



WHITE ELEPHANTSM

HOTELS RESORTS RESTAURANTS MARINAS

COVID 19 FAQ

WHAT ARE YOUR BOOKING AND CANCELLATION POLICIES?

You can cancel or change a reservation without penalties up to June 30th, 2020.

WHAT HOTEL SERVICES MAY NOT BE AVAILABLE DURING OUR STAY?

We are working closely with the Nantucket Board of Health to ensure your comfort and safety. Though procedures may differ from what we are used to, we plan to remain fully operational.

COULD YOU PLEASE OUTLINE YOUR SAFETY AND CLEANING PROCEDURES?

In addition to following all CDC and public health guidelines and continuously communicating with the Nantucket Board of Health, we have developed our own COVID Safety Program and procedures. This program includes procedures such as:

- o Requiring temperature checks for each team member before each shift using a non-contact thermometer.
- o Enforcing strict social distancing guidelines among our team members. Staff will be wearing masks when facing guests and when social distancing is not possible.
- o Safety glass partitions will be installed at the reception areas.
- o Every room will be thoroughly cleaned between guests using foggers and sanitizing solutions.
- o All rooms have been reviewed for items that cannot be sanitized – those items have been removed or replaced.
- o High-touch surfaces in public spaces will be disinfected every hour.
- o There will be tissue stations by every door so guests will not have to touch handles, as well as hand sanitation units in all high-traffic areas.
- o Public restrooms will be limited to one family at a time and will be cleaned and sanitized every half hour.

WHAT WILL BE OPEN IN TOWN?

Please see this [link](#) for the most up to date information. We anticipate more openings as we move through this season from one phase to the next.

WHERE CAN I GET A MASK IF I LOSE MINE?

We will have disposable masks available for our guests.

WILL THE BEACHES BE OPEN TO THE PUBLIC?

Yes, though access to areas like Great Point is restricted. When you visit Nantucket beaches, remember to practice social distancing and leave only your footprints behind.

WILL STORES BE OPEN?

We anticipate for the majority of retail stores to be open; however, we will be working with our community to keep our information as current as possible.

- o Here is a [link](#) that will be updated as we receive more information.

ARE RESTAURANTS PLANNING TO BE OPEN?

As per the Governor's latest guidance, please make note of the following:

- o The Brant Point Grill & TOPPER's will be open beginning June 15th.
- o Many restaurants on island are currently offering take out and are planning to open by June 8th.
- o Guests and island visitors are able to download the ACK Eats App which has a partnership with many of our local restaurants providing delivery services. For an up-to-date list of all restaurant options, please click [here](#).

WILL THE POOL BE OPEN?

The pool will be open; however, we are awaiting guidelines from the Nantucket Board of Health and the Commonwealth of Massachusetts about possible capacity restrictions.

WILL THE WAUWINET LADY BE RUNNING THIS SEASON?

The Wauwinet Lady will be available for lunch and dinner cruises, but will have limited capacity and will require reservations. We are currently awaiting guidance from the Coast Guard as it pertains to capacity.

DO YOU ACCEPT APPLE PAY/GOOGLE WALLET?

We offer contactless payments through both Apple Pay & Google Wallet.

CAN WE ORDER ROOM SERVICE?

Yes, room service will still be available, and an expanded family style menu will also be available.

- o We are developing a QR code-enabled room service menu, and will offer a no-contact drop off and pick up.
- o Guests are also able to download the ACK Eats App which has a partnership with many of our local restaurants, providing delivery services to our hotels.

CAN WE CHARTER A BOAT EXCURSION?

Yes, charters will be available – with some restrictions to note:

- o Where social distancing is not possible, only persons from the same household should be together on any boat at one time.
- o No more than 10 people may be in a boat at one time (including crew).

WILL CAR RENTALS BE AVAILABLE? AND WILL THEY BE SANITIZED?

Yes, car rental agencies are still offering rentals. We recommend that you book in advance because some agencies currently have limited inventory. All vehicles will be sanitized in accordance with CDC guidelines.

WHAT SIZE PARTIES WILL RESTAURANTS ALLOW?

TBD. We are awaiting guidelines from the Nantucket Board of Health and will continue to update as we learn more.

WILL BEACH AMENITIES STILL BE AVAILABLE AND SANITIZED?

Yes, all beach amenities will be thoroughly cleaned and sanitized.

WILL THE FERRIES STILL RUN AND AT FULL CAPACITY?

Yes, both the Hy-Line and the Steamship are servicing Nantucket. Their schedules are different from what they usually offer during this time of year, and they may be accepting fewer passengers, so be sure to make a reservation in advance.

WILL YOU REQUIRE A MINIMUM STAY?

We will still have minimum night stays during certain times throughout our season.

WILL I BE ABLE TO BOOK GOLF TEE TIMES?

Yes—The Miacomet Golf Course will be open to the public. Here are a few things to take note of:

- o Tee times are able to be made 7 days prior to your preferred time.
- o Groups of players are restricted to no more than 4 players at one time.
- o All golfers must maintain proper social distancing of at least 6 feet at all times.
- o No caddies or golf carts allowed.
- o The restaurant at the Club House is currently available for takeout only.

For more information,
Call 1-844-736-4704
or email ReservationOffice@WhiteElephantResorts.com.