



This document contains the general Park Polices and is geared toward Campsite and Ocean Lakes Properties Rental Guests. It includes the Campsite Policies and Campsite Reservation Policies. If you are renting through Ocean Lakes Properties, please review their policies at OceanLakesProperties.com in addition to those below.

We continue to monitor our guests' comments and contemplate ways to improve their experience at Ocean Lakes Family Campground. Sadly, the biggest complaint we continue to receive is about the BEHAVIOR OF OTHER guests. Please remember "young eyes" are watching and listening. Many guests have heralded the policy modifications and we have seen guest behavior, and thus guest experiences, improve. We value your feedback and hope you have a great vacation.

Our co-founder, Nelson Jackson, often said, "We really only have one rule, conduct yourselves like Ladies and Gentlemen."

ZERO TOLERANCE Golf Car Policies

The Golf Car Violations listed below apply to ANYONE operating a Golf Car inside Ocean Lakes, including our Leaseholders and their guests. Please review violations and penalties below.

Guests can be trespassed from the campground and subject to additional fines.

A **\$100 fine** will be issued after **One Warning** for the Following:

- 1) Loud music in the park.
- 2) "Cruising" after Quiet Hours (11 PM - 7 AM) with no legitimate destination.

A **\$100 fine** will be issued **WITHOUT Warning** for the Following:

- 1) Underage Driving: Driver **MUST** be at least 16 years of age with valid driver's license in their possession. The Licensed Driver must be in control of the golf car at all times (hands on wheel, foot on pedals).
- 2) Reckless driving, horseplay, racing or other misuse of the golf car. Drivers must obey all traffic signs and yield to pedestrians.
- 3) Taking rental golf cars off property - **DO NOT** go past the entry Gates or onto the beach.
- 4) Lewd, vulgar or offensive music [and language] in the campground - Remember young eyes and young ears!
- 5) Open containers of alcohol anywhere but your site. Please do not drink and drive!

Our policies and rules are in place to help promote the safety of our guests and teammates.

Failure to Abide by Policies: Rental Golf Cars

- **First Offense:** **\$100 fine to be paid immediately** at the Golf Car Rental Office and the golf car is immediately taken away until the fine is paid.* A possible loss of privilege to rent or operate a golf car by any guest on the same site during that visit may result.
- **Second Offense:** **\$100 fine and the loss of privilege to rent or operate a golf car** for the remainder of their stay.*

Failure to Abide by Policies: Privately Owned - Campsite & Rental Guests

- **First Offense:** **\$100 fine that must be paid immediately** at the Main Office.*
- **Second Offense:** **\$100 fine that must be paid immediately and the loss of privilege to operate a golf car** in the campground. The golf car must be placed back on the camping/rental guest's trailer or into the Golf Car Storage area.*

* **NOTE: If the guest does not pay the \$100 fine, they will be trespassed from the park and subject to additional fines.**

Failure to Abide by Policies: Annual Lease Holders

- **First Offense:** The driver or responsible party will be fined \$100 that must be paid immediately at the Main Office. The violation will be documented in the site's file. If the fine is not paid it will be levied against the Annual Lease Site.
- **Second Offense:** The driver or responsible party will be fined \$100 that must be paid immediately at the Main Office. The violation will be documented in the site's file. If the fine is not paid, it will be levied against the Annual Lease Site. **The second offense will result in the loss of privilege to have a golf car on the campground for one year and an additional \$300 fine** levied against the site. The Golf Car must be removed from the campground or stored in the Golf Car Storage area for the one-year period.
- **Additional Offenses:** If violations occur after the second offense, the Lease could be in jeopardy.

