

TURTLE BEACH CAMPGROUND ONLINE RESERVATIONS FREQUENTLY ASKED QUESTIONS

Am I required to register with your system in order to book?

Yes. The system will prompt you to log in or create a household account during the booking process.

Can I book reservations for RVs or tents?

Yes. All types of camping may be booked online. Please review our rules and regulations prior to completing your reservation.

Is my reservation refundable?

Cancellation requests must be made in writing and are subject to a \$25 processing fee. Cancellations made 14 days or less prior to arrival are subject to additional fees.

Can I cancel, modify or reschedule my reservation online?

No. Please contact a reservation agent at 941-861-2267 (CAMP) to change or cancel a reservation. Cancellation requests may also be emailed to turtlebeachcampground@scgov.net.

How far in advance can I make my reservation?

Reservations may be booked up to 12 months in advance of arrival.

How can I get assistance with my reservation?

For questions about setting up a household, logging in, or for other technical issues, please call 941-861-7275.

For assistance with Campground rules and regulations, or for help finding a site for your dates, please call 941-861-2267.

I thought I had the reservation in my cart... what happened?

Sites are not held until you are logged into your household account. It is strongly recommended that you log into your account prior to searching for availability.

What types of reservations cannot be booked online?

Please call us at 941-861-CAMP (2267) to book multiple sites/dates within a single reservation (“moves”).

I am searching for my dates but it is coming up with no availability.

The website will only show sites that are available for your entire requested date range. For reservations consisting of multiple sites please call for availability.

My payment did not go through. Is my reservation booked?

No. Your reservation is not booked until your payment is completed.

How long will items remain in my cart?

25 minutes.