

POLICY STATEMENT

Race Point Light Station is a United States Coast Guard facility located within a National Park - the Cape Cod National Seashore. It is entirely volunteer operated and staffed by the Cape Cod Chapter of the American Lighthouse Foundation, a 501(c)(3) non-profit organization. To help our volunteers ensure your experience is a memorable one, please read the following policy information very carefully. Should you have any questions, please feel free to call us.

GENERAL INFORMATION

You will need to bring your own personal toiletries, bath towels, bed linens (or sleeping bags), food, and fresh drinking water for your stay. Ground water at Race Point is slightly salty and is used for everything except drinking. Sunscreen and insect/tick repellent are also good items to bring with you. A volunteer Keeper or Keeper family always reside in the downstairs bedroom during guest stays. All common areas are shared amongst the other guests and the volunteer Keeper(s). Volunteer-driven transportation is provided for Keeper's House guests only.

All persons must be accounted for upon making your reservation, and anyone at the age of two (2) or older will be charged accordingly. This information is not only needed for financial reasons, but we need an accurate count to plan transport. Please select the appropriate guest count using the drop down menu if making your own reservation online or advise the reservations manager. Children under the age of two are free, but we still need to know how many individuals there will be in your party - make sure to annotate your online reservation or advise the reservations manager.

Customer service telephone number: Toll free 1-855-722-3959

General questions: info@racepointlighthouse.org

Questions regarding reservations: reservations@racepointlighthouse.org

Physical address: Race Point Lighthouse, Race Point Beach, Provincetown, MA

Business mailing address: Cape Cod Chapter of the American Lighthouse Foundation, P.O. Box 565, Rockland, ME 04841

DEPOSIT REQUIRED

A 50% deposit is due upon making your reservation. Whistle House rentals and special functions require an additional \$250 security deposit and a signed contract. Personal and Traveler's checks, Visa, MasterCard and Discover are accepted for payment. When paying by personal check, you must call to make a reservation which is not confirmed until your check clears the bank indicating sufficient funds. If your reservation is made forty-five (45) days or less prior to occupancy, the full balance is due immediately regardless of payment method.

BALANCE DUE FORTY-FIVE (45) DAYS PRIOR TO OCCUPANCY

The full remaining balance of your reservation is due forty five (45) days prior to occupancy. If your deposit was paid by credit card, at forty-five (45) days prior to occupancy your credit card will automatically be charged the remaining balance without notification. If the credit card has expired by the balance due date, you will be required to immediately provide another card or other suitable form of payment. If you are paying by check, or intend to pay the remaining balance by check, we must receive your check in time for the funds to clear the bank forty-five (45) days prior to occupancy.

CANCELLATION & REFUND POLICY

The Race Point Light Station is an exclusive property where every guest reservation is both important and special to us. In the unlikely event that you must cancel with thirty (30) days or less notice, shorten your stay or check out early, please understand that we must ask you to take full responsibility for your entire reservation.

If we can rebook your reserved space, a full or partial refund will be provided depending on what we are able to rebook. If any portion of your reservation can be rebooked you will still incur a \$25 cancellation fee. Please let us know as far in advance as possible if canceling so we can advertise the room(s) and try to recover more of your funds.

If you cancel your reservation thirty-one (31) days or more prior to arrival, a full refund will be provided, minus a \$25 cancellation fee. Should we need to cancel your reservation for any reason, a full refund will be made with no cancellation fee.

Please remember that we are volunteer staffed and should the scheduled Keeper be unable to honor their commitment, your reservation would be cancelled with all monies returned, with no cancellation fee charged.

If you miss your ride to the lighthouse during times when the Vehicle Escort Program is active due to endangered nesting shorebirds (travel restrictions will apply), you will be forced to walk to the lighthouse or find alternate accommodations for that night. There will be no refund provided in this instance. You must be on time for your transportation to the lighthouse.

Refunds are generally returned within thirty (30) days.

Purchased and donated gift certificates are held to the same cancellation and refund policy as cash and credit cards

PARKING AND TRANSPORTATION

Parking and transportation is provided to guests staying overnight in the Keeper's House. Parking and transportation are not provided for Whistle House guests. We do not provide "taxi" services into town and return.

PERSONAL VEHICLES

You must advise us if you will be driving out to the lighthouse using your own off-road vehicle. You are responsible for obtaining the proper NPS oversand (ORV) permit. Please visit the NPS website for equipment guidelines and regulations. (An often times missed piece of required equipment is a FULL-sized spare tire.)

