

POLICY STATEMENT

Race Point Light (RPL) 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 (ALF), 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.

MISSION STATEMENT

The Race Point properties are maintained by the Cape Cod Chapter of the American Lighthouse Foundation, a 501(c)(3) non-profit organization made up of dedicated volunteer members whose mission is the restoration and preservation of Race Point Lighthouse, the Keeper's house, the Whistle house, the Oil house, and Wood End Lighthouse and Long Point Lighthouse. The Chapter seeks to ensure that the public and their future generations will have reasonable and safe access to these historical structures and sites. The Chapter will provide educational programs and materials to increase the public's awareness of the historical importance of the Race Point, Wood End and Long Point Lighthouses. The Chapter will establish an organizational structure and financial plan independent of the American Lighthouse Foundation to accomplish these objectives. The Chapter is committed within the limits of its financial and human resources to assist the American Lighthouse Foundation acquire, restore, and preserve other lighthouses throughout North America.

GENERAL INFORMATION

You will need to bring your own personal toiletries, bath towels, bed linens (or sleeping bags), food, and fresh drinking and cooking water for your stay. Ground water at Race Point Light is slightly salty and is used for everything except drinking and cooking. Sunscreen and insect/tick repellent are also good items to bring with you. A volunteer Keeper or Keeper family always reside in the Keeper's House downstairs bedroom during Guest stays whenever either the Keeper's House or the Whistle House is occupied. All common areas are shared amongst the other Guests and the volunteer Keeper(s). Volunteer-driven (Keeper) 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 02657

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

Guest Welcome Letters/Packets: Will be sent to KH and WH Guests to the **contracted Guest's email**.

BOOKINGS, Reservations, Cancellations, Donated Rooms:

Bookings, Reservations, Cancellations and Donated Rooms are for the Season time period only. There are no carry overs to the next year. Reservations run from May 1 to the Tuesday before Thanksgiving in November.

DEPOSIT REQUIRED

A 50% deposit is due upon making your reservation. Whistle House (WH) rentals and Special Functions require an additional \$250 security deposit and a signed contract. In the event that there are any excessive or inappropriate damages to the facility, your security deposit will not be refunded. In addition, a portion of the security deposit may also be withheld against late arrival Check IN. Please see section on Whistle House Check IN for more details. Debit Cards, Visa, MasterCard and Discover Credit Cards are accepted for payment; no personal checks or bank checks accepted. If your reservation is made forty-five (45) days or less prior to occupancy, the full balance is due immediately regardless of payment method.

ADDITIONAL GUESTS

All room rates include two (2) guests per room in the reservation cost. Additional guests per room are permitted, but do require a \$30 per person/per night charge. Children age two (2) and over are counted as an additional guest and children under age two must be disclosed in your reservation notes.

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. At forty-five (45) days prior to occupancy, your debit or credit card will automatically be charged the remaining balance without notification. If the debit or 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 the remaining balance of your reservation is not paid for in full by forty-five (45) days prior to occupancy, your reservation will be cancelled by us, and your room(s) will become available to the public.

The Whistle House rental has a separate contract between the Guest and the Cape Cod Chapter.

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.

No refunds will be granted with a Guest cancellation of 30 days or less.

As a non-profit organization made up of strictly volunteer members, we deeply appreciate your understanding of our responsibility: To maintain a strong stewardship of our Mission Statement, which is to restore and preserve the Race Point Lighthouse station and all of its buildings. Essentially, this is a very historic and expensive property to maintain, and so we therefore cannot deviate from this policy no matter how compelling your specific situation. At best, we will, however, provide the Guest in this unexpected and unfortunate circumstance a letter acknowledging their non-refundable rental payment as a Guest donation to the Cape Cod Chapter of the American Lighthouse Foundation, since no accommodations, services, or other benefits would have been exchanged as a part of the cancellation or shortened stay. This letter would state the 501(c)(3) non-profit organizational status for tax purposes. Although we wish we could, we can't predict the weather where you are or traveling through, or what the airlines are going to do. We strongly recommend that you purchase trip insurance. This is an affordable way to have peace of mind regarding your vacation arrangements. If you have any concerns about inclement weather, transportation cancellations or delays, family or illness situations, etc., you may want to consider purchasing trip insurance from a reputable company. An example would be <https://www.insuremytrip.com> or other equivalent agents. The cancellation policy is designed with thoughts of fairness toward all parties involved. While sympathetic to emergencies, we appreciate your understanding of the cancellation policy.

