

**Q: If I have mobility issues or use a wheelchair, will I be able to sail aboard Argia?**

A: We are not specifically handicapped accessible, but try to get everyone possible out sailing. For instance, we have many senior groups sailing with us that have members who use canes and walkers. Our gangplank has an angle up depending on where we are in the tidal range. To embark and disembark, there is a step down from the gangplank. The crew really focuses on assisting people to board the ship. We are able to take ONE standard sized wheelchair at a time. The wheelchair must be non-motorized, as the crew lifts the person in the chair up the gangplank and around the boarding steps (motorized wheelchairs are too heavy to do this). If you will be coming with a wheelchair, please notify us at the time of purchasing your ticket.

The Head (bathroom) is down a couple step ladder, so someone who will not want to go down the ladder should plan to use facilities before arriving at the ship. There are handi-capped accessible bathrooms at the entrance to our pay parking lot, as well as on Cottrell St. immediately across the Bridge from the ship's dock.

**Q: Is this a whale-watching cruise?**

A: No, we are not a whale-watching cruise, and there are generally not whales living in the waters of Fishers Island Sound. You would need to visit a town near the whales' feeding grounds. If you are interested in a whale-watching cruise, you may find several cruise companies out of Plymouth, Gloucester, Boston, or Provincetown, Massachusetts.

**Q: Which cruise is most appropriate for young children?**

A: A Morning or Noon Cruise is the most appropriate for families with children. Child-priced tickets are offered on these sails.

**Q: Can I bring my child's stroller on board the boat?**

A: We do not allow strollers on the boat, but you are welcome to leave it with our shore staff while you and your child(ren) are on the cruise.

**Q: My child is only x months/years old. Do I have to pay for his/her ticket? S/he won't even take up a seat.**

A: Yes. We have child-priced tickets available on select sails for passengers under 18. We are limited by the US Coast Guard to 49 persons on our boat. Should your child come on our cruise, s/he will be filling up one of those spots.

**Q: I have an active toddler/child. Is this cruise appropriate for him/her?**

A: Children are certainly welcome on our cruises and most really enjoy it. However, you know your child best. If s/he is able to follow direction and maintain appropriate behavior, then it should be a great experience for him/her. It is important that all people on board practice safe, appropriate behavior and follow the safety instructions given out by our captain and crew members. Parents/guardians are responsible for the behavior of their children at all times while on board Argia.

Please be considerate of other passengers.

Kids may help to raise sail and, if they make friends with the captain, may even be allowed to help steer depending on conditions. If your child has a short attention span, please consider bringing a book or small toy for them.