Guests who arrive in their own ORV may not leave it on the premises after check-out time.

When the Federally protected shore birds are nesting and block access to Race Point, ONLY Race Point vehicles are permitted to traverse the affected area(s) one time each day. Personal vehicles are prohibited.

TRANSPORTATION TIMES – General

We strive to adhere to the transportation times of guest pick up at 12pm (noon) from our designated parking area; and departure from Race Point at 10:00am. There are numerous instances when we will not be able to honor these times. Slight delays typically occur when the trails are affected by unusually high tides or a disabled vehicle on the trail to Race Point.

There could be a MAJOR delay when arriving at or departing from Race Point when federally protected shorebirds are nesting. The United States Fish and Wildlife Service sets the rules and the National Park Service enforces them. All volunteers and guests must abide by them. If you do not want, or cannot allow yourself to be subjected to a time schedule disruption, please seek alternate overnight accommodations. Race Point may not be appropriate for you during the shorebird nesting season if your schedule is not flexible.

CHECK IN – Keeper's house –12:00 noon

Pick up is at our designated parking area; you will be provided directions to this location and a parking permit. On the day of your arrival, you must be at the designated parking area on time for your transportation out to Race Point. If you are late, you may be left behind with no way to get to the lighthouse. This is especially critical when the federally protected shore birds are nesting. Please provide a cell phone number in addition to your normal contact number. This aids us in communication should you experience a problem making the designated pick up time. Please advise us immediately if you are going to be late for your arrival due to unforeseen circumstances, i.e: traffic.

CHECK OUT – Keeper's house – 10:00am

Guests must have all personal items removed from their rooms and ready for loading for a 10:00am departure. Guests must clean their own rooms, and help with bathrooms and kitchen cleanup. Each of our Keepers are volunteers and do not get paid; they are donating their personal time. You are expected to help with cleaning before departure.

CHECK IN – Whistle house – 2:00pm

You must have the proper National Park Service oversand permit (ORV) in-hand well before this time so as to meet the Race Point representative at the Whistle House at 2pm. You will be “walked through” the facility by our representative to familiarize yourself with the facility and will be required to sign the Whistle House Check-in form acknowledging understanding of our policies before beginning your stay. Please remember that **Whistle House guests are not provided transportation or off-site parking.**

CHECK OUT – Whistle house – 10:00am

Upon the day of your departure, a Race Point representative will inspect the facility with you to ascertain compliance with occupancy rules and to check for damage(s). You will be required to sign the Whistle House Check-out form to acknowledge your, and our representative's, inspection of the facility.

GIFT CERTIFICATES

- **PURCHASED** from the Cape Cod Chapter:

To redeem or purchase a room gift certificate, you must call us. An upgraded room is permitted by paying the additional cost. Call our reservations manager to discuss your needs. When redeeming a gift certificate, the actual certificate must be returned to us. NO refund, credit or cash, will be given back and NO funds remain for gift shop purchase if the full value of the certificate is not used. Certificates are considered fully used with no refund or money owed to the guest/purchaser.

- **CHARITY DONATED** by the Cape Cod Chapter:

To redeem a Charity Donated Certificate received from someone other than us, you must call to book your room. Upgrades are NOT available. Overnight stay dates are restricted. When redeeming a gift certificate, the actual certificate must be returned to us.

Purchased and donated gift certificates are held to the same cancellation and refund policy as cash and credit cards

CELL PHONES & INTERNET

Cell phone signal reception is very poor at Race Point. We do not have internet connectivity.

MAINTENANCE/MECHANICAL FAILURES

All machinery occasionally fails. In the event maintenance is required at the facility, we will do our best to minimize the disruption.

GIFT SHOP

We have a small gift shop inside the Keeper's House for our guests to browse. Please see the your Keeper for assistance in making any purchases The gift shop is operated by volunteers that make no money for themselves. Cash or checks are accepted.

MEDICAL CONSIDERATIONS

If you have a medical condition that could possibly become an issue in such a remote location, it might be best for you not to travel to Race Point. Emergency First Responder help would come very slowly due to our location.

ALLERGIES & POISON IVY

You are in a group setting and all common areas are shared. We have no control over the foods that other guests bring. The area has some poison ivy, so make every effort to stay on the walking trails. (Leaves of three, let it be.) Please plan accordingly.

BUSINESS & SUBLETTING

No business activities or transactions are permitted at Race Point, nor are you permitted to sublet room(s) to any other individuals.