If, and only 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 on our end, outside of late payment on balance due, a full refund will be made with no cancellation fee. Instances of a cancellation by the Cape Cod Chapter may be due to storms or other unforeseen occurrences that may require the National Park to be closed to the public.

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, and no cancellation fee charged. This is a very rare occurrence. Generally we can fill in the Keeper from one of our other volunteers.

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 RPL using your own off-road vehicle (ORV). **You** are responsible for obtaining the proper NPS over-sand permit; please note that some 4WD vehicles and/or tires will not meet the ORV NPS requirements. Narrow profile tires, even if 4WD, are not acceptable. Please investigate this well in advance of your stay. Please visit the NPS website for equipment guidelines and regulations. **(An often times missed piece of required equipment is a FULL-sized spare tire.)** **The NPS will make NO exceptions to the mandated equipment list. There has been a lot of heart-ache on these requirements when denied by the NPS.**

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 RPL 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 the RPL 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 RPL.

There could be a lengthy 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. RPL may not be appropriate for you during the shorebird nesting season if your schedule is not flexible.

RPL Keeper's House Check IN and Check OUT:

Check IN – Keeper's House –12:00 noon

You will receive the KH Guest Welcome Letter/packet **via an email with attachments** in pdf style to the listed contracted KH Guest email address. Pick up is at our designated parking area described in the aforementioned emailed letter/packet. A parking permit will be presented to you for your vehicle upon meeting the Keeper. This permit will be collected back upon returning to the parking location at the end of your stay. On the day of your arrival, you must be at the designated parking area on time for your transportation out to RPL. 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 (855-722-3959), if you are going to be late for your arrival due to unforeseen circumstances, e.g., 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, living room, kitchen/dining room 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. Typically this cleaning is a bit more of a demanding undertaking than most Guests would imagine. We ask that you leave the house as you found it. Please remember that other Guests and Keepers will be following your stay, and would appreciate finding a clean and tidy house as much as you would. These new Guests will be arriving on time and we must depart from your stay at 10:00am sharp.

RPL Whistle House Check IN and Check OUT:

Check IN – Whistle House – 1:00pm

You must have the proper National Park Service off-road-permit (ORV) in-hand well before this time so as to meet the Race Point representative at the Whistle House at 1pm. You will receive the WH Guest Welcome Letter/packet **via an email with attachments** in pdf style to the listed contracted WH Guest email address. 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 nor off-site parking**. If you anticipate being unable to make the 1pm Check IN time, please contact our Reservations Manager as soon as possible to inquire about making alternate arrangements for your Check IN time. If you are late for your Check IN, and have not made any reasonable attempt(s)—by at least 1200 noon or one hour before Check IN time to contact our reservation manager (855-722-3959), you will incur a \$50.00 deduction off of your Security Deposit. Please understand that our Whistle House representative makes a special trip out to RPL to verify the condition of the Whistle House prior to your arrival, as well as to meet you to Check you IN for your stay. We thank you for your understanding and cooperation.

Check OUT – Whistle House – 10:00am

Upon the day of your departure, a RPL 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. Please note that Check OUT time is non-negotiable, as other Whistle House Guests will be arriving after your stay.

GIFT CERTIFICATES and CHARITY DONATED EVENTS:

• PURCHASED from the Cape Cod Chapter:

To redeem or purchase a room gift certificate, you must call us. Upgrades to a certificate's value are 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 an entity other than us, you must call to book your room. Upgrades are **not** available for donated certificates and 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 public internet connectivity (Wi-Fi). There is private internet connectivity (Wi-Fi), but it is restricted to RPL necessary functions of the RPL cell iPhone for communications and emergencies, the NEST smoke detector and thermostat, and for the ShopKeep iPad for the gift shop. If you are using your own devices and Wi-Fi connection, please remember that most Guests are looking to escape **screen time**; if you wish to use your electronic devices, please use headphones or ear buds so as to not disturb others.

