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PO Box 5071, Hilton Head Island, SC 29938 • Toll Free 800-845-0077 • (843) 785-2191 • Fax (843) 785-6450 • [www.seashorevacations.com](http://www.seashorevacations.com)

### Frequently Asked Questions

**What if circumstances force me to cancel?**

Our policy states that for cancellations made at least 45 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 45 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 Travel Guard / A.I.G. 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 Travel Guard Representative can go over any questions you may have regarding coverage.

**Is Travel Insurance available for my reservation?**

Travel Insurance is available through Travel Guard / A.I.G. Seashore Vacations can add it to the reservation at the time of booking or you can reach out to Travel Guard directly by calling 1-877-249-5376. You would need to provide our Product Code of 008573 along with the ARC Code of 125257 to the agent when setting it up. It is also available on our web site for on-line reservations. The cost of the Travel Insurance is 7% of the rental rate + accommodations tax. For Example – a weekly rental that costs \$2000 + 11% tax = \$2220 total. Travel Insurance would cost an additional \$155.40 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 credit card fee charged when a payment is made by a credit card. This fee ranges from a minimum of \$35 to a maximum of \$75 with most falling in between. It is calculated based on 2.5% of the amount of the rental plus taxes and any other rental items that may be added to the reservation (crib rentals, bike rentals, etc.). Please note: The credit card fee is only charged one time per reservation. If you pay your deposit with a 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.

**Are beach chairs, toys & other beach items supplied in the unit I am renting?**

While many visitors may leave beach items behind after their stay – Seashore Vacations does not provide nor guarantee these items will be in house. The condition of items can vary from week to week due to loss, breakage and rust and disrepair. For this reason, we encourage all of our guests to plan on bringing or picking up beach supplies for their stay including personal beach towels. Two vendors that provide beach items are: Shore Beach Services at 843-785-3494 or Vacation Comfort Rentals can be reached toll free at 800-655-9315 or 843-342-6673.

**Are bike rentals available?**

Yes. Hilton Head Island has one of the best bike path systems you will find and bike rentals are certainly available. We suggest calling Island Cruisers which is conveniently located right next to our office on Executive Park Road just off of Pope Avenue. They can be reached at 843-785-4321. Island Cruisers will deliver directly to your rental property and pick up upon your departure. Please be sure to mention you are renting from Seashore Vacations for special pricing.

**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 items. Vacation Comfort Rentals can be reached toll free at 800-655-9315 or 843-342-6673. Baby's Away can be reached at 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?

Yes. The Fitness Center at Spinnaker is located in South Forest Beach on DeAllyon Road. Seashore Vacations has worked out an arrangement where a weekly pass can be purchased by our guests for \$49 per week and is good for up to 4 people. The Fitness Center at Spinnaker has treadmills, elliptical machines, bikes, nautilus equipment, free weights, a hot tub and an indoor pool. They also offer a full schedule of fitness classes. The Fitness Center can be reached at 843-785-3024 for more information & hours.

Visit our website or call us if we can provide any additional information.  
800-845-0077 or [www.seashorevacations.com](http://www.seashorevacations.com)