SHORE BIRD NESTING

The National Park Service begins marking trails in the Cape Cod National Seashore on April 1st in anticipation of nesting shorebirds. Should you have a reservation at Race Point and plan to use your personal vehicle for transportation, there is a possibility the trails could be closed forbidding you to do so. Guests staying in the Keeper's House are provided transportation in a Race Point vehicle. **Whistle House guests are not provided transportation.**

BEACH FIRES

Keeper's House guests: Beach fires are at the complete discretion of the Keeper and are dependent upon many factors including tides, weather, wind and their physical capability. Check with your Keeper for more information.

Whistle House guests: Beach fires are only allowed with the proper NPS issued permit (which you must obtain) and only where the Park Service designates. NO fires or fire pits are permitted on the grounds at Race Point. If a Race Point representative asks you to provide proof you have a fire permit, you must do so.

PARTIES, FUNCTIONS & WEDDINGS

If you wish to have a party, function or wedding at Race Point, please call us for information to discuss your needs. Race Point is a beautiful and popular location to have a special event, but requires special permission from us. A signed contract is required and restrictions are formidable. Parties, functions or weddings in conjunction with overnight stays are not permitted.

RESPECT OF THE VOLUNTEER KEEPER AND OTHER GUESTS

Our volunteers give freely of their time, allowing our guests to enjoy the sanctity of Race Point. Please use headsets when listening to music, playing video games, etc., to respect the privacy of others. Remember, there is a volunteer and other guests present who deserve to be treated with respect, including an appropriate "lights out" time.

CAR ALARMS

Our guest parking area abuts private homes. Should your car alarm sound and is deemed a nuisance alarm by the Provincetown police department, it will be towed at your expense. We will bring you to your vehicle if we are able (to silence the device), but there are times this will prove impossible, i.e., when endangered shore birds are nesting and the trails are closed. There has been one case of an alarm that sounded needlessly for many hours causing a home owner to call the police. Please plan accordingly.

PRIVACY POLICY

NO personal information is shared outside of our organization unless we are compelled by law. Credit card information is not stored on the Race Point website, our online reservation service is provided by Reservations Nexus, a PCI compliant company.

PROHIBITIONS

- No smoking inside any building, nor on the front porch. Careful elsewhere please. Discard butts in an appropriate manner.
- No Pets. Pets are NOT permitted at Race Point, nor are they permitted to remain in your vehicle. Please seek someone to care for your pet when visiting us.
- No candles. Candles on a cake in the kitchen are permitted. Please use good judgement.
- Personal grills, gas or charcoal, are not permitted on the grounds of Race Point. Camp fires and fire pits are forbidden as well.
- It is illegal to disturb shipwreck remnants and other artifacts in the National Park. Do not touch artifacts or remove sand away from such items. (Forbidden in the National Park.)
- No illegal drugs
- Moderate consumption of alcohol, please. Underage drinking is STRICTLY forbidden.
- No metal detectors (forbidden in the National Park)
- No stringing or hanging of lights i.e., "Christmas" style, flood lights, decorative, etc.
- No loud parties, radios, etc.
- No unacceptable behavior
- Children are not to play on, or bounce balls off of, the solar arrays, nor play on the wind turbine or in the basement
- No tents, temporary erected structures or "lean-to" of any sort
- No signs of any sort i.e., welcome, congratulatory, political, religious, etc.
- No decorations or other items shall be attached to or placed on the interior walls, window frames, doors, floors, or any wooden area - nor painted areas or surfaces
- You are not permitted to invite people to Race Point outside of anyone who has paid overnight accommodations
- Guests are not to be permitted to drive Chapter Suburbans

INDEMNIFICATION

Guest(s) shall release, indemnify, defend, and hold harmless the Cape Cod Chapter of the American Lighthouse Foundation, the American Lighthouse Foundation, and their respective trustees, officers, directors, employees, volunteers and agents from and against all claims, suits, actions, damages, or causes of action for any personal injury, loss of life or damage to property sustained by reason or as a result of the use of the Premises or for which any Agreement is entered into and from and against any orders, judgments, or decrees which may be entered thereto, and from and against all costs, attorney's fees, expenses, and liabilities incurred in or by reason of the defense for any such claim, suit or action and the investigation thereof. Nothing in any Agreement shall be deemed to affect the rights, privileges, and immunities of the Cape Cod Chapter of the American Lighthouse Foundation, and the American Lighthouse Foundation as are provided for by law. This provision shall survive the termination of any Agreement in perpetuity.