

In order to protect the health and safety of our customers, our staff and our island community, we have several new policies. Here are some of the new safety precautions we have implemented:

- All customers and employees will be required to wear face coverings. You may bring your own or we will have custom West Maui Parasail buffs available for purchase at check-in.
- Employees must sanitize hands frequently, at least once per hour
- Vessel capacities have been reduced to allow for social distancing
- Waivers signing will be completed via email at the time of booking whenever possible
- Employees will undergo a health screening prior to each shift, including a temperature check. Any employee with a fever of 100.4 or higher, exhibiting any COVID-19 symptoms, or who has had recent contact with anyone who is COVID-19 positive will not be permitted to work
- All customers will be required to complete a health questionnaire at check-in and will have their temperature taken by our check-in employee using a no touch thermometer. Any person with a fever of 100.4 or higher, exhibiting any COVID-19 symptoms, or who has been in recent contact with anyone who is COVID-19 positive will not be allowed to participate and neither will the other members of their party. Refunds will be issued accordingly in these instances.
- All online and phone reservations require credit card payment at time of booking. For walk-up reservations credit card payment is preferred whenever possible.
- Hand sanitizer will be provided at our check-in location for customer use. All customers will be required to sanitize their hands before boarding the vessel.
- All “high touch” surfaces such as counter tops, pens, clipboards etc. will be sanitized between each customer group
- All “high touch” surfaces on our vessels such as boat railings, harness straps, etc. will be sanitized between each trip
- Social distancing will be required when in line to check-in and/or board a vessel

All employees have been informed of the new requirements and have been provided a copy of the most recent CDC guidelines regarding prevention. The health and safety of our customers and our staff has always been, and will continue to be, our top priority! We sincerely thank you for your understanding and cooperation and look forward to seeing you soon!