



PO Box 5071, Hilton Head Island, SC 29938 • Toll Free (800) 845-0077 • (843) 785-2191 • www.seashorevacations.com

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 + 11% tax = \$2220 total. Travel Insurance would cost an additional \$176.49 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.

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

While many owners and guests may leave beach items behind for other guests to use – they are not typically provided. These items can vary from week to week due to loss, breakage and plain rusting out. For this reason, we encourage all of our guests to plan on bringing or picking up beach supplies for their stay. This includes beach towels as they are also not provided in the properties. Shore Beach Services provides life guard service for the Town of Hilton Head as well as beach chair & umbrella rentals during the peak vacation periods. They can be reached at 1-843-785-3494 for pricing and availability.



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Are bike rentals available to rent?

Yes. Hilton Head has one of the best bike path systems you will find anywhere and bike rentals are certainly available. We suggest calling Pedals Bike Rentals located directly on Pope Avenue about ½ mile from our office. You can visit in-person or they will deliver bikes to your rental property (and pick up upon departure). Pedals can be reached at 1-843-842-5522. 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 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.