

# FREQUENT QUESTIONS 1



## BOARDING & CHEK-IN

- **How is the boarding done?** The catamarans are located at the Club Nautico de Sant Antoni de Portmany buoys. The shipment will be made from the same Nautical Club with the semi-rigid of each boat.
- **Where does the Check-In take place?** In our offices located at General Balanzat 28, about 50 meters from the Port
- **What time do you board?** Boarding time is at 17:00. We recommend that you arrive at the indicated time to avoid unnecessary waiting.
- **Can I board earlier?** The boats are not ready until boarding time. In the previous hours, our cleaning team is in charge of thoroughly cleaning and disinfecting the boat, which is why we cannot advance the boarding time or store things on board until the indicated time. If you need it, you can leave your luggage in our office until boarding time.
- **How do I ship the food and luggage?** The Catamarans are located at the Club Nautico de San Antonio buoys. All the suitcases and the purchase will be brought on board through a semi-rigid. A person from the Goa team on land or the same Skipper of your boat will take care of it.
- **What does the Transfer consist of?** Once you arrive on the island of Ibiza, the Goa Catamarans are located in Sant Antoni de Portmany, from Goa we offer a Transfer service in which a professional driver will pick you up at the airport and take you to the boarding point or our offices in a 9 seater mercedes van. This service facilitates the organization and possible inconveniences.
- **Who receives us and where?** Our ground team, Isabel or Rafael will receive you at the offices or the boarding point, with them you will finalize the pending documentation. Later he will accompany you to your Catamaran where you will be introduced to the skipper.

**GOA**  
catamaran

WE CHARTER HAPPINESS

## FREQUENT QUESTIONS 2



### FOOD AND RESTAURANTS

- **Where is the purchase made?** In this guide we give you all the information for this, you can make the purchase online, or in person. We recommend doing it through [tuhiper.com](http://tuhiper.com) given the quality of the food and the fact that they deliver to any point on the island of Ibiza, including beaches. Pay on delivery by card or cash. In case of hiring a hostess, she will take care of everything.
- **Can I make a reservation at a restaurant?** Book the restaurant that you like the most on the day that interests you on your route through Ibiza & Formentera. If it is not near the ship you can go by taxi or other transport. The Islands are small and the journeys will not take you more than 25 minutes maximum.
- **Can you order food to eat on board?** Check with the skipper or the hostess the restaurants where you can order food to eat on board, we recommend the paella!
- **What space is there for food? What can be cooked on board?** You can make a purchase for four days of food and drinks for 8 people without problems to store it on board. The kitchens are equipped to cook or prepare what you want.
- **How do you go ashore from the boat?** Unless you want to enter the port during your stay, the catamarans are at anchor. To go up and down from them you use the auxiliary boat with which the skipper will take you to beaches, piers, or towns.
- **Are there spices, Salt, Oil, sugar?** We recommend buying those things that you may need during the week.
- **What space is there for ice?** in the freezers there is space for two bags of ice, the catamarans have portable ice boxes where it is kept for approximately 24 hours, ideal to also put drinks and cool them quickly. You can buy ice on the beaches where you go anchoring and recharge during the week. We recommend purchasing two to four ice packs at the initial purchase.

# FREQUENT QUESTIONS 3



## ABOUT THE CATAMARAN

- **Do you have a freezer?** It depends on the catamaran model, they usually have two freezers that can fit two ice packs in each one.
- **Are there towels for the beach?** The catamaran only has large bath and hand towels. We recommend bringing a pareo or beach towel.
- **Are there glasses, snorkel tube and paddle surf?** The boats have snorkeling equipment on board, as well as a paddle surf board with a paddle to discover the coves in detail.
- **How much fresh water does a catamaran have?** The catamarans have approximately 600 liters of fresh water on board. It will not be necessary to recharge it in any port since they have a seawater maker on board. With it, 60 to 100 liters of fresh water are created from sea water per hour.
- **How does the kitchen work?** The stoves and the oven in the kitchen work with Butane Gas. The catamarans are provided with their cylinders for their stay on board.
- **What bedding and household items does the Catamaran have?** The cabins have full bedding and a bedspread, as well as two shower towels and two hand towels per cabin. The kitchen has complete utensils with several Pots, Pans, coffee maker, kettle, kitchen utensils, large, deep and small plates, glasses, cups, glasses and cutlery for a minimum of 8 people. As well as salad bowls and juice squeezer. They also have Nespresso and toaster.
- **Where is the garbage thrown?** Clients have to buy 10 liter garbage bags for the Wc and 20 to 60 liters for the kitchen. Garbage is separated into different containers on board for recycling. Every day it is thrown into the containers of the location where they are.
- **How much closet space is there?** the cabins have a coat closet approximately 60cm wide, a wardrobe with two shelves approximately 80cm X 60cm high and one or more drawers. This information is general, each catamaran is different and may have more or less space.

