

The Captain Experiences Response to COVID-19:

UPDATED MAY 14, 2020

On March 11, the World Health Organization (WHO) declared the outbreak of Coronavirus, known as COVID-19, to be a global pandemic. In response, we are providing information regarding COVID-19 to assist our community.

First and foremost, our thoughts and prayers go out to all affected by COVID-19. We'd like to thank doctors, nurses, and all essential workers who tirelessly support us all during these times. Please reach out to us directly by clicking "Contact" in our website footer if there's anything we can do to show our appreciation.

At Captain Experiences, safety takes priority in everything we do, and COVID-19 only reinforces this focus. Please read the Frequently Asked Questions ("FAQ's") below to learn about the steps our guides are taking to protect against COVID-19.

COVID-19 Frequently Asked Questions (FAQ's)

What Measures are your guides taking to protect against COVID-19?

Our guides wash down and sanitize their vessels, gear, and tackle before and after every trip. Our guides have taken an especially thorough approach due to COVID-19, and are deep cleaning using Lysol, Clorox Wipes, Bleach, Vinegar, and other disinfectants to protect against the virus. In addition, our guides are washing their hands regularly, and many are carrying sanitizer onboard.

Some of our guides are also wearing facemasks and gloves, for additional protection. If you would prefer that your guide wear personal protection, please let us know and we'll do our very best to comply.

Are all of your trips available due to COVID-19?

All of the trips presented on our site are currently available. Those that are unavailable have been temporarily de-listed.

What are your cancellation policies surrounding COVID-19?

Cancellation policies are set by our Captains and Guides and remain in effect. That being said, all trips booked on or before March 14, 2020 may be cancelled for a full refund.

How can I find more information on current travel restrictions?

Please see below for a list of government orders and decrees related to COVID-19. Government responses continue to evolve, so please rely on your local and national government for the most current information (please copy/paste links in your browser):

United States:

United States: <https://www.airbnb.com/help/article/2780/travel-restrictions-and-advisories-in-north-america>

Latin American and the Caribbean:

Mexico Link: <https://conamer.gob.mx/respuestas-regulatorias-covid-19/>

Puerto Rico: <https://www.estado.pr.gov/en/executive-orders/>

World Health Organization (WHO): <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

While we always consider health and safety first at Captain Experiences, we feel the need now more than ever to reaffirm our commitment to helping you book the trip of a lifetime every time.

With schools closed and families pent up, we're excited to offer an outdoor change of pace with our Damn Good Guides. Please don't hesitate to explore the open outdoors, escape the crowds, and breath some fresh air.

Our guides have assured us they remain open for business and would love to host your getaway. Like all of us, their lives have been adversely affected as well.

As always, please reach out with any questions or concerns, and we wish our community nothing but the best. We appreciate your continued support.

Thanks,
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