



Overview

Version: 5/09

Ocean Lakes Family Campground was built in 1970 by Nelson and Mary Emily Jackson, it opened on July 2, 1971, Mr. Jackson was 50 years old. Mr. & Mrs. Jackson reside in the park and are very active.

A modest beginning, Ocean Lakes initially had one bathhouse and 30 campsites. Now, Ocean Lakes Family Campground is 310 oceanfront acres with 3,447 sites along nearly one mile of the Atlantic Ocean. The sites sit among twenty-nine miles of paved roads. It is the largest oceanfront campground on the east coast, and one of the largest in the United States. Ocean Lakes Family Campground, a subsidiary of The Jackson Companies, is under the management of Lance Thompson (General Manager/Vice President). Media contact is Barb Krumm, Director of Marketing and Public Relations, 843-828-4829.

Awards: National

2008-2009 National “RV Park of the Year” - awarded by the National Association of RV Parks and Campgrounds

GuestRated “A” for 2008 - one of 21 campgrounds and RV resorts across the United States to earn an all around “A” grade in the nation’s first consumer satisfaction survey of privately owned campgrounds and RV parks. The GuestRated.com national online survey program was launched in February 2008 in collaboration with the National Association of RV Parks and Campgrounds (ARVC).

2002-2003 National “RV Park of the Year” - awarded by the National Association of RV Parks and Campgrounds

1999 National “RV Park of the Year” - awarded by the National Association of RV Parks and Campgrounds

1997 National “RV Park of the Year” - awarded by the National Association of RV Parks and Campgrounds - the first campground in South Carolina to bring this honor home!

Awards: Regional

“One of 15 Best Places to Work in SC” – The South Carolina Chamber of Commerce & Society for Human Resource Management

“2006 Governor’s Cup” – awarded by South Carolina Department of Parks, Recreation and Tourism

Myrtle Beach Herald “The Best of the Year 2008”- Campground of the Year

Myrtle Beach Herald “The Best of the Year 2007”- Campground of the Year

Myrtle Beach Herald “The Best of the Year 2006”- Campground of the Year

Myrtle Beach Herald “The Best of the Year 2005”- Campground of the Year

Myrtle Beach Herald “The Best of the Year 2004”- Campground of the Year

The Sun News Readers’ Choice Award “Best of the Beach 2008” - Best RV Park/Camping Facility

The Sun News Readers’ Choice Award “Best of the Beach 2007” - Best RV Park/Camping Facility

Ocean Lakes Family Campground, 6001 South Kings Hwy., Myrtle Beach, SC 29575

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The Sun News Readers' Choice Award "Best of the Beach 2006" - Best RV Park/Camping Facility
The Sun News Readers' Choice Award "Best of the Beach 2005" - Best RV Park/Camping Facility
The Sun News Readers' Choice Award "Best of the Beach 2004" - Best RV Park/Camping Facility
The Sun News Readers' Choice Award "Best of the Beach 2003" - Best RV Park/Camping Facility
The Sun News Readers' Choice Award "Best of the Beach 2002" - Best RV Park/Camping Facility
The Sun News Readers' Choice Award "Best of the Beach 2001" - Finalist
The Sun News Readers' Choice Award "Best of the Beach 2000" - Best RV Park/Camping Facility
The Sun News Readers' Choice Award "Best of the Beach 1999" - Best RV Park/Camping Facility
The Sun News Readers' Choice Award "Best of the Beach 1998" - Best RV Park/Camping Facility
"Gold Seal" by The Horry County Family Friendly Initiative by the Community Coalition of Horry County (CCHC) and the Coastal Organization of Human Resources (COHR).

Lodging Accommodations: Camping, Beach House Rentals & Annual Lease Sites

Ocean Lakes Family Campground offers great diversity in camping accommodations. There are 893 campsites and 2,556 annually leased sites.

All **campsites** are large pull-through sites, have a picnic table and include full hookups: 20, 30 and 50 amp electric, water, sewer, 70 channel cable TV hookup and a modem-friendly dial-up phone jack with free local calls. Large concrete pads (45' x 18') are featured on nearly 500 campsites. (Wi-Fi is available at every campsite for an additional fee.) Free Wi-Fi is available at our Wireless Zones located at the Camptown Center and Sandy Harbor Family Fun Center. Ocean Lakes has camper storage space for more than 2,200 campers on quarterly basis.

