

Policies

For policies for reservations made through 3rd parties, please see the corresponding partner site or contact their customer support.

DEPOSITS & PAYMENTS //

All rates are subject to change without notice and do not include applicable taxes and fees. Direct Bookings: 100% deposit is required for a 1 night stay and 50% of the total booking is required as a deposit for 2 nights stay or longer. The balance of your room will be processed 24 hours before your check-in. Visa/MC/Discover, American Express, Travelers Checks, ACH transfers, and cash are accepted for payment. We cannot accept personal checks as payment. Rates are based on single or double occupancy and are subject to change without notice.

CHANGES & CANCELLATIONS //

Should you wish to reschedule your booking for any reason in 2021, you can do so with no change or cancellation charge up until three weeks before the scheduled arrival date. Should you need to reschedule but are not sure of your dates prior to three weeks before your arrival, we will issue you a certificate for 100% of the amount paid that can be applied a future stay.

Reasons for cancellation may unfortunately include, but are not limited to, medical or family emergencies, inclement weather, missed or cancelled flights, ferry reservations, etc. we highly recommend purchasing a trip cancellation insurance, available at minimal cost from any travel agency or online at » insuremytrip.com.

For direct booking cancellations in 2021 that are not rescheduled, there is a 10% cancellation fee up to three weeks before your arrival date. If you cancel within the three week window of your arrival without rescheduling, the cancellation fee is 100% of the deposit. For cancellations 14 days or less of the scheduled arrival date, there is no refund for any reason and the entire stay will be charged to the card on file.

MINIMUM STAYS //

Minimum stay requirements apply to all bookings and vary depending on the season, holidays, and events. To provide more flexibility for your trip to P'town, minimum stays do not require a Saturday arrival.

ARRIVAL AND DEPARTURES //

Check-in time is between 3:00PM and 7:00PM. For arrivals earlier than 3:00PM, we are able to accommodate luggage storage and we make every effort to accommodate our guests as soon as possible. For check-ins after 7:00PM, personalized instructions are left for our guests who do require a late check-in. Check-out time is 11:00AM. A late check-out of 1:00PM may be available for an additional charge of \$75.00.

COVID-19 POLICIES //

All guests and anyone visiting the property agree to follow our property as well as state and local COVID-19 guidelines, including but not limited to social distancing and mask guidelines. The Town of Provincetown does require the wearing of a mask on Commercial Street. A mask must be worn in the common areas and hallways. Massachusetts requires **A COVID TEST WITH NEGATIVE COVID TEST RESULTS** administered within 72 hours of traveling to MA accept for those states deemed safe fore certain states. For the list of safe states please check and state guidelines check ***https://www.mass.gov/info-details/covid-19-travel-order*** This list is subject to change by the state without notice.

PARKING //

Limited onsite parking is available but must be reserved in advance and is based on availability for \$15/day. Due to space restrictions this confirmed parking is restricted to one small or mid-sized vehicle per room. **We are not able to accommodate any large vehicles including trucks, vans, pick-ups, trucks, SUVs, or other large vehicles.** We are not responsible for damages inflicted on your car while parked onsite. . Alternatives to parking on site include public

and private lots immediately in close proximity at both ends of Johnson Street.

SMOKING, CANDLES, VAPING, & OPEN FLAMES //

Any form of smoking, candles, or any form of open flame is not permitted anywhere on property. Vaping of any kind is also not permitted. Guest violating the non-smoking or open flame policy will be automatically billed an additional \$500.

CHILDREN //

We are an adult vacation property. Children of 16 years of age and older are permitted. We are not able to accommodate children under 16 years of age.

PETS //

Although we understand how hard it is to leave your loved ones behind, The White Porch Inn does not accommodate pets of any kind.

DAMAGES //

Any damage above normal wear and tear to textiles, furnishing, carpeting are subject to a minimal fee of \$50 plus additional service fees as needed.