# FREQUENT QUESTIONS 4



## ABOUT THE CATAMARAN

- **How does the Air Conditioning work?** To use the air conditioning it is necessary to have the generator turned on. Even so, in all the cabins and the salon you can find fans installed that do not require the operation of the engine or the generator.
- **How does the music work?** All catamarans have an audio system installed with interior and exterior speakers with bluetooth. We do however provide all catamarans with a Bluetooth portable speaker.
- **How much diesel does the boat consume per week?** Catamarans consume an average of 3.5 liters per hour from each engine. The weekly consumption depends a lot on the movements that there are, the use of the generator, AC, as well as the use of the water maker. The weekly average is usually between €250 and €550.
- **Is there toilet paper?** We do not provide the toilet paper boats. We remind you that you cannot throw paper, wipes, hair, into the Wc since they get clogged easily. For this you will find a garbage in each Wc.
- **How many fridges does the catamaran have?** It depends on the catamaran model, in general they usually have 2 refrigerators of 100 X 60 x 60 cm.
- **Are there cleaning products on board?** We recommend buying basic cleaning products for your stay on board such as bathroom cleaners, hand-held dishwashers, cloths, scouring pads, etc.



# FREQUENT QUESTIONS 5



## ABOUT THE SKIPPER AND THE HOSTESS

- **Who are the skippers and hostesses of Goa?** Our skippers and hostesses are professionals and have extensive experience working with us as well as on the Islands of Ibiza and Formentera. They spend the whole season working on the same boat, so they will make you feel safe and comfortable to enjoy your vacation.
- **When can I contact the skipper?** On the day of your boarding you will meet the skipper of your boat and you will be able to share the details of the vacation at that time. Since the skipper is dedicated to other clients on the dates prior to your trip, if you have any questions before, our ground team will solve them for you.
- **When can I contact the Hostess?** The hostess will contact you a week before your arrival to organize the purchase, food and drinks.
- **Where do the skipper and the hostess sleep?** They sleep in the forepeaks called "hutches" of the boats. They are accessed from the deck and are isolated from the common areas and cabins. Skipper & hostess will use one of the bathrooms of the boat that the clients decide.
- **What are the allowances for the skipper and the hostess?** The skipper and the stewardess eat and drink from the food on board as they are part of the crew. Please make sure there is food on board to cover your needs.
- **What are the employer's hours?** The skipper is on board 24 hours and is always alert. Your schedule to navigate or make transfers with the Dinghy is approximately 8 hours a day. Respect the employer's breaks. If you go out at night to a disco or it gets late, the skipper will make a single trip from 12 to 8 am to pick you all up. Once you have made that trip, if someone arrives at another time, you must wait at 8 in the morning to be picked up. You can also book one or several nights in the port.
- **What are the functions of the Hostess?** The stewardess is in charge of shopping, making breakfast, an appetizer and one of the two daily meals (lunch or dinner), as well as cleaning the cabins and toilets daily. Another of her tasks will be to help maintain order on board. The hostess services end on Friday at 19:00.

# FREQUENT QUESTIONS 6



## ABOUT THE CHARTER

- **Can I use 220V current?** all catamarans have a converter from 12 to 220V. They have a reduced power to charge mobile phones, computers and tablets. The catamarans equipped with a generator will be able to make use of normal and unlimited 220v current when it is turned on.
- **Is there coverage and internet during the journey?** Except for some specific places, there is mobile coverage throughout the journey. You can be connected to the internet and browse through your mobile data service.
- **What route will we do during the week?** The route will be planned on the first day with the skipper according to the plans and tastes of the client, always taking into account the weather conditions.
- **Where do I leave the bags during the week?** We recommend taking flexible suitcases to be able to store them and not have the suitcase in between during your vacations. If there is no hired hostess, one of the prow peaks can be used to store some suitcases during the week.
- **Does the catamaran move a lot?** Am I going to get dizzy? They are very stable, and the skipper will always try to be in coves sheltered from the wind. We recommend taking caffeinated motion sickness pills to prevent.