Additional Golf Cars Policies for Everyone

- **Privately-owned golf cars** (including ATVs) must be registered with Ocean Lakes Golf Cars and have a valid registration sticker permanently attached to the driver's side of the front of the car. Proof of proper liability insurance must be shown with a minimum of \$50,000 coverage in Personal Injury and Property Damage held on the golf car. Be aware of South Carolina driving laws on public roads.
- There is a \$43 charge for required Ocean Lakes stickers.
- NO gas-powered or motorized golf cars are permitted.
- NO outside golf car rentals are permitted.
- Golf cars operating after sunset must have the light(s) turned on. Lights must be permanently attached and at least four inches in diameter.
- Aftermarket lighting is permitted on golf cars as long as it does not blink, pattern flash or strobe. The lights should NOT resemble emergency lighting.
- Flags on golf cars are not to exceed 2' x 2'. No whip antennas or extended post mounted flags are permitted.
- A maximum of 5 people per golf car at any given time. 8 people maximum per limo car.
- Cruising on golf cars during quiet hours (11 PM-7 AM) is not permitted.
- All Golf Car owners/drivers are responsible for the operation of the golf car including any damages that result from operation.
- Annual Leaseholders must have 3" reflective site numbers on the front and back of their golf cars.
- Golf cars must be operated properly and driven only on roadways. Golf cars are not to be driven across vacant or occupied campsites, the beach, or in other restricted areas.
- Under NO circumstances can golf cars be rented to other sites or other guests as a separate transaction.

Tip: Do not leave the key in the golf car!

Park Policies & Information

General Campground Policies:

- Families only, please.
- **All visitors** must register at the Main Office before entering the campground.
- **Consumption of alcoholic beverages** is permissible at your site only by adults 21 years of age and older! Do not drink and drive - this includes Golf Cars!
- **No tolerance for underage drinking.** Offenders will be trespassed from the campground and subject to additional fines.
- Main Gate entrance is open **24/7**. 24-hour Security Patrol on-site.
- **PLEASE SECURE YOUR VALUABLES** (bikes, scooters, skateboards, coolers, golf cars and chargers, etc.). Lock your vehicles; beware of leaving valuables inside. This includes your **weapons** (guns). They are prohibited in the campground. Leaving them in your vehicle may result in you being removed from the campground. We are not liable for stolen or damaged items.
- **Deliveries & Package Guidelines for Main Office Mail Center** include a cost to pick up packages for guests (and for Leaseholders if the package is oversized). See OceanLakes.com under <About Us> FAQs.
- Sandy's Center Stage can be used for events - check with the Recreation Office.
- **Campfires are permitted at sites, conditions permitting** (i.e. wind, fog, drought), and must be contained in a ring or elevated fire pit. Do not burn materials that produce excessive smoke. Guests must stay with the fire until it is completely out. All debris must be cleaned up afterward.
- **If an Horry County Burn Ban is initiated** due to extreme fire danger caused by low relative humidity, dry, or windy conditions, campfires are generally still permitted. We strongly advise guests to consider safety and be extremely cautious with campfires, fire pits, and grills, while being mindful that ocean breezes and wind can carry embers that can quickly ignite.
- **Annual Leaseholders and guests are not permitted to sell any item anywhere in the park.** Failure to comply with this policy may result in the removal of the guest and/or jeopardize the Annual Leaseholder's Site Lease.