Through **Ocean Lakes Properties** guests can experience the campground environment in one our Beach House Rentals or by owning a house on one of our Annual Lease Sites. Ocean Lakes Properties handles the 300+ rentals and sales of Ocean Lakes' 2,556 Annual Lease Sites. These Annual Lease Sites are campground land leased on an annual basis. Ocean Lakes is unique from other campgrounds because the leaseholders are permitted to build a wide range of structures on these sites. The annual lease structures include mobile homes, travel trailers with decks built around them, and two story houses with up to 800 square feet of living space per floor. Since 1999, we developed more than 100 "Annual Lease Sites" where the storage campers were previously located. During the year, leaseholders can choose to enroll their property in the Ocean Lakes Rental Program. At any given time there are 250 - 320 units on our Rental Program.

Reservations

Ocean Lakes' guests are able to make campsite reservations up to 18 months in advance. Guests may reserve the specific site they want to stay on (by site number). We also offer "Express Check-in," allowing guests to bypass the Main Office and drive directly to their site. Ocean Lakes' reservations are made over our toll free "800" numbers or campsites can be rented online.

Security

Security is a priority at Ocean Lakes Family Campground. Our 24-hour security patrol (a.k.a. Courtesy Patrol) offers our guests customer service and peace of mind around the clock. The security gates are always manned and open 24 hours a day for our guests' convenience. Security spends most of their time assisting guests, answering questions, and monitoring Ocean Lakes for any potential problems. If a guest becomes ill or has an emergency, security often accompanies the family members to the hospital, comforting them, and assisting with needs such as transportation or tending to their RV.

Maintenance

Due to the size of our oceanfront campground, an important aspect of customer service and operations is maintenance. Ocean Lakes employs a wide range of talented teammates from carpenters and electricians to plumbers and mechanics. These teammates are readily available and are contacted

by radios and beepers. Should a guest need assistance with their sites' phone service, etc., the guest simply contacts the Main Office, who then puts a call out over the radios. Most repair service is handled within minutes!

With five bathhouses totaling more than 130 toilets, dozens of showers, and handicap facilities Ocean Lakes puts a priority on hygiene. Ocean Lakes has a team of people to attend to the bathhouses, checking each one several times a day. Ocean Lakes has replaced all bathhouses with new bathhouses that are heated and air-conditioned. Sandy's Soapy Suds laundromat is air-conditioned and open 24 hours a day. It features a drop-off laundry service, Sandy's Fluff n' Fold.

Landscaping / Grounds / Appearance

As a destination campground, Ocean Lakes takes great care with its appearance and landscaping. Our own Horticulturalist, along with an experienced group of teammates, oversees the care of all 310 oceanfront acres. Ocean Lakes does all of its own planting and grounds maintenance, and grows many of its plants in our very own greenhouse. During the summer season with more than 30,000 guests a day, landscaping teammates have an exhausting regimen. However, their work gives Ocean Lakes a professional, groomed appearance in our common or "public" areas.

Handicap Accessibility

Ocean Lakes is handicap accessible, including the Oceanfront Observation Deck, accessible by a ramp to the south side. Most of Ocean Lakes' facilities are on ground level. Ramps are provided where needed to access the elevated facilities. The bathhouses have handicap facilities. The Recreation Office has a portable handicap lift for the pools to assist wheel chair bound guests. The ocean lifeguards have a beach wheel chair to make navigating the sand easier (check with Recreation Office in the off-season).

Guest Services & Amenities

Ocean Lakes continues to expand and improve its Guest Services, often times identifying ways to improve these services through the StarPower Suggestions of its teammates and the feedback from its guests through Comment Cards and Focus Groups.

OLFC TV 3 is Ocean Lakes' very own TV information channel. This channel is generated from the Marketing Department and appears like a color slide show featuring graphically designed pages with photos, type and music. Currently, TV 3 has more than 170 pages informing guests of campground policies, amenities, daily activities and special events.

