

## **FREQUENTLY ASKED QUESTIONS**

**1. Who can use the facilities, services and programs at Wateree Recreation Area?**

- a. Active-duty military, military retirees, reservists, National Guardsmen, 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).

**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'd like to check-in. Those wishing to make a reservation of 5 cabins or more, may make their reservation up to one year in advance of the date they' 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 the Service Club card, VISA card, Master 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'd 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.

**9. I made my reservations; now what kind of confirmation will I receive?**

- a. Your receipt will be mailed to the address you provide when making the reservation. This will suffice for when you check- in.

**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 the check-in and check-out times?**

- a. Check-in starts at 2 p.m. and check-out is not later than 11 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 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 and pans, flatware, cutlery, glassware, dinnerware, stove/oven, microwave, refrigerator, television, combination DVD/VHS player, televisions with the HD converter box and antenna, coffee pot and toaster. All beds are made, towels and face cloths are in the linen closet, plus a broom and dust pan. Dish towels, cloth and soap is also provided.

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

- a. The cabins are self-catering; there is a broom and dustpan provided in each cabin. Bath towels and face cloths may be exchanged every three days, bed sheets may be exchanged weekly for those staying longer than one week.

**14. What are you availabilities / vacancies?**

- a. At this time we do not have an online method to see what cabin or RV site is 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 list 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 do a cabin or on site camper trailer sleep?**

- a. The number of occupants in each cabin is based upon the size of the unit. Cabin 1 has a maximum occupancy of 10 people. Cabins 2 through 5 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. And 2 of the camper trailers may sleep up to 7 people, while the remaining camper trailer may sleep up to 5 people.

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

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

**18. Do the onsite camper trailers have heat and air conditioning?**

- a. Yes, each camper has propane driven heater and ceiling mounted air conditioning unit.

**19. Can I reserve cabins for more than one week?**

- a. Yes, as long as there is availability for the cabin you may make your reservation for an extended period of time.

**20. 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 time 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.

**21. 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.

**22. Do you have a Laundromat?**

- a. There are 2 stacking washer/dryers at the bathhouse. Please see the office for admittance to the laundry room. Cabin 1 is the only cabin currently with a washer and dryer. You may only use phosphorus-free laundry detergent.

**23. What should I bring with me for my stay in the cabins?**

- a. Your beds will be made, bath towels are provided as well as dish soap, and dish towel. We do not provide coffee filters, paper towels or napkins in the cabins. Please bring your own personal toiletries, food and beverages.

**24. 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, site or in the tent camping areas.

**25. Does each cabin have a grill?**

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

**26. Do the tent campsites have electric and/or water?**

- a. No, the sites are primitive.

**27. Can I reserve a tent site?**

- a. All of our tent sites are on a first come first served basis.

**28. How many people/tents can I have at a tent site?**

- a. As many as your tent can safely hold. Our tent sites are considered by the tent.

**29. What amenities are included at each tent site?**

- a. There are picnic tables, free standing grills, and fire rings located throughout the tent camping areas.

**30. Is there any charge to launch my boat?**

- a. No, as are the rest of the grounds, there is no day use fee or charge for boat launching.

**31. Do you have boat or RV storage?**

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