- **“For Sale” signs**, or any sign (including “Free”) or banner including phone numbers or websites implying such are not permitted. Political signs or other promotional signs are not permitted.
- **Flags that do not contain vulgar language/images are permitted.** On golf cars and vehicles, flags are not to exceed 2’ x 2’. Flags at sites must be mounted on a pole.
- Sandy Harbor Water Park: please review the Pool Rules and guidelines online or available in our offices.
- We are family-friendly, please understand that inappropriate, or **revealing swimsuits** are not permitted.
- To maintain our family-friendly environment, only one person is permitted per **bathhouse stall**. Violators could be trespassed from the campground.
- **Drones are not permitted in the park** for privacy and safety reasons unless approved by Management and Security.
- **Animal cruelty, harassment, molestation, torture, or injury will not be tolerated.** This extends to all wildlife, including waterfowl, nests, and eggs. Do not catch, take, or sell wildlife. Our fish are “catch and release,” do not kill. SC DNR will be contacted at our discretion based on the circumstances.
- **Horry County Ordinance states it is illegal to feed migratory and domestic waterfowl** (geese, swans, ducks, cormorants, etc.) unless you are on a Wildlife Management Area (WMA) Property. The purpose is to prevent attracting migratory and domestic waterfowl to or near residential areas.
- **Yield to pedestrians**, watch for crosswalks, not doing so could result in a fine.
- **DO NOT pass the stopped School Bus at our Main Gate.** Please stop while the bus is loading and unloading and do not drive around the bus by using a lane under the canopy.
- We understand that guests enjoy **decorating and creating experiential displays**; however, please keep in mind that management reserves the right to require the removal of anything that might be deemed unsafe or inappropriate. Remember young eyes and young ears!
- **Please DO NOT put PAINT cans inside the trash bags or cans.** Horry County has strict guidelines. We can be fined if paint spills out of the truck and hits the road. It is also a safety concern; the pressure of compacting the garbage in the truck can cause cans to explode, blasting wet paint and debris out of the truck. The **ONLY** thing that can be in the trash bags or cans is household trash. The Leaseholder or Guest is subject to a \$50 Fine if paint is found in their trash.
- **Please DO NOT DISPOSE of cooking oil** in any of our lakes or water run-off areas as this can be extremely hazardous to our wildlife. If you have cooking oil that you need to dispose of, please let us help! Bring the oil to the Meet n’ Eat pick-up window and ask to speak with a Supervisor regarding disposal of cooking oil. One of our Teammates will handle recycling the oil to make sure it’s disposed of in a safe location.
- Please see our **Halloweekends** policies on OceanLakes.com.

Emergency? Dial 911

Then (843) 828-4847 for the Ocean Lakes Main Gate so Ocean Lakes Security can respond and assist (AED, First Aid), and escort the emergency vehicle(s) to the proper location.

Things With Wheels

- **Uber/Lyft, Door Dash, GrubHub, Uber Eats**, package deliveries other than by UPS/FedEX, etc. cannot proceed past the Gate to your site unless they have an individual work badge. All vendors must meet liability insurance requirements to work on our property for the safety of our guests and teammates. Drivers can pick up a “Guideline for Authorized Uber and Lyft Drivers” in the Compliance Office. If you need transportation, there are several taxi services that can drive you directly to your site. Please ask Security, any of our offices, or check under Quick Links online for a list. Please Note*: **Uber/Lyft/Door Dash drivers, etc., can drop off/pick up** at the Main Entrance in **designated areas**: April–October in 15-minute Parking ONLY (located beside exiting traffic lanes), during November–March in 15 minute Parking OR under the canopy (beside entrance lanes).
- **Uber/Lyft drivers interested** in taking guests to their site (past the Main Gate) simply have to provide the necessary insurance requirements and can find out more by contacting our Compliance Department at (843) 828-4836.
- If Security or Teammates have **roads blocked due to an Emergency situation**, Maintenance issue, or Safety concern, do NOT drive around them into the scene. Offenders may be fined or trespassed from the campground.
- Please **do not park in the roadways or block the trash cans**, it impedes garbage trucks and trash collection.
- **10 mph** speed limit throughout the campground - strictly enforced.
- **Refrain from revving engines, spinning tires.** Please respect other guests in regard to noise, traffic, safety, and Quiet Hours. Failure to do so could result in removing the vehicle from the campground.

- **No motorcycles** (including electric) and no 2 or 3-wheeled gas-operated vehicles inside the campground under power. No motorcycle “Coasting” to site past authorized areas. All 3-wheeled vehicles (Can-Am Spyder, Polaris Sling-Shot, etc.) will be handled like motorcycles and will not be permitted to ride into the park.
- Gas golf cars are not allowed.
- **Electric scooters and electric mopeds** are permitted. Riders must obey all traffic rules and signage. Please use directional hand signals. Please know your child’s abilities! Pick up a “**Safety On Wheels Guide**” in one of our offices.
- **All bicycles, scooters and golf cars** operated after dark must have light(s) turned on. Aftermarket lighting is permitted on bicycles and golf cars as long as it does not blink, pattern flash or strobe. The lights should NOT resemble emergency lighting.
- **A parking pass is required** inside Ocean Lakes. All visitor passes are \$15 per day, per vehicle. Overnight visitor passes expire at 11 AM on the date of departure as listed on the pass.
- **No vehicle parking on Seaside Drive** (beach side of street) March-October. Overnight parking is prohibited year-round. **Handicap Placards** and spaces are exempt.
- **All trailers** (utility, motorcycle, boat, etc.) must be on your site or placed in **Short Term Storage** for \$10 per day. You must contact our Main Office at (843) 238-5636 for more information.

