

Frequently Asked Questions for *Sabino* Downriver Trips

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

A: Inclement Weather Policy: Trips aboard *Sabino* are NOT canceled for overcast skies or occasional drizzle. If the captain determines dangerous weather, the cruise will be canceled, and you may choose to reschedule or receive a full refund. Refunds will be processed ASAP, but no later than 2 days after your scheduled cruise.

No-Show Policy: Tickets will NOT be refunded for no-shows or late arrivals for a scheduled trip aboard *Sabino*. Tickets are valid only for the date and time selected at purchase.

To cancel or reschedule your trip please reach out by calling 860-572-0711, during operating hours (10:00 a.m.–5:00 p.m. daily) and at least 48 hours before your trip is scheduled. There will be no refund if you cancel within 48 hours, but you may be able to reschedule.

Q: Where will I sit during my trip?

A: All seating is under cover, some inside the vessel, some outside. Seats consist of deck boxes and wooden benches. There are no cushions on any of our outdoor seating options. You are more than welcome to bring your own cushions, pillows, and blankets.

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

A: It is suggested that you arrive to check in with our staff at least 30 minutes before departure time. You may check in at any time during the day at our main entrance buildings and/or our dockside ticket booth. For our 5:30 p.m. cruise you must enter through one of our main gates by 5:00 p.m. A crew member will be at the boarding ramp to take your ticket, starting 5 minutes before departure.

Q: Where is the boat located? Where do I park?

A: The boat is located within Mystic Seaport Museum on the *Sabino* dock right next to our SOUTH Entrance. While you are welcome to park in either of our parking lots and enter through either of our entrances, our SOUTH parking lot and SOUTH entrance are closest to the boat. [Mystic Seaport Museum Directions - Things to Do in Mystic, CT](#)

Q: May I bring alcohol aboard?

A: Yes! Don't forget to bring your own cups and any bottle/wine opener you need. Glass is not recommended. Unless booking a private charter, 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, it's cooler out on the water. Sunglasses, a camera, a hat with a brim, sunblock, and binoculars are strongly recommended. Feel free to bring a picnic basket and beverages.

Q: How soon should I book my trip?

A: Tickets are sold up to 30 days in advance [online](#) or in person at the Museum. If you have a specific day in mind, book as soon as possible.

Q: Which cruises will be the busiest?

A: Weekends and Music Cruise events are always the busiest. Typically, the 2:30 p.m. weekday trips 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. As *Sabino* is an inspected passenger vessel, it is not a requirement that children under 12 must wear lifejackets while underway.

Q: Do you sell snacks and beverages?

A: We do not serve any food or beverages on board. You are always welcome to bring your own picnic basket and beverages. You can purchase food and beverages at one of our restaurants on grounds: [Mystic Seaport Museum Restaurants - Mystic, CT Restaurants and Takeout](#): Greenmans' Landing and Anchor Café are closest to the *Sabino* dock. Also, on the Sunday–Wednesday 5:30 p.m. trips, June 1–September 30, you may place an order from a limited menu for pickup through Haring's in Noank. The menu will be provided onboard *Sabino* with a QR code to place your order. *Sabino* will stop at the Haring's dock during the trip and our deckhands will grab the to-go orders.

Q: Is this a narrated trip?

A: The crew will tell you a bit about the area and things of note during 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, or interrupt the peaceful quietness of the trip with our PA system. Most of our guests want to sit back, relax, and enjoy the view. But our deckhands and captain are also happy to have casual conversations to answer any questions you may have or to talk about the River, the bridges, and surrounding area if you would like more of a casual narration.

Q: Do you have a bathroom on board?

A: Yes, we do. We have two marine toilets on board, called "heads." They are located on the lower deck of the vessel near the back of the boat. The heads are small and are not wheelchair accessible. If a passenger has limited mobility, they may feel more comfortable using a bathroom before boarding. Restrooms are available at the Museum's main entrance across from our dock.

Q: Do people get sea sick?

A: We stay on the Mystic River, a very calm, protected body of water. The size of the vessel makes the ride super smooth with very little movement. Besides a very occasional wake from a passing boat, there are no waves. However, if you are someone who gets car sick very easily it is possible to feel sea sick on board.

Q: Is smoking/vaping allowed onboard?

A: No, smoking/vaping are 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 the cruise?

A: Our 5:30 p.m. trip is the best chance to see lighthouses. We 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. From a distance you will be able to see North Dumpling Island Lighthouse and Latimer Reef Lighthouse. Be sure to let the crew know that you are specifically interested in lighthouses. They have some cool stories about our local lighthouses. There is also a replica lighthouse of Nantucket's Brant Point Light on the Museum grounds that we occasionally go by on the way back from our downriver trips.

Q: If I have mobility issues or use a wheelchair, will I be able to cruise aboard Sabino?

A: *Sabino* has a handicap accessible boarding ramp, but due to the historic nature of the vessel not all areas are handicap accessible. Our crew are always standing by if anyone needs a hand to board the ship safely. The head (or bathroom) is not wheelchair accessible. The stairs to the upper deck are narrow, but folks that use canes or walkers are usually able to navigate them with assistance if they would like to sit on the upper deck.

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. Our deckhands will point out our local wildlife as we are likely to see a variety of sea birds and many jellyfish.

Q: Which cruise is most appropriate for young children?

A: Children are welcome on any of our trips. However, you know your child best. If they are able to follow direction and maintain appropriate behavior, then it should be a great experience for them. Kids may even be allowed to help steer depending on conditions. 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. Please be considerate of other passengers. If your child has a short attention span, please consider bringing a book, a small toy, or a snack for them.

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

A: As space allows, there is room on board to keep strollers. You can also leave them on the dock by our ramp during the cruise.

Q: My child is only x months/years old. Do I have to include them in my list of passengers in my booking? They 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, they will be filling up one of those spots. Children 3 and under are free, but they must have a ticket to board.