

## Frequently Asked Questions

### 1) Who can use the facilities, services, and programs at Wateree Recreation Area?

- a) Active –duty military, military retirees, reservists, National Guardsman, and current Department of Defense employees and their immediate family members provided they carry a DoD identification card are authorized to use the facility, as well as sponsored guests (the sponsor must be present on the grounds). We are NOT open to the general public.

### 2) How far in advance can I make reservations?

- a) Active-duty members and their immediate dependents may make reservations up to 90 days in advance of the date they would like to check-in. All other authorized users may make reservations up to 60 days in advance of the date they would like to check-in. Those wishing to make reservations of 5 cabins or more plus the recreation hall, (not during Holiday weekends) may make their reservations up to one year in advance of the date they would like to check in.

### 3) How can I make a reservation for a cabin, recreational vehicle site, picnic pavilion, or the recreation hall?

- a) Reservations are accepted over the telephone or in person at the Wateree Recreation Area office. There is an automated reservation request form on this website which may be used, but the reservation is not final until contacted by a staff member and full payment is made.

### 4) How do I make payment for the reservation?

- a) We accept Services Club card, Visa card, Master card, American Express card, cash, or check. Payment using one of the aforementioned cards may be made over the telephone.

### 5) Do I make a deposit or full payment when I make my reservation?

- a) Full payment is taken upon reservation.

### 6) Can I change my reservation start date?

- a) Yes, provided the cabin is available for the dates you would like.

### 7) Can I transfer my reservation to another authorized ID card holder?

- a) No. if you wish to transfer your reservation we will use our standby list to contact the next available customer.

### 8) If I have to cancel my reservation, will I receive a refund?

- a) Cancellations are accepted for a military commitment or medical emergency, both verified in writing. All cancellations are subject to a \$15 processing fee, unless it is the day of the reservation, then no refund is issued.

### 9) I made my reservations: now what kind of confirmation will I receive?

- a) You will typically receive an email from the office confirming your particular cabin or recreational vehicle site and the dates of arrival and departure.

### 10) I have reservations: can you tell me which cabin or recreational vehicle site I will be staying in?

- a) When you make your reservation, you will be matched to the cabin or recreational vehicle site you requested. We will not change that cabin or site without your specific approval.

**11) What are check-in and check-out times?**

- a) Check-in starts at 3 p.m. and check-out is no later than 10 a.m. If you will be arriving after the office closes, please notify the office on the day of your arrival and we will provide you with instructions as to how to access your cabin.

**12) What amenities are included in each cabin?**

- a) Each cabin is equipped with kitchenware items, pots, pans, flatware, cutlery, glassware, dinnerware, stove/oven, microwave, refrigerator, television, DVD player, HD antenna, coffee pot, and toaster. A broom and dust pan are in the closet.

**13) What housekeeping services do you provide?**

- a) The cabins are self-catering: there is a broom and dustpan provided in each cabin. Due to health and safety reason, bedding and linens are no longer provided.

**14) What are your availabilities/vacancies?**

- a) At this time, we do not have an online method to see what cabin or RV sites are available for any given date. Please call the office during normal business hours and we are happy to assist you with all available dates.

**15) Do you have a waiting for your cabins/RV sites?**

- a) Yes, we do maintain a waiting list when we are full. It is prioritized by the date in which customers have called.

**16) How many people does a cabin sleep, or allowed at each RV site?**

- a) The number of occupants in each cabin is based on the size of the cabin. Cabin 1 has a maximum occupancy of 10 people. Cabins 2 through 5 and cabins 15 and 16 have a maximum occupancy of 8 people. Cabins 6 through 13 have a maximum occupancy of 6 people. Cabin 14 has a maximum occupancy of 2 adults, no children or pets please. The RV sites have a maximum of 10 people staying overnight.

**17) Are the cabins air conditioned?**

- a) Yes, each cabin has its own HVAC unit for both heat and air conditioning.

**18) Can I reserve more than one cabin at a time?**

- a) Yes, under the following stipulations: during peak holiday periods only 2 cabins per ID card holder may be reserved, all other periods more than 2 cabins may be reserved by the ID card holder. In the event of a patron wishing to reserve 5 or more cabins during any given date, they may make that reservation up to one year in advance.

**19) How do I sponsor guests onto the Wateree Recreation Area?**

- a) Notify the office upon your arrival you will have guests with you. You are responsible for their actions during your stay.

**20) Do you have a Laundromat?**

- a) There are washers/dryers at the women's bathhouse. Cabin 1 is the only cabin currently with a washer and dryer. You may only use phosphorus-free laundry detergent.

**21) What should I bring with me for my stay in the cabins?**

a) Please bring your own toiletries, linens, towels, food, and beverages.

**22) Are campfires allowed?**

a) Yes, as long as we are not in a "red Flag" warning. Campfires will be kept to the fire rings at each cabin, RV site, or tent camping areas.

**23) Does each cabin have a grill?**

a) Yes, each cabin and RV site has a free standing charcoal grill.

**24) Do the tent campsites have electric and/or water?**

a) No, the sites are primitive.

**25) Can I reserve a tent site?**

a) No, all of our tent sites are on a first come first served basis.

**26) How many people/tents can I have at a tent site?**

a) As many as your tent will safely hold. Out tent sites are considered by the tent. If you have 2 tents, you have 2 tent sites.

**27) What amenities are included at each tent site?**

a) There are picnic tables. Free standing charcoal grills, and fire rings located throughout the tent camping areas.

**28) Is there any charge to launch my boat?**

a) There is no charge

**29) Do you have boat or RV storage space available?**

a) No, we do not have the space for such storage.

**30) Are pets allowed?**

a) Yes, they cannot create a nuisance, must be leashed, under control and cleaned up after.

b) Cabins 4 through 8 are pet friendly, an additional cost of \$10.00 per pet per day is assessed.

c) Pets are NOT allowed on the beach or in the swimming area; there is a dog beach to the right of the boat launch where they can swim.

**31) Are golf carts permitted?**

a) Yes, they are, but, the driver must be at least 16 years old and must follow all applicable driving laws.