Courtesy Policies:

- We want to emphasize that **QUIET HOURS are 11 PM to 7 AM.**
- Please do not walk or drive across any site other than your own.
- All common areas are **smoke free** (including vaping).
- **Know your site boundaries** and respect your neighbor’s site space. Your campsite boundary is road to road, and from site post to site post. Be considerate, please try and keep fences, vehicles and other items 3 feet from street edge. Do not park behind your camper as that is your neighbor’s site.
- **Do not park or place your belongings too close to the roads.** Leave ample clearance for vehicles and camping units to pass. (Also helps avoid accidental trash pickup of non-trash.)
- Any guest playing loud music at sites or on golf cars (karaoke, stereos, amps, etc.): **\$100 fine** will be issued after ONE WARNING.
- Lewd, vulgar, or offensive music [and language] in the campground: **\$100 fine** will be issued WITHOUT WARNING. Remember young eyes and young ears!

Using Lakes and Oceans:

- Please **fish from banks** (lakes are catch and release only), no wade fishing in lakes. Crabbing and net fishing are not permitted in our lakes or swash. **Collect all fishing line** and discard it in our lakeside iCare Fishing Line receptacles!
- **Boats** are not permitted in our lakes, including remote controlled boats.
- Glass bottles and campfires are not allowed on the beach.
- Walking on the **sand dunes** or storing items on them is against the law in Horry County. There are federal laws, as well. Those who break this law could be fined up to \$500 or even be arrested. It is also illegal to cut, break, or otherwise destroy sea oat plants, beach grass, or sand fencing.

Danger - Beware:

- CAUTION - When **digging** at any site - remember we have shallow underground utilities. **We require** Leaseholders to contact the Compliance Office for a “locate before digging”, this normally takes 3 days.
- **DO NOT put HOT coals, ashes, or debris** in the trash or trash bags! Please help keep our Team, our Guests, and our equipment (including garbage trucks) SAFE. Fire debris can remain hot for hours or even days after the fire is out, even if they look and feel cool on the surface.
- **No fireworks** are allowed to be discharged in the campground (including sparklers). Also see Horry County Beach Laws.
- Please remember - **water balloons, water guns, and marshmallow guns** can be considered assault weapons by other guests.
- **Weapons and firearms (guns)** are prohibited in the campground. Leaving them in your vehicle may result in you being removed from the campground.
- **Laser pointers** are not permitted anywhere in the campground.

Pet Courtesy Policies

Sorry, pets are NOT permitted in Ocean Lakes Properties’ rental units, but we do welcome pets at our campsites!

- Do not leave your pet unattended at your site.
- Pets MUST be on a leash at all times. Leashes must not exceed 6 feet in length.
- CAUTION: Secure pets on golf cars.

- You MUST clean up after your pets and are subject to a \$100 fine if you do not! Doggie Doo bags are available for your use throughout the campground. (See locations marked on map.)
- Do not deposit any pet waste into any sewer line.
- No Pit Bulls or Rottweilers. No dangerous, destructive, or exotic pets allowed.
- Please visit our Recreation Office or our website for Horry County laws about having pets on the beach.
- No loud barking or unruly behavior tolerated.

Lakeside Paws N'Play (Dog Park)

We have created a special place just for our canine family members. Our 1-acre dog park is located beside Magnolia Lake and the Nature Center Discovery Lab. It features a shaded area for leashless fun, play, and running!

