

# **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](mailto: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.