OLP TV 2 is Ocean Lakes Properties own channel for Annual Lease Sales information.

Bulletin Boards - We have eight large bulletin boards located throughout the campground. They are updated daily with posters about special events, important information and a campground map. The "Campfinder Board" is located in the Recreation Building and is generated by our guests. Guests can post notes looking for someone else from their hometown area or state, request a golfing buddy, or maybe a card playing partner.

Child Identification Program is operated through the Recreation Building. All guests are welcome to pickup a waterproof wristband for their children or the mentally challenged. The wristband has the campground's name and the guest's campsite number. This service is free to all guests.

Ocean Lakes RV Center is located behind Ocean Lakes' Main Office and is accessible from within the campground or Highway 17. It features a RV supply store and a staff schooled in the latest RV technology. Ocean Lakes' guests can have their RVs serviced on their campsite by these trained teammates, and they will service RVs of those staying at neighboring campgrounds. Ocean Lakes' RV Center has been awarded the Fleetwood Circle of Excellence for Customer Satisfaction fourteen years in a row!

Ocean Lakes Awning Center teammates are available for information on sales and repairs on awnings. Service is available at the guests' campsite for repairs or to give a free estimate. It is located in Ocean Lakes RV Center.

Camper Storage stores 2,000+ RVs throughout the year. Ocean Lakes has eight trucks and several teammates that coordinate the pulling of RVs on and off sites (in and out of storage) at the owners' request. Ocean Lakes charges a quarterly storage fee. There are no additional pull fees to our storage camper owners. Guests simply reserve their campsite via the phone or web and the storage team pull their camper on site by 4 PM the day of arrival.

Golf Car Storage is provided for a monthly fee for our guests upon request.

Phone Service is provided at all 893 campsites including free local calls and modem access.

Cable Television is provided at all 893 campsites and includes 70 channels. Premium cable channels are available upon request for an additional fee.

Wi-Fi is available for free at our Wireless Zones located at the Camptown Center and Sandy Harbor Family Fun Center. Wi-Fi is available at every campsite for an additional fee.

L. P. Gas is available daily, the truck will come to your site.

Golf Car Rental is available for daily and weekly rates. Regular cars are available to guests. Ocean Lakes has 905 golf cars for rent. It is the most popular form of transportation in Ocean Lakes.

Bike Rental is available through the Rec. Building. Hourly and Daily Rates are provided.

Church Services are held every Sunday and holidays. It is a non-denominational Christian service and is attended by more than 1,000 people at times. Reverend Kirk Lawton is Ocean Lakes' full-time, on-site minister.

Recreational Center & Programs is often the center of activity. The programs include: Year-Round and Seasonal Children's Programs, Events, Excursions, Surf Camp, etc. (Samples of these calendars can be seen on our website www.oceanlakes.com year round.)

Discounted Tickets to area attractions are sold through the Recreation Office. Teammates will assist with seat selection.

Book Exchange Library is located in the Recreation Building.

Large user-friendly map and campground magazine is handed out to each guest as they register in the Main Office.

Business Reply Campground Evaluation/Comment Cards are in the campground magazine. Guest input is a priority.

Amenities

Amenities help set Ocean Lakes apart. Starting with nearly one mile of oceanfront property to the convenience of a store, snack bars and laundry facilities, Ocean Lakes has almost everything to make a family vacation relaxing and fun. In early spring 2008, Ocean Lakes renourished its sandy beaches making them much larger, even at high tide.

Since 1996, Ocean Lakes has been working on capital improvements and renovations outlined in an over master plan. **Sandy Harbor Family Fun Center** opened in April 2002 and features the Café, Game Center, Mini-Golf, Splash Zone and a redesigned pool deck. The largest capital improvement was completed in March of 2005 – the **Camptown Center** features Sandy Soapy Suds, including Sandy's Fluff n' Fold, Sandy Mart, Sandy's Meet n' Eat and Sandy's Center Stage. This area features outdoor seating for nearly 300 guests to dine in the sun on our large wooden deck, or under cover in the shade. Free wireless internet is available for up to 8 guests at a time within a 250' radius of the large wooden deck, referred to as the "**Wireless Zone**".

