

### **Seacoast Sailing**

Operating out of Wentworth by the Sea Marina

116 Morgan's Way New Castle, NH 03854

**Phone #** 877-899-9696

**Email** info.seacoastsailing@gmail.com

Frequently Asked Questions

### **How do I make a reservation?**

To make a reservation you may use our secure on-line reservation system or call 877-899-9696 and we will book your sail charter over the phone. If you are interested in a private charter, please call 877-899-9696 to speak with us about available options.

### **How long is the sail?**

Each sail aboard New Horizons is scheduled for 2 hours. Private charters are also available— hourly, daily, for the weekend or weekly.

### **When should we arrive at the Marina?**

Please arrive at the Wentworth By the Sea Marina at least 30 minutes prior to departure time to give you plenty of time to park and to make your way to “E” dock to board New Horizons.

### **Is there food on the boat?**

Yes, our signature lobster rolls, a variety of sandwiches and snacks are available for purchase during the Public Day Sails aboard New Horizons. Complimentary appetizers and drinks are included during the Sunset Cocktail Cruises. Passengers are asked not to bring food or coolers aboard. For private charters, there are a variety of food options prepared by Mahalos Catering.

### **Are there beverages on the boat?**

Yes, we offer soft drinks, bottled water, wine, as well as a selection of local brews. Private charters select from a variety of options available.

### **Is there a bathroom onboard?**

Yes, there are two bathrooms located below deck.

### **Will we sail on every trip?**

Yes, we raise the sails on every trip and passengers are invited to join the crew in raising and trimming the sails. New Horizons is a motorsailer— so, whether there’s wind at our backs or not, we will be able to enjoy a relaxing, fun cruise.

### **Can I take the helm?**

Yes, guests are invited to take a turn at the helm provided that the Captain feels that it is a safe time.

### **How many people will be on the boat and is it certified?**

New Horizons is Coast Guard certified and licensed to carry up to 49 passengers, however aboard public charters, a maximum of 35 passengers will be aboard the boat. This is to provide a more comfortable and enjoyable ride for our guests, and to allow greater mobility aboard the boat. There are 3 double berths and two heads with showers for our overnight guests- for a maximum of 6 passengers.

### **Are gratuities included?**

Crew gratuity is not included, however, it is greatly appreciated by the crew if you deem appropriate. Gratuities can be left with the Captain.

### **Will my cell phone work on the cruise?**

Yes, your cell phone will work on the water. For the comfort and convenience of other guests, we ask that cell phone conversations be held to a minimum.

### **Can we smoke onboard?**

For the comfort and safety of all the passengers, smoking is not allowed aboard.

**Where will we sit?**

There are several comfortable seating areas aboard New Horizons. On deck, there is bench style seating for several passengers with and without backrests and there is plenty of space to find a spot around the deck– we have seat cushions available for your use. Below deck, there is cushioned seating for about 14 people in the galley and in the spacious aft room. Guests are certainly encouraged to move around the boat throughout the sail.

**What types of payment to do you accept?**

We accept Master card, Visa, and American Express.

**What is the cancellation policy?**

All cruises are rain or shine. The captain reserves the right to cancel any sail at any time due to equipment or dangerous weather conditions. In the unlikely event of a cancellation, we will attempt to give passengers as much notice as possible by contacting you either by e-mail or the mobile phone number given during the reservation process. In the event of our cancellation, passengers will be refunded their fare. For public sails, a minimum of 3 days notice of cancellation is required and a full refund will be given. Any cancellation made less than 3 days before day of sail will not be issued a refund. If for any reason we need to return to the dock within 45 minutes of our departure time, passengers may have their choice to be issued a refund or to reschedule their sail for another available day and time. The refund policy for private charters varies – please refer to your contract for details.

**What happens if there is bad weather the day of the sail?**

All cruises are rain or shine. The captain reserves the right to cancel any sail due to equipment or dangerous weather conditions. In the unlikely event of a weather cancellation, we will attempt to give passengers as much notice as possible. We do reserve the right to cancel at any time. In the event of our cancellation, passengers will be refunded their fare.

**What if it rains while we are out on the boat?**

If it begins to rain while we are out on a sail, passengers are invited to go below deck or into the Pilot House to get out of the rain or to borrow a rain poncho if they prefer to stay on deck. If we return to the dock within 45 minutes of our original departure time, passengers may have their choice to be issued a refund or to reschedule their sail for another time.

**What do we need to bring/wear?**

We recommend that you always dress appropriate to the weather. It is a good idea to bring a light jacket or sweater as temperatures on the water are cooler than on land. Soft soled shoes are required, high heels are NOT permitted. Please bring a hat or visor, sunglasses, a camera and/or binoculars and wear sunscreen. Passengers are asked not to bring food or coolers aboard.