

FAQs

Our Location

We meet our charter guests at Blue Haven Marina located on Marina Road, Leeward, Providenciales TKCA 1ZZ, Turks & Caicos Islands.

The marina functions as the pick-up/departure spot for Navis Charters.

What to Bring

- *General/Everyone* – Swimsuits, towels, sunglasses, hats, rash guards, flip flops, water shoes, phones/chargers/cameras, long-sleeved t-shirts and jackets (it can get windy!)
**Important – Plan ahead! Reef safe sunscreen is required by local marine authorities. You can purchase ahead of time, or at the local grocery or retail shops in Provo.
- *Snorkeling/Scuba* – We have both life jackets and snorkeling gear (masks, goggles, fins) for adults and children onboard. You are welcome to bring your own snorkeling gear if preferred. Guests electing to scuba dive will need to bring or rent their own equipment.
- *Fishing Equipment* – We have top-of-the-line deep sea fishing equipment on the boat and will provide rods, reels, live bait and lures. You are welcome to bring your own equipment, if preferred.
- *Kiting Gear* – Guests are required to bring or rent their own kite boarding equipment. You can rent on the island from Kiteprovo

Guest Capacity & Seating

- Cruising & Island Hopping – Up to 8 guests
- Fishing – Up to 4 guests is ideal (6 Max)
- Kiting – Up to 8 guests
- Sunset Dinner Cruises – Up to 6 guests for dining
- Snorkeling & Scuba Diving – Up to 8 guests

Our boat offers comfortable seating for 8 guests, including leather benches, captain's chairs and large lounging area on the bow of the boat.

Children

We love children! We aim to deliver fun, memorable experiences they will remember forever. Children under the age of 9 are required to wear life vests while the boat is in motion. We have these onboard, as well as children's snorkeling equipment.

Shade

The sun in Turks and Caicos is intense! Shade is important for your comfort and overall experience. Our 33' Grady White offers plenty of options for both sun and shade. The boat's retractable Sunbrella bimini can shade the entire stern of the boat when desired, and our

custom-made bimini can be extended to cover 50% of the bow. The center console is also fully shaded. In short, at least eight people can be comfortably seated in the shade on our charters.

Toilet, Shower and Changing Facility

Our boat features full bathroom facilities, including a head (toilet) and sink that can be operated both on and off-shore. A freshwater tank is located on the stern of the boat for rinsing off saltwater and sand. Guests are welcome to change in the privacy of the center console berth.

Food and Beverage

- *All charters* – All charters include beverages (water, soft drinks, premium beer and wine) and light snacks (vegetables, fruit, hummus and crackers). *Please let us know of any dietary restrictions or food allergies at least three days in advance. We will do our best to accommodate special requests, including special occasion celebrations, with advance notice.
- *Private chef* – We utilize two private chefs on the island. A minimum of three (3) days advanced notice is required, and booking is subject to availability.
- *Restaurant stops* – There are number of options around Turks where we can dock, based upon tide levels.
- *Bring your own* – You are always welcome to bring your own food and drinks, but it is not necessary.

Cancellation Policy

Please note that the following terms apply to make and change your reservation with Navis Charters:

In order to reserve your charter date with Navis, Navis must receive 50% payment via credit card. On receipt of payment, your reservation will be considered confirmed.

If you seek to cancel or change your reservation, you may be eligible for a refund for some or all of the amounts. If you cancel your reservation more than 72 hours before your charter reservation date and time, you will receive a 100% refund of the amounts you paid to us, less any credit card processing fees Navis had to pay. If you cancel your reservation less than 72 hours before your charter reservation date and time, for any reason, unfortunately, your payment will not be refunded and we will charge you 50%. If you cancel your charter reservation in less than 24 hours, we will keep the 50% deposit and charge you 100% of the reservation. If Navis has to cancel your charter through no fault of you or your guests, you will receive a full refund of the amounts you paid to us, less any credit card processing fees. Navis reserves the right in its sole discretion to cancel the reservation or mid trip for any reason in order to keep its passengers safe. If Navis cancels your reservation for safety reasons, Navis will promptly refund the amounts you paid Navis.

Refunds will be requested from your credit card company within 2 business days from the date of cancellation.

Weather



TEL: 1-649-431-6287

If we cannot honor your scheduled charter due to inclement weather, we will make a call prior to the charter and work with you to reschedule your charter or refund your deposit, at the Captain's discretion.

Payment and Tipping

We accept all major Credit/Debit Cards with the exception of American Express. Tipping is at your discretion; there is no pressure. Typical gratuity is 5-10%.