Friendly Doggie Etiquette Tips for Humans

- Keep your furbaby in view at all times and make sure they can hear your voice.
- Help avoid issues - keep dog and human treats out of the dog park.
- Adorn your beloved furbaby with a collar and its bling (current tags, rabies, etc.).
- Help keep it a happy place, no bossy or aggressive attitudes please (furbabies or pet parents).
We all have bad days, so try again tomorrow.
- For their health, your pup can join the fun after they have celebrated their 3-month birthday!
- Wellness is the key! Please make sure all shots are up-to-date and your pup is not contagious.
- While many find love at Ocean Lakes, K9 romance is not allowed. If your pup starts to get affectionate (or is in heat), please depart the dog park.
- Please, no smoke signals (either cigarettes or vaping).
- This playground and equipment are just for doggies, please explain this to your kiddos.
- Heads up! Just as some humans find dogs intimidating, some kiddos can be a little scary to our furbabies because they stand at eye level to the pup.
- Please pick up the doggie doo immediately, nobody enjoys cleaning their shoes!
- Our Lakeside Paws N' Play is for K9 fun and exercise! Pet parents please exercise caution and be aware of your furbabies limitations and personality.
- For the safety of the kiddos AND dogs, children MUST be accompanied by an adult at all times.
- Ocean Lakes is not responsible for the actions of dogs or owners within the dog park.
- **Play Time & Wash Time** - In-Season (April 1 - October 1): 7 AM-8 PM
Off-Season (October 2-March 31): 8 AM-5 PM.
(Dog Wash hours are the same as the Dog Park)
- To fetch help, call the Main Gate at (843) 828-4847.

Ocean Lakes reserves the right to modify these policies as needed for the safety of all.

Campsite Reservation Policies:

Campsite reservations can be made up to 18 months in advance online at OceanLakes.com or by calling 1-800-722-1451.

- Ocean Lakes Family Campground requires a deposit on all advanced reservations.
- All advanced reservations must be a minimum of 4 nights from June 15 through August 15. There is no minimum at any other time of the year.
- Reservations will be held until 11 AM the day after the guest's arrival date. If the guest has not arrived by that time and has not contacted Ocean Lakes, the reservation will be canceled as a No Show and the entire required deposit will be retained. • A \$50 late pull fee will be charged for storage reservations made for same day service after 3PM.
- Reservation balance due upon check-in.
- **Deposits:** All advanced reservations require a deposit of 50% of the total balance due, based on current year's rates, with a \$50 minimum deposit. Deposits up to the entire balance are accepted. If reservation is cancelled within 7 days of date the reservation is made, but at least 2 weeks prior to the arrival date you will receive a full refund. A cancellation notice will be mailed to the street address or email address on file. Deposits are applied toward camping fees upon check-in. Excess deposits are refunded upon check-in or cancellation.

Please have your RESERVATION NUMBER ready when making a change.

- **Cancellations:** Cancellations 14 days or more prior to the arrival date, excluding the arrival date, are subject to a \$25 administrative fee. Cancellations within 14 days of the arrival date, excluding the arrival date, are subject to a cancellation fee of one night's stay with a minimum \$50 fee.

Campsite Reservations Policies continued...

- **Modifications:** A modification constitutes a change to an existing reservation within the initial dates reserved (i.e. change arrival date, departure date or site #). A modification does not constitute changing dates to another week, month or year, this constitutes a cancellation and all cancellation policies apply. Any modifications made to existing reservations may change the required deposit amounts. Extended reservations, greater than or equal to 28 days, that modify 25% or more from original number of days reserved will forfeit the deposit associated with the days canceled or modified.

