



FREQUENTLY ASKED QUESTIONS

1. What is being repaired on the current St. Thomas Bay Jetty dock?

- The scope of works entail the laying of a wearing slab with steel reinforced concrete on the existing jetty, repairing and replacing bollards, placing new bollards for the cargo ramp and pouring a concrete slab on the entire apron, as well as the installation of lighting on the apron.

2. How long will repair/construction work last?

- Work is expected to last for 30 days from May 1.

3. How will cargo services remain at the St. Thomas Bay Jetty in conjunction with repairs?

- Works on the ramp will be undertaken in two sections to ensure that cargo operations continue and ensure that normal procedures are fully maintained.

4. How will ferry services be affected?

- Ferry services will be relocated to the Virgin Gorda Yacht Harbour Marina and carried out at Dock B only.

5. Is parking available at Virgin Gorda Yacht Harbour for ferry passengers?

- No, the parking will remain at St. Thomas Bay Jetty and a complimentary shuttle service will be provided to ferry passengers.

6. What is the shuttle schedule to and from the St. Thomas Bay Jetty and the Virgin Gorda Yacht Harbour Marina?

- The shuttle will depart 30 minutes before ferry departure scheduled times.
- **The schedule is as follows:**

Shuttle departs St. Thomas Bay Jetty	Ferry departs Virgin Gorda Yacht Harbour Marina Dock B
4:30 a.m.	5:00 a.m. to Trellis Bay
6:30 a.m.	7:00 a.m. to Road Town
8:00 a.m.	8:30 a.m. to Trellis Bay
7:30 a.m.	8:00 a.m. to Road Town
10:00 a.m.	10:30 a.m. to Trellis Bay
9:30 a.m.	10:00 a.m. to Road Town
11:00 a.m.	11:30 a.m. to Road Town
2:30 p.m.	3:00 p.m. to Trellis Bay
7:30 p.m.	8:00 p.m. to Trellis Bay
10:15 p.m.	10:45 p.m. to Trellis Bay

7. Will a waiting area be provided at the Virgin Gorda Yacht Harbour?

- A waiting area will be erected adjacent to Dock B and there will be seating provided for departing passengers.

8. Will there be adequate security at the temporary location?

- Yes, there will be Dock Masters, Ambassadors, and Managers. Terminal Supervisors will also be on site to complement this operation.

9. Is provision being made for wheelchair accessibility at the temporary location?

- The sidewalks and walkways from the drop off areas are conducive to wheel chair access/operations.

MORE



10. Where can I clear my craft as an alternative to the Virgin Gorda Yacht Harbour?

- All International day trippers and pleasure crafts clearance can be diverted to Jost Van Dyke, West End, Road Town and Gun Creek Ports of Entries. West End Station will be open at 7:00 a.m. to facilitate the increased traffic. St. Martin inbound pleasure vessels and yachts are recommended to be cleared at Gun Creek, Virgin Gorda

11. Will Customs and Immigration processes change?

- The need to clear all vessels will not change. However, the process will be slightly relaxed and captains will be required to present passports and other documentation for proper clearance of the vessel and its passengers. Customs and Immigration officers will be operating at the Virgin Gorda Yacht Harbour Marina.

12. Where can I find more information about the repairs and the temporary location?

- More information can be found on the Government's website at www.bvi.gov.vg or you can call the BVI Ports Authority at 494-3435. Information will also be posted on Facebook through the Virgin Gorda Community Board or the Government's Facebook page at username @BVIGovernment. Stay abreast by tuning in to the various media sources online and on the radio.