MAINTENANCE/MECHANICAL FAILURES

All machinery occasionally fails. In the event maintenance is required at the facility, we maintain the right to enter the facility as deemed necessary and will do our best to minimize any disruption. Notification will be made prior to or post entry.

GIFT SHOP

We have a small Gift Shop inside the Keeper's House for our Guests to browse. Please see the Keeper for assistance in making any purchases. The Gift Shop is operated by volunteers who are not compensated in any way for their efforts. **All** profits from these purchases go directly to the efforts of the RPL lighthouse's restoration and preservation. Cash, checks and credit (Debit Cards or Visa/MasterCard/Discover Credit Cards) are accepted, though there is a requested minimum purchase (\$40.00) for all debit/credit card sales.

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 RPL.** Emergency First Responder and EMS/Rescue help would come very slowly due to our location. We are 2 miles from Provincetown, and 1.8 miles further over sand to our location. We do not have Epi-pens nor related materials. The kitchens are communal and not free from some of the regular allergy triggers.

ALLERGIES, POISON IVY and WILDLIFE

You are in a group setting and all common areas are shared. We have no control over the foods that other Guests bring and ask that you take this into consideration when planning your stay. 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. Also remember that we have wildlife that is indigenous to the area. Please be aware of your surroundings and try to limit the possibility of allowing unwanted wildlife into the structure. A little perseverance goes a long way here.

BUSINESS & SUBLETTING

No business activities or transactions are permitted at Race Point, nor are you permitted to sublet room(s) to any other individuals. This is strictly prohibited by the American Lighthouse Foundation, as well as the National Parks Service and the United States Coast Guard. The only exempted "business" is the sanctioned Gift Shop.

SHORE BIRD NESTING

The US Department of the Interior (US Fish and Wildlife and the National Park Service) begins marking trails and the outer beach in the Cape Cod National Seashore (CCNS) on (or before) April 1st in anticipation of nesting shorebirds. Should you have a reservation at RPL and plan to use your personal vehicle (ORV) 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.** Current beach closures due to storms or the nesting shorebirds are posted on the CCNS website.

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. **The Keeper is to oversee the starting of the Beach fire and to ensure that the fire is put safely out using water only; no burying of the fire with beach sand.** The Keeper will use his/her discretion as to whether he/she stays with the fire or not. No debris is to be left behind.

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. Information on these beach fire permits are found on the Cape Cod National Seashore (CCNS) website. **NO** fires or fire pits are permitted on the grounds at Race Point. If a RPL 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 RPL, please call us for information to discuss your needs. RPL 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.** The NPS limits the number of people at a party to 25.

LOST AND FOUND

Items that are Lost and Found will be returned to the Keeper's House, Keeper's room. Attempts to return the item will be made. Unclaimed items will be disposed of after 60 days of being Found.

RESPECT OF THE VOLUNTEER KEEPER AND OTHER GUESTS

Our volunteer Keepers give freely of their time, allowing our Guests to enjoy the sanctity of RPL. Please use headsets or earbuds when listening to music, playing video games, etc., to respect the privacy of others. Remember, there is a volunteer Keeper 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 RPL website, our online reservation service is provided by Reservations Nexus, a Payment Card Industry (PCI) compliant company.

SAFETY AND PROHIBITED ACTIVITIES

We want our Guests to have a good time while enjoying this special “jewel” of Cape Cod, but we also have the responsibility to see to the safety of you as our Guests, our volunteer Keepers, day visitors and the historic site. We ask that you please understand that the following policies are to ensure that this responsibility is met and that all Guests at Race Point enjoy their visit.

