

**Account:** South Carolina State Parks

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## South Carolina State Parks

at 19:55:18 on 8/01/2018 UTC · 🌐

We're back in business and accepting park reservations! Remember, you can book online, at any park or by calling 1-866-345-7275! See you in a park, soon! [www.SouthCarolinaParks.com](http://www.SouthCarolinaParks.com)



## South Carolina Parks | South Carolina Parks Official Site

With more than 80,000 acres of protected lands stretching from the Blue Ridge Mountains to the sand dunes of the Atlantic Ocean, South Carolina state parks protect some of the most inviting natural, cultural and recreational destinations in the country.

[SOUTHCAROLINAPARKS.COM](http://SOUTHCAROLINAPARKS.COM)



**Misty Jackson Williams** Ok. How do we view current and past reservations?

at 20:08:28 on 8/01/2018 UTC



**Donna Samples** The date and days of the week aren't really matching up under the calendar, no biggie because the days of the week come up correct when you book. It's just kind of weird. 😊

at 20:22:50 on 8/01/2018 UTC



**South Carolina State Parks** Hi Misty! We responded to your private message.

at 20:42:46 on 8/01/2018 UTC



**South Carolina State Parks** Thanks! We'll take a look!

at 20:43:03 on 8/01/2018 UTC



**Norma Cooler** What Misty asked above.....how do I view reservations I already have?

at 21:18:57 on 8/01/2018 UTC



**Stuart Jones** how do we see our current/future reservations?

at 21:48:12 on 8/01/2018 UTC



**Steve DeLapp** We have reservations at Huntington Beach and Hunting Island in October. How do we verify that we still have these reservations?

at 22:43:50 on 8/01/2018 UTC



**Kelley Kraft** South Carolina State Parks Can you let me know as well?

at 23:33:50 on 8/01/2018 UTC



**South Carolina State Parks** You can call 1-866-345-7275 and they can look up and confirm your reservations for you. The call center is available M-F, 9am to 5pm.

at 0:02:50 on 8/02/2018 UTC



**South Carolina State Parks** Hi! You currently cannot view any reservations that you made in the old system, in the new reservation system. We are working on that. However, you can call 1-866-345-7275 and they can look up and confirm your reservations for you. The call center is available M-F, 9am to 5pm.

at 0:03:01 on 8/02/2018 UTC



**South Carolina State Parks** Hi! You currently cannot view any reservations that you made in the old system, in the new reservation system. We are working on that. However, you can call 1-866-345-7275 and they can look up and confirm your reservations for you. The call center is available M-F, 9am to 5pm.

at 0:03:14 on 8/02/2018 UTC



**South Carolina State Parks** Kelley Kraft Hi! You currently cannot view any reservations that you made in the old system, in the new reservation system. We are working on that. However, you can call 1-866-345-7275 and they can look up and confirm your reservations for you. The call center is available M-F, 9am to 5pm.

at 0:03:31 on 8/02/2018 UTC



**Lora Toney Hardin** The site is still not working. If you choose a Park then choose camping it take me to a page that looks like computer code and if I click on day use it goes back to the choose a park page.

at 0:31:51 on 8/02/2018 UTC



**Robert Mueller** Why did you decide to leave Reserve America? It was nice to be able to manage all reservations from one website. Until now, all of the states we regularly camp in used Reserve America.

at 1:08:44 on 8/02/2018 UTC



**South Carolina State Parks** Lora, can you tell me which park you chose so we can look into this?

at 2:00:49 on 8/02/2018 UTC



**Peter Bendal Kear** So I went to make a reservation using the gift card I bought back in December and it seems that is not an option for payment. I will try calling tomorrow unless you have a fix for it.

at 2:04:00 on 8/02/2018 UTC



**David Lee** This new site is just terrible. Hard to find any dates open. When you pick dates and they are not available it's not showing the next available dates.

at 2:04:09 on 8/02/2018 UTC



**Daniel Sd** Does SC have a free phone app?

at 2:10:08 on 8/02/2018 UTC



**Derek Carter** I think there's a bug in the pricing system. When booking a two night reservation, it showed me the two night price as "per night." When I finished checking out, though, it charged me the correct price. I really didn't think some of your tent campsites were \$74.00 a night.

at 2:34:02 on 8/02/2018 UTC



**Jeremy Miller** South Carolina State Parks lake Wateree is one that does this

at 3:42:58 on 8/02/2018 UTC



**Trina Kathleen Conner** Its not working now. Trying to see if my reservation took-made it this morning and then site came up saying down for maintenance. just tried to book a reservation and when i click on type of reservation-camping the page is showing error and.java script?

