

Account: South Carolina State Parks

Content type: Facebook Page - Message threads

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Hi Angie, thanks for your message. We are not here right now, but we'll get back to you soon!

Participants: Angie Droke, South Carolina State Parks
at 3:34:00 on 12/11/2021 UTC



Angie Droke

at 3:33:58 on 12/11/2021 UTC

I'm having issues getting my order to go through as well. I spoke with my credit card company and they are approving the charge but it's being rejected by the merchant?



South Carolina State Parks

at 3:34:00 on 12/11/2021 UTC

Hi Angie, thanks for your message. We are not here right now, but we'll get back to you soon!



Angie Droke

at 18:23:10 on 12/11/2021 UTC

Ok thanks



South Carolina State Parks

at 18:23:11 on 12/11/2021 UTC

Thanks for messaging us. We will get back to you as soon as possible. In the meantime, make sure to visit our website at www.SouthCarolinaParks.com for up-to-date information.



Angie Droke

at 21:19:04 on 12/16/2021 UTC

I attempted three different times to purchase the all park passport on day 10 deals. I couldn't get it to go through. I called my credit card and the purchase was being approved on their end, but rejected by your online portal due to 'invalid address'. Not sure why that happened because I purchased one online at a discounted rate when it was offered last year. Can I call and purchase the pass over the phone at the discounted rate? Thanks.



South Carolina State Parks

at 21:19:05 on 12/16/2021 UTC

Thanks for messaging us. We will get back to you as soon as possible. In the meantime, make sure to visit our website at www.SouthCarolinaParks.com for up-to-date information.



South Carolina State Parks

at 14:08:18 on 12/17/2021 UTC

The deal has expired. You could have purchased at any SC State Park or we could have helped you over the phone on that date if you were having issues.



Angie Droke

at 15:06:39 on 12/17/2021 UTC

I didn't have access to a state park that day so that is why I chose the online option to purchase. I attempted to purchase in the evening since the deal was valid until midnight. No one would have been available to help over the phone at that hour. I contacted you via fb messenger right away that evening to make you aware of the issue. Since I did contact you right away via messenger, I was

hopeful that would count and you'd be more customer friendly in resolving the issue.

You need to make it clear on your posts that if there are issues with your website or submission form after hours, we won't be able to take advantage of the deal. Also, you need to fix your submission form to accept proper addresses. OH well, total disappointment.



South Carolina State Parks

at 15:26:26 on 12/17/2021 UTC

I will check with our retail manager and see if they can help. How can they call you?



Angie Droke

at 15:38:17 on 12/17/2021 UTC

423-341-5538



South Carolina State Parks

at 20:27:09 on 12/20/2021 UTC

Someone has tried to contact you.
