When We Re-open

This has been an incredibly difficult time for all of us. We are thrilled to be back open (on the road to reopening), but we realize it is also a sensitive time. We want to respond to all your needs accordingly, while at the same time maintain the integrity of our business so that we can serve as many guests as safely as possible this season.

Please understand that while you experienced sacrifice and discomfort during the time of social distancing and shelter in place, businesses on the island did as well. Dare County was closed to all visitors beginning March 17. To lose several months of our season is very difficult, but we are all hopeful we can move forward to rebuild our customer base and stay in business for the long term.

We hope you will now come back and stay with us, and feel that you are getting value for your money. We made many improvements during the winter. We will also be offering the 15% discount if you choose to stay seven nights. Please call us directly to book if you have any questions or concerns. We always encourage that personal touch and we are more than welcome to take your calls.

We would like to offer you advance check-in while you are on the road, so please call us when you are about an hour away from the motel and we will proceed with your check-in (Phone: 252-995-5611). One hour is about when you get to Whalebone Junction, the beginning of Highway 12 in South Nags Head. This is a great time to remind you to please read the 2020 Cape Hatteras Motel guest guide found in each room when you arrive. That booklet will answer many of your questions and help you avoid having to come to the office. There will also be a cleaning check-list in your room letting you know how we have prepared the room for your visit.

With respect to cleaning and care of our rooms and facilities, our housekeeping staff will be going above and beyond their normal cleaning protocols to add extra bleaching and disinfecting of all surfaces, door knobs, floors, bathroom and kitchen areas, etc. As we now do our own laundry, we will also be cleaning all decorative sheets when rooms turn over. If you have any questions or cleaning needs, please do not hesitate to contact us. These extra steps will mean extra time in the rooms so we will be less likely to be able to provide late check-outs or early check-ins. We ask for your patience and understanding in that regard.

We will not be offering daily room servicing in the king and queen rooms as most guests have indicated they would prefer not to have people in their rooms. Therefore, if you require fresh linens or amenities in any of our rooms in any building, please call the office. Place your dirty linens in the basket found in your room by the entry door. Place the basket outside of your room and we will collect it, give you replacement items, and return it. We will also refresh amenities by request (toilet paper, soap, shampoo, etc.) and will place them in the basket.

When you check out we ask that you gather your linens and place them in the basket for the housekeepers to quickly and efficiently remove them to the laundry area. Thank you for doing this for us.

Please feel free to bring your own masks, cleaning wipes, or any other supplies that you feel will make you more comfortable during your stay. We are working hard to obtain as much in the way of supplies as we can including personal hand sanitizer for each room, but as we said, please feel free to bring your own if you can obtain it. And remember, soap and water work the best of all.

We also ask that you practice social distancing in our office, in the pool area, on the porches, in the parking areas, and on the beach. Please respect the space and concerns of other guests. Please use social distancing if you do come to the office or gift shop. We respectfully request that you wear a mask in the office area.

We will work to keep you informed of the list of restaurants and businesses that are open and how they will be handling service. Much of what they do will depend on what restrictions or rules are put into place by the State and the County to guarantee that visitors can come and stay safely. These may change over time and we will update you as needed.

As we welcome you back to Dare County, Hatteras Island, and the Cape Hatteras Motel, know that we are so happy to have you with us, and that the darkest days of COVID 19 are behind us. But if you find you are feeling ill during your visit, please do contact the local health care facilities and act accordingly. We do feel appropriate social distancing on the beaches and in public spaces is the best way to insure a safe and healthy vacation.

Thank you again for choosing to stay with us. Please let us know how we can make your vacation the relaxing and happy time you deserve! We look forward to hosting you very soon!