at 3:46:02 on 8/02/2018 UTC



**Trina Kathleen Conner** Lake wateree is not working

at 3:46:24 on 8/02/2018 UTC



**Trina Kathleen Conner** I made reservations for Friday-need to know if its legit

at 3:46:50 on 8/02/2018 UTC



**Lora Toney Hardin** Lake Wateree

at 4:03:46 on 8/02/2018 UTC



**South Carolina State Parks** Which Park was this at?

at 11:48:51 on 8/02/2018 UTC



**South Carolina State Parks** thanks. We're checking on that.

at 11:50:10 on 8/02/2018 UTC



**South Carolina State Parks** Which park were you trying to book?

at 11:52:47 on 8/02/2018 UTC



**South Carolina State Parks** We do not have a phone app at this time.

at 11:52:59 on 8/02/2018 UTC



**Derek Carter** The park I reserved a spot at was Aiken...it showed \$38 per night when I was searching, then charged me \$19 per night at check out.

at 11:54:49 on 8/02/2018 UTC



**Derek Carter** This one is from Santee, for \$74 per night.



at 11:55:12 on 8/02/2018 UTC

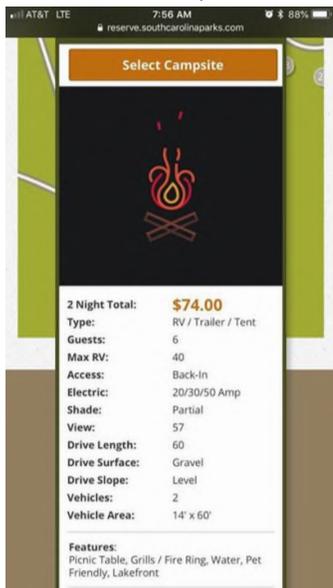


**Daniel Sd** South Carolina State Parks I hope that you will have one soon. NC, VA have them and I use them all the time.

at 11:55:19 on 8/02/2018 UTC



**Derek Carter** But it only does it in "list view." Here is another image of the same campsite selected from "map view." It shows \$74 as the "two night total."



at 11:57:13 on 8/02/2018 UTC



**Derek Carter** It would be nice to see a list of all available campsites in a park, and the prices per night of each, in one location. The old site did that, but not the new one. That may be an important criteria for folks.

at 11:58:43 on 8/02/2018 UTC



**Pam Faulkner Shumpert** There are 7 days listed across the top of the calendar, but there are only 6 columns underneath. Very confusing, but as Donna said, it comes up correctly.

at 12:25:35 on 8/02/2018 UTC



**Pam Faulkner Shumpert** South Carolina State Parks Are there any plans to include the pictures of the actual campsites like on the old system? That was a very nice feature, and I hope we can still have access to those pictures.

at 12:26:53 on 8/02/2018 UTC



**South Carolina State Parks** Thanks for your feedback. Very helpful!

at 12:35:07 on 8/02/2018 UTC



**South Carolina State Parks** Some of the parks already have the site pictures included. It depends on the park. But yes, we do plan on including this for all parks. Which park did you see that did not have the photos?

at 12:36:14 on 8/02/2018 UTC



**Mike Hames** Lake Wateree State Park is the best

at 13:23:58 on 8/02/2018 UTC



**Jeremy Miller** Pam Faulkner Shumpert If the park does not have photos check out campsitephotos.com They don't have all the SC parks, but do have a lot.

at 14:31:01 on 8/02/2018 UTC



**Melinda Jenkins** I don't think this is user friendly at all. Worse than what we had before.

at 14:41:44 on 8/02/2018 UTC



**Trina Kathleen Conner** LW-already booked and now waiting to hear from someone because the camp store saod she doesnt show me having the site for tomorrow :(

at 15:21:17 on 8/02/2018 UTC



**Trina Kathleen Conner** And site for LW is still showing the sme error when you click reservations for camping

at 15:22:23 on 8/02/2018 UTC



**Trina Kathleen Conner** I even bave a reservatuon number

at 15:23:07 on 8/02/2018 UTC



**Eileen Duffy** I can't find an option to allow search for availability over all parks for a date range... is that capability available or in progress (I hope)?

at 15:34:58 on 8/02/2018 UTC



**Jennifer Nations** I'm a little upset bc I'm currently camping at greenwood state park. A site on the water was open for the whole weekend. I asked could we switch to this water front and the receptionist said she couldn't make our reservation but somehow while the site was down someone book online for the site we wanted to switch to. How is that possible when the site was down all day yesterday? The new site is not user friendly at all.

at 15:47:48 on 8/02/2018 UTC



**South Carolina State Parks** Lora Toney Hardin Everything should be back up and working for Lake Wateree. Thanks for helping us find this problem!