- **No smoking** inside any building, nor on the front porch. Careful elsewhere please. Discard butts in an appropriate manner. Please note that the NPS in 2014 banned smoking on all beaches when there is a lifeguard on duty at that beach. RPL is not a “guarded” beach. If you chose to wade or swim, be aware that it is “swim at your own risk.” Do **not** attempt to swim with the seals; they are a protected/threatened species and any engagement with them is prohibited by the USFAW/NPS. There is **no Smoking** permitted within 20 ft of the LP storage tanks at either structure. No E-cigarettes or “vaping/JUULing” or equivalent devices permitted on the property. No re-charging of any “vaping” batteries, Galaxy 7 cell phones, hover board batteries or similarly recalled electronic device problematic batteries. • **No charging of phones, tablets, laptops, etc. on soft flammable bedding or the like**; only on hard surfaces as stated in the device owner’s manual. This is a major fire hazard! If the smoke/CO detectors activate, quickly exit the structure and meet at the flagpole to be accounted for by the Keeper. Guests should immediately after arriving at the structure familiarize themselves with the fire escape chain ladders and window operation. The Keeper will assist with any related questions.
- **NO Pets.** Pets and/or animals are NOT permitted at RPL, nor are they permitted to remain in your vehicle. Please seek someone to care for your pet/animal when visiting us. This **does** include Service animals because of threatened/endangered bird species preservation NPS restrictions.
- 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 RPL. A full sized grill is located at the both structures. These are to remain at least 3 feet away from the structures at all times. No unattended cooking. Camp fires and fire pits are forbidden as well. Please see section regarding beach fires.
- Fireworks (including but not limited to “sparklers” and fire-crackers) are illegal in the Commonwealth of Mass.
- 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 (remember this is Federal Property—Homeland Security USCG); RPL is a USCG federal property. “Weed” or medical marijuana is prohibited regardless of medical paperwork.
- **Moderate** consumption of alcohol, please. Underage drinking (21 in Mass.) is strictly forbidden.
- No metal detectors and/or “drones” (forbidden in the National Park Service-Cape Cod National Seashore).
- No stringing or hanging of lights i.e., “Christmas” style, flood lights, decorative, etc.
- No high electrical demand items—**no electric griddles or the like**; please use LP gas Kitchen stove/outside grill.
- No potential heating devices allowed **in the bedrooms**; **no coffee pots or hotplates in the bedrooms**. There is a kitchen stove, gas grill and coffee pot brewer on site. Private coffee brewers are to be only in the main kitchen.
- No loud parties, radios, etc. • No unacceptable behavior. • No tampering with safety lights, smoke/CO detectors, fire extinguishers or other similar life-safety devices.
- No one is to play on, or bounce balls off of, the solar arrays, nor play on the wind turbine or in the basement(s). The Whistle House basement is off-limits for safety reasons. No personnel in the solar array area including Keepers and Guests.

- 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.
- The Commonwealth of Mass. requires a “salt water fishing license.” The “license” is available on-line. There is reciprocity with NH, RI, and CT residents with respective state equivalent “license” fishing in Mass. waters.
- You are not permitted to invite people to RPL outside of anyone who has paid overnight accommodations.
- Guests are not permitted to drive Chapter Suburbans or other RPL related motorized transportation.
- **When backing any motor vehicle, Guest or RPL ORV Keeper operated, there needs to be a “spotter.”**

LIGHTHOUSE TOURING: SAFETY AND PROHIBITED ACTIVITIES

The Lighthouse Tour requires significant physical exertion in climbing a narrow staircase in a confined area at significant heights. Make use of all handrails, ladders, and grab handles. All Lighthouse visitors seeking to tour the Race Point Lighthouse (RPL) that are aware of any medical or physical or other condition which might put themselves or others at risk should not attempt to climb the Lighthouse Tower stairwell to the watch room and/or ladder to the lamp room. Please be advised that the Cape Cod Chapter of the American Lighthouse Foundation reserves the right to refuse any visitor participation in a Lighthouse Tour in the interest of a visitor’s or other person’s safety.

These include, but are not limited to, the following:

Only 6 people, including the LH RPL Escort, maximum at a time inside the lamp room. When in the lamp room, be very careful of the trap door. **Trap door shall be closed when lamp room is occupied.** No unescorted access to the Lighthouse Tower permitted.

The RPL escort has full authority and autonomy. No one is allowed outside on the gallery (catwalk). Children must be supervised at all times by a parent or guardian who is at least 18 years old. Children under age 4 are not permitted to climb the ladder from the watch room to the lamp room. **Appropriate shoe wear is mandatory at all times; no bare feet or flip flops.**

INDEMNIFICATION

Guest(s) and Visitor(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.

Rev 10/28/18 1313 hrs