



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?

| SEASHORE VACATIONS CANCELLATION POLICY | |
|--|-----------------|
| DAYS PRIOR TO ARRIVAL | AMOUNT REFUNDED |
| 30 AND BEYOND | 100% |
| 15-29 DAYS BEFORE ARRIVAL | 50% |
| 0-14 DAYS BEFORE ARRIVAL | 0% |

Generali Travel Insurance is Available at time of Booking

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, umbrellas & other beach items supplied in the unit I am renting?

Seashore Vacations has a deluxe addition to your upcoming stay. We now include beach gear rentals and delivery through our beach partner VayKGear. As a Seashore Vacations' customer you receive credits that may be used towards bike rentals, beach chairs, beach umbrellas, rolling carts, boogie boards and more! Your beach gear credit ranges from \$150 to \$350 per week depending on the property you've rented. Multiweek stays receive additional credits. VayKGear provides all deliveries and pickups at your property on arrival day.



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Are bike rentals available to rent?

Yes. Bikes, bike baskets, beach chairs, carts, umbrellas, skim and body boards are all available for delivery and pickup. If you are coordinating for a large group, this truly makes your task a lot easier. All chairs, bikes, umbrellas, etc. can be delivered at one time for your entire party. (Gear rentals must be reserved at least 48 hours prior to arrival.)

- VayKGear can be reached by the following channels:
- Email: support@VayKGear.com
- Phone: (888) 577-7412
- Contact Form: <https://vaykgearforvrms.com/support>
- FAQs: <https://vaykgearforvrms.com/faqs/>
- Equipment Terms: <https://vaykgearforvrms.com/terms/>

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.