at 16:35:50 on 8/02/2018 UTC



**South Carolina State Parks** Trina Kathleen Conner If you made reservations yesterday or today, you should have received an email confirming those reservations. If you made them prior to that, you may call 1-866-345-7275 and our call center folks can look up your reservation for you.

at 16:36:38 on 8/02/2018 UTC



**South Carolina State Parks** Trina Kathleen Conner Please contact the call center at 1-866-345-7275 and they should be able to assist you.

at 16:37:26 on 8/02/2018 UTC



**Trina Kathleen Conner** Already have-still waiting on someone to call back. Meanwhile \$124.20 is pending out of my account and no campsite :(

at 16:40:50 on 8/02/2018 UTC



**South Carolina State Parks** Peter, to use your gift card, call 1-866-345-7275. They should be able to help you!

at 16:41:12 on 8/02/2018 UTC



**Peter Bendal Kear** South Carolina State Parks honestly I had to speak to a supervisor to actually get helped. The girl I was talking to told me I could not use it with the current system but she could charge my credit card and then maybe later I could get it refunded and taken off the gift card. The supervisor told me the system should take gift cards after the 10th. She did however handle things so it is taken care of for me. Overall not being able to use money I had already paid without a bit of a hassle has left me thinking not buying a gift card in the future.

at 16:45:43 on 8/02/2018 UTC



**Gerald Zuckerwar** I needed a spot for Friday nite, you have a 2 nite min, lost my business

at 20:14:00 on 8/02/2018 UTC



**South Carolina State Parks** If you contact the park you are interested in directly, they may be able to accommodate you. All park phone numbers can be found at [www.SouthCarolinaParks.com](http://www.SouthCarolinaParks.com)



at 20:22:23 on 8/02/2018 UTC



**South Carolina State Parks** Peter Bendal Kear Very sorry you had this issue. After we get through this transition period, we should not have these problems.

at 20:23:35 on 8/02/2018 UTC



**Michelle T. Nash** This booking online is so frustrating and no one is answering the phone. Do you have a discount coupon code I can use? The price I was given is higher than the amount that our group quoted for our September Foray at Oconoe :(

at 20:24:02 on 8/02/2018 UTC



**Scott Miller** Are we no longer able to see a list of our current reservations, like we had on reserve America?

at 22:53:31 on 8/02/2018 UTC



**South Carolina State Parks** For all of the reservations made through Reserve America, you will need to call our call center and they can confirm your reservations. The number is 1-866-345-7275. They are open 9am to 5pm, M-F.

at 23:50:40 on 8/02/2018 UTC



**John Brabham** Dear SCParks, I have a suggestion. I know that there are many open dates on cabins in SC Parks in the off season. I am also aware that pets are never allowed in cabins. I feel that this is not fair to those who always want to take their pet along. My wife and I are getting older, and we have down sized. We do not have a trailer to camp in anymore. We would certain use one of your fantastic cabins if we could bring our pet. I would have no problem paying more for the privilege. I feel that this a reasonable thing to ask. It would fill some of the unused cabins in the off season also. I also would understand if there were just a few pet friendly cabins in each park. Please take the time to consider this suggestion. We have been avid campers over our lives and this could allow use to continue to benefit from this great SC resource.

at 1:27:29 on 8/03/2018 UTC



**Jack Wilson** Made an online reservation on Wednesday morning at 3:15AM received confirmation email at 3:27AM. Called the state park on Thursday to ask what we needed to do if we would be arriving late, let them know my name and site number and was told to call closer to closing time. Called at 4:30PM and was told that they had accidentally double booked due to a system change. I was given a different campsite I was also told that we would have to move our site the following day because the site they put us on had a booking for Friday check-in. For my inconvenience I was not charged either night. The \$55.00 doesn't seem to cover the inconvenience that my family is being placed in. 1. The campsite provided does not have the 12x12 tent pad as the one I reserved, so I'm on asphalt. 2. I have to put up and take down my large tent twice. 3. Currently, The inside of my tent is dry, if I have to take my tent down it may have the elements enter depending if the rain let's up. 4. I am losing vacation time for myself and my children. 5. I may have to wait until 12pm to change sites because that's when check out is. 6. I am in a foul mood and it is leaking out, negatively affecting my family.(i can fix that with chocolate)7. I have traveled 172 miles one way and to turn around seems a bit unfair to my kids.

It just doesn't seem equitable, not to mention I feel I have no recourse because it is a state park, the only response will be, "we gave you your money (7 days to process) and we let you stay for free." Yet if I had cancelled the day of or 3 days prior I would forfeit my monies, again the fairness of the situation just doesn't seem to be there.

