

Frequently Asked Questions

What if circumstances force me to cancel?

Our policy states that for cancellations made at least 60 days prior to the arrival date a guest would receive a refund of their initial deposit less a \$100 cancellation fee. For cancellations made within 60 days of arrival, the guest would forfeit their deposit unless Seashore Vacations is able to re rent the property at the published rate. Please note that Travel Insurance is available to purchase through Generali Travel Insurance. If you feel that there is a possibility that you may need to cancel your reservation for a covered reason at the time you make your reservation. A Generali Representative can go over any questions you may have regarding coverage.

Is Travel Insurance available for my reservation?

Travel Insurance is available through Generali Travel Insurance. You can add Travel Insurance when booking on our website or Seashore Vacations can add it to the reservation at the time of booking by phone. You can also reach out to Generali directly by calling 1-866-642-5889. The cost of the Travel Insurance is 7.95% of the rental rate + accommodations tax. For Example – a weekly rental that costs \$2000 + 10% tax = \$2200 total. Travel Insurance would cost an additional \$174.90 for this reservation.

What are my payment options and how is the credit card fee calculated?

Seashore Vacations accepts checks, money orders, cash and credit cards (Visa, MasterCard, American Express & Discover). There is a 3% credit card fee added to the reservation when a payment is made by credit card. The fee is based on the rental rate only so the credit card fee itself is not factored into the fee. Please Note that the fee is only charged one time per reservation. If you pay your deposit with one credit card and later charge the final balance to a separate credit card – there is still only one credit card fee. Debit cards are treated the same as a credit card. The credit card fee is waived if the entire payment for the rental is made by check, cash or money order.

Beach Chairs, Beach Umbrellas and additional Beach Gear now available through VayKGear and Seashore Vacations. <https://www.seashorevacations.com/hilton-head-beach-gear-credit>

Make a Reservation with Seashore and Receive a Beach Gear Credit: Reserve your stay in one of Seashore Vacations' rental properties. Upon confirmation, VayKGear will email you with a link. You will need your Seashore Vacations confirmation number to enter into the VayKGear Link. A credit for your equipment rental will automatically be applied to your upcoming reservation (3 week rental max for credit(s). Longer stays will be discounted accordingly.) Additional questions? Email: support@vaykgear call (888) 577-7412 directly (please have your reservation number handy).

Are Cribs, Hi-Chairs, Roll-a-ways and other items available to rent?

Yes. We suggest reaching out to either Vacation Comfort Rentals or Baby's Away for these type of rentals. Vacation Comfort Rentals can be reached toll free at 1-800-655-9315 or 843-342-6673. They also offer some beach items for rent as well. Baby's Away can be reached at 1-843-681-8722. Please let them know you are renting through Seashore Vacations and they will coordinate delivery with us.

Is there a fitness center available nearby?

The closest fitness center to the Forest Beach area is Breakthrough Fitness located on 130 Arrow Road. They can be reached at (843) 341-2166 and offer weekly passes and full gym facilities:

www.breakthroughfitnesshi.com

Sea Pines Fitness Center is located at 71 Lighthouse Road Ste 122 in the Sea Pines Center and can be reached by phone at (843) 842-1979. Limited Offerings.

Shipyard offers fitness facilities through the Sonesta Resort (hotel). (843) 842-2400. Limited Offerings.