

# Frequently Asked Questions

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

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

## **Q: Where will I sit during my trip?**

A: All seating is at deck level, outside. We have sun cushion seating, deck boxes with cushions, or benches. Sun cushion seating has cushions and throw pillows and is the most versatile, with a bit more room to spread out a picnic behind you, etc, or to accommodate a larger group. The deck boxes also have cushions. The wooden benches have no cushion, but have back rests and are often appreciated by older seniors.

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

A: You must arrive at the dock and check in with our staff no later than 20 minutes before departure time. Check in time is printed in red your confirmation email. The purchaser will need to show a picture ID at check in. All adult passengers must sign our liability release at check in. A staff member will be at the dock to begin check in starting 30 minutes before departure time. The gangplank is pulled 10 minutes before our published departure time and no one may board after the gangplank is removed.

## **Q: When may I check in for my sailing trip?**

A: Check-in is at the dock, between 30 and 20 minutes before sailing time. A crewmember will be at the top of the dock to check you in, starting 30 minutes before sailing. The ticket purchaser will need to show a photo ID in order to check your party in. S/he and all adult party members will be signing in on our liability release (the same one you received in your email confirmation).

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

A: **The ship is located at Steamboat Wharf** in downtown Mystic CT, right at the Drawbridge (which is the center of our town). We come up well on most GPS navigation programs. When you book, you will receive an email confirmation with this information and addresses for the parking lots. Also, for driving directions and PARKING INFO: visit the [Find Us](#) page on our website at [www.ArgiaMystic.com](http://www.ArgiaMystic.com). 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: May I bring alcohol aboard?**

A: You may bring wine or beer aboard (we do not allow hard alcohol). We provide paper cups, as well as bottle and wine openers. You may also bring your own glassware. 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. We will provide water and lemonade.

## **Q: How soon should I book my sailing trip?**

A: Please book 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 book 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 1-2 weeks ahead is often enough time to book. If you would like to sail on a particular day, then book 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 any 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: Do you sell snacks and beverages?**

A: We serve lemonade and chilled tap water. These are complimentary. You are always welcome to bring your own picnic basket, bottle of wine or beer with you (no hard alcohol, please).

## **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. They have a wealth of information and fun stories for you. 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 the pay parking lot (in the red brick building) at [17 Water Street](#) or just a few steps across the Bridge from Argia's dock, at [12 Cottrell Street](#) riverside (directly across the River from our dock).

## **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. Service animals performing a physical service are always permitted and welcomed per state and federal laws. Emotional support animals do not meet the requirement of service animals and are not permitted aboard the vessels.

**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. They have so many cool stories about our local lighthouses to share with you.

With all of that said, we do not tour in / stop at 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: Our sailing ship is not handicapped accessible, but try we to get people of all abilities 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.

The Head (or 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 handicapped accessible bathrooms at the entrance to the pay parking lot (in the red brick building) at [17 Water Street](#) or just a few steps across the Bridge from Argia's dock, at [12 Cottrell Street](#), riverside (directly across the River from our dock).

We can accommodate a wheelchair in limited situations...please call our office to book / find out if we can get a wheelchair user aboard for the trip you are interested in.

**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, as they are typically the least crowded. We do not allow passengers under the age of 10 years on our Sunset trips.

**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 get in line with it. Our crew will bring it up to our secure office while you and your child(ren) are on the cruise.

**Q: My child is only x months/years old. Do I have to include him/her in my list of passengers in my booking? S/he won't even take up a seat.**

A: Yes. We are limited by the US Coast Guard to a fixed number of people 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 welcome on our daytime cruises (they must be 10 years of age or more to sail on our sunset 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.

**Q: How do I get to you from the New London Ferry?**

A: Without your own vehicle, the options would be:

- Bus: <https://www.southeastareatransitdistrict.com>. The closest stop is steps away, just across our little Drawbridge
- Train: The ferries dock at the train station in New London and the Mystic train station is a 7-10 minute walk from us
- Uber/Lyft