If they would just allow me to stay in the same site I would be more forgiving. Any suggestions?

at 4:29:18 on 8/03/2018 UTC



**Carol Louise Combs** South Carolina State Parks Dreher Island used to have pictures of the sites but didn't when I reserved this week.

at 9:23:08 on 8/03/2018 UTC



**South Carolina State Parks** Carol Louise Combs The Dreher Island photos are being uploaded as we speak. Sites 1-70 should already be uploaded and can be viewed in the reservation system.

at 17:33:21 on 8/03/2018 UTC



**Cheryl Yourkvitch Lausi** Is there a way to order a hard copy of the SC State Parks guide? We are new small trailer owners and want to start planning trips. Will the Senior Pass get us entry into the parks?

at 19:06:49 on 8/03/2018 UTC



**Lisbeth Davison Carpenter** Leaving reserve America before you had a working online system is ridiculous! There is no way to see future reservations all in one place. When I asked I was told " we are working on it". I called to make changes to a future reservation and they cannot even just credit my card- they have to send a check. Very poor implementation of a new website that does not have the proper capabilities.

at 13:41:39 on 8/07/2018 UTC

**Jane Martin** Yes Gerald, we thought the same thing. Sad that we have to search more. Boondocking at Wal-Mart is going to skyrocket in SC because it's easier to do that then hunt



for a number and make the phone call. People want easier, less steps  
at 15:43:37 on 8/07/2018 UTC



**Jane Martin** Justin Hancock I pray that this changes. Having to call about this that and other things is a) a pain for the customer b) going to overwork the staff that I'm sure doesn't have time for 100 phone calls a day. I understand new systems have kinks, but I'm sad at what I am seeing at this point.  
at 15:47:13 on 8/07/2018 UTC



**Jane Martin** Amen!! Thankfully we have found a few campgrounds in North Carolina that we really like. Sad that our camping is leaning towards that direction than staying in our own state. SC tourism board would like this info I'm sure!  
at 15:50:45 on 8/07/2018 UTC



**Jane Martin** As someone who has pet allergies, I'm sorry for your inconvenience. I'm thankful that there are still options for those with medical conditions.  
at 15:54:22 on 8/07/2018 UTC



**Jane Martin** There are 2 big missing features that will make a difference if we continue to camp in our home state A) not being able to search for future or past reservations. I'm not making a call to do this when it can/should/was be provided online. B) not being able to tell if a site is back in or pull through. These may appear little to the SC parks or the IT folks, but B is how we decide where to camp. At this point, SCSPs are not getting my business.  
at 15:59:26 on 8/07/2018 UTC



**Robert Mueller** There are at least 3 problems I have with the new site:  
1. No way to log into your account to see future/past reservations and make changes;  
2. No way to search for all parks with availability for a given date range;  
3. No way to search for next available date for a given park or specific site at a park.  
All of these could easily be accomplished with Reserve America. Hopefully the new site will be upgraded in the future to include these very helpful features.  
at 14:47:24 on 8/12/2018 UTC



**Fabian Wey** It is so sad, that you left Reserve America, the system was perfect! Now one has to select every single campsite to check for future availabilities. Please add a table view for all sites of one campground as it was before!  
at 17:08:13 on 8/18/2018 UTC



**Stephani Thompson** Well after reading ALLLLLLLLLLL these comments from seasoned state campers, sounds like we should camp/ move to North Carolina! PITIFUL. I was all excited to finally take the family camping and now I'm just sad. Damn.  
at 5:32:35 on 8/31/2018 UTC



**Laura Ginn Henderson** Don't like this new reservation site at all. Been camping for 15 years with state parks and never has it been this hard. Can't search by date with out going in each campground one by one. Can't see next available. Can't set a notification to let you know if one becomes available. So far can't find a campground that's not totally booked for next few months and that's strange. I hope y'all add these features or go back to Reserve America. And if I wanted to call a number I wouldn't need an online service.  
at 3:05:10 on 9/05/2018 UTC



**Shannon Wilson Davis** I will camp at federal parks in sc for now on, I have had nothing but trouble with this new system and can't get anyone to answer the phone or if they do they tell me to call the park. And then they are no help. Mailing me a check after I paid in full is ridiculous, especially since they cancelled my reservation due to a hurricane. That \$495 would have come in handy since we are now having to go somewhere else for our week vacation. Not being able to log in or cancel online is the deal breaker!  
at 23:38:40 on 9/15/2018 UTC



**Cameron Keegan** As others have said, this was a terrible step backwards. I used to love the convenience of finding a site on Reserve America, without having to choose a specific park. You can no longer search based on criteria such as "30 amp, waterfront, pull-through" without first selecting a park. That would be like Hotels(dot)com making you go hotel by hotel to find

availability, rather than being able to run a criteria based search. Makes no sense when you could easily do it before.

at 11:38:16 on 9/21/2018 UTC