Sandy Mart is 12,600 square feet and features groceries, gifts and souvenirs, swimwear, hardware and even fishing bait! It was renovated and expanded in the winter of 2004-05.

Snack Bars - (3) The Meet n' Eat is located in the Camptown Center adjacent to the Sandy Mart, and an oceanfront Snack Shak, and Sandy Harbor Café which features indoor and outdoor seating. Meet n' Eat is open most of the year and was totally rebuilt during winter 2004-05.

Sandy's Soapy Suds - Part of the Camptown Center, Sandy's Soapy Suds features 100 machines and is air-conditioned for our guests' comfort. It features Sandy's Fluff n' Fold laundry service, guests can drop their laundry off and we'll do it for them (they are charged by the pound). This laundromat was totally rebuilt during winter 2004-05.

Bathhouses - (5) They are located in the campsite areas. Ocean Lakes replaced them between 1998-2002 with completely new structures, built to the new hurricane standards. The bathhouses are heated and air-conditioned.

Recreation Facility - Our Recreation Building is 17,000 square feet and can easily seat more than 1,000 guests, making it perfect for rallies and events. It features an elevated stage, a sound booth and stage lights. Movable partitions form meeting rooms, one adjoins a large well-equipped kitchen. A game area including ping pong tables and vending machines are located near the front entrance. A full-time recreation staff and director maintain the facility, provide lifeguard service, conduct activities and answer questions.

Nature Center Discovery Lab - The marine life Nature Center is an educational marvel inside the Ocean Lakes facility. Curator Leonard Raker, is a retired minister who lives on the campground and devotes a lot of time to updating the displays and holding educational programming. The Nature Center has continuously improved the quality and amount of educational displays. Museum Specialists from the Smithsonian Institution's National Museum of Natural History visit annually to see and comment on the new displays. Ocean Lakes guests are encouraged to bring items found on the beach for identification. Major fossils have been identified because of the Nature Center teammates and were noted for the archeological value they possess (6" across shark's tooth fossil, bison teeth, etc). Every season, the Nature Center breaks all attendance records! Several area schools have toured the Nature Center because of the quality of its educational displays and its knowledgeable teammates. Dozens of children (guests) have utilized the center to start and research school science projects for the upcoming school year. Many of these students return the following summer with completed projects in hand to show the Nature Center teammates the finished project.

Four Seasons (Indoor) Pool was built in 1997 and is now used on a daily basis year 'round for swimming, aquatic physical therapy, and water aerobics classes.

Oceanfront Observation Deck - This large oceanfront structure is used daily by guests as a meeting place, for relaxing, surveying the coastline, and as a landmark while on the beach. Ocean Lakes utilizes the structure for events that include bands, as a grand stand for the Easter Sunrise Service. It has become a popular location for weddings!

SDU or Sandy's Down Under Skate Park features a place for teens and skaters. SDU Skate Park opened in 2006 and is located under the Oceanfront Observation Deck. It is designed for tweens and teen 12-16 years of age.

Olympic- size Outdoor Pool featuring a large sun deck and chairs (part of Sandy Harbor Family Fun Center).

Kiddie Pools - (3) including the new Sandy Harbor Splash Zone inside the Family Fun Center.

Miniature Golf Course - An 18-hole miniature golf course (Sandy Harbor Mini-Golf)

Playgrounds - (2) Ocean Lakes continues to upgrade the playgrounds annually expanding and improving the equipment. The playgrounds are oceanfront.

Sandy Harbor Games - features more than 85 games - something for all ages!

Horseshoe Pit - oceanfront.

Shuffleboard Courts - oceanfront.

Volleyball Court - oceanfront.

Basketball Courts - oceanfront.

Lakes - (8) Five freshwater lakes are popular to wildlife and guests alike. Fishing is popular making the catch of the day catfish, bass, bream, crappie or carp. Guests do not need to worry about a fishing license on Ocean Lakes' private property. Three of the lakes are tidal (saltwater).

Take the virtual 360 tour at www.oceanlakes.com!