Campsite Policies:

- Campsite **Check-out 11 AM/Check-in 3 PM**. LATE departure is not an option because it causes a lot of problems for fellow campers. **Leaving AFTER 11 AM:** impacts guests who need to move to campsites, our Camper Storage Team shuffling campers with site-to-site moves, and Ocean Lakes RV Center Techs trying to get a camper setup for arriving guests. If you cannot depart by 11 AM, please call the Main Office at (843) 238-5636 to see if there is a site available for another night's stay.
- Campsite not guaranteed to be available for **early Check-in** prior to 3 PM.
- **Two overnight vehicles limited per site** on all campsites. No parking on any part of another site without permission and never on an empty site.
- Please **Do Not "double park" golf cars** on Seaside Drive (in front of campsites). It restricts vehicle turning radius and reduces the space that is NEEDED to safely pull RVs on and off sites. It impacts our garbage trucks, emergency vehicles (EMS), and our Camper Storage Team. There is plenty of parking south of the 3 Crosses! If you can, consider walking to the beach. **If there is no parking** at Beach Accesses A-H, drive south to Beach Accesses J-O.
- We allow one small **inflatable pool** per campsite, which should be drained of water each night and when left unattended. Large pools or hot tubs that filter water and require electrical power are not permitted.
- Caution - please do not place **grills** on the campsite picnic tables.
- **Storage Camper** not guaranteed to be on site upon arrival.
- **One camping unit per campsite** (a small 2-person tent for children is allowed). **No sleeping in vehicles.**
- Campsite Reservations can be made up to 18 months in advance online at OceanLakes.com or by calling 1-800-722-1451.

Rental Policies: Review all our OLP Rental Policies at OceanLakesProperties.com

- OLP Rental Check-in 4 PM / Check-out 10 AM.
- Annual Lease Sales call: (843) 238-3446
- Rental Reservations call: 1-800-845-2229
- OLP Rental Sites include 2 Car Passes.

Annual Lease Site Policies:

- Camping in tents/motor homes is not permitted on sites with a house structure and camping equipment may not be hooked to power source.
- Ocean Lakes **requires insurance on all vendors/sub-contractors**. Please contact Compliance at (843) 828-4836.
- CAUTION - When **digging at any site** - remember we have shallow underground utilities. **We require** Leaseholders to contact the Compliance Office for a "locate before digging", this normally takes 3 days.

Express Check-In allows you to:

- **Bypass** the lines in our Registration Office!
 - Simply drive through our Main Gate to your site while we check you in!
- Campsite Guests: At least two weeks before your arrival date**, pay all camping fees in full, give us the number in your party, up to two vehicle make(s), vehicle tag number(s) and state(s). Campsite Reservations **1.800.722.1451**
- Annual Lease Sites: Leaseholder must apply for Express Check-In for their visitors.** Download Express Check-In form under "Quick Links" or approve in ALS Portal. Guests may receive a \$3 per day discount if submitted and paid for at least 10 days prior to arrival date.
- And we will...** Mail your **EXPRESS Packet** that includes your car pass(es). Just place the pass on your vehicle, drive through our Main Gate, and get down to the serious business of having FUN!

Note: All Express Passes are printed no earlier than 30 days prior to arrival.

Wi-Fi Service

Complimentary Wi-Fi is available at our Wireless Zones located at Camptown Center and Sandy Harbor Cafe'. Complimentary Wi-Fi service is also included at all campsites. Premium Plus Wi-Fi for optimal entertainment and business needs is available. **For tech support call our provider first at (843) 438-1694.**

Helpful Places/Emergency

Security - The Main Gate and Security Patrol are manned 24 hours, every day. Call the Main Gate 24/7 for Security Dispatch at (843) 828-4847. The South Gate is seasonal. Our Security Office is located on Spring Lane beside Ocean Lakes Properties.

Lost & Found - Located inside the Recreation Office (843) 238-0130. We recommend putting a site number on items such as wallets, cameras, phones, keys, coolers, bikes or anything of value that may become lost.

RV & Awning Problems - Our team can fix most issues at Ocean Lakes RV Center, and we can even come to your site for service or repairs. Our RV Center, which is located behind the Main Office, has a large supply store and an Awning Center. Call (843) 238-5532.

Learn more at OceanLakes.com or feel free to contact the Ocean Lakes Security team for more details or with any questions anytime at (843) 828-4847.