

Account: South Carolina State Parks

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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.

Participants: Rick-Tammie Ramirez, South Carolina State Parks
at 14:56:33 on 12/24/2020 UTC



Rick-Tammie Ramirez

at 14:56:32 on 12/24/2020 UTC

I need to cancel a reservation for next week at Edisto. it was made with 2 forms of payment, a gift card and a debit card. Because of the 2 forms of payment, it says I can't cancel online. The number for cancelling says the office is closed today. The park ranger can't cancel it because of the 2 forms of payment. I am trying to cancel within the time frame so that I will only be charged 1 night penalty. if I wait until next week, I will be out of that time frame. I have tried and have not been able to cancel through no fault of my own. What can be done to ensure that I do not forfeit all of my money?



South Carolina State Parks

at 14:56:33 on 12/24/2020 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 20:04:43 on 12/24/2020 UTC

I will send your message to the person in charge of the reservation system and hopefully they can contact you on Monday.



Rick-Tammie Ramirez

at 20:17:42 on 12/24/2020 UTC

Thank you.



South Carolina State Parks

at 14:10:45 on 12/29/2020 UTC

Did you ever get this resolved?



Rick-Tammie Ramirez

at 14:12:26 on 12/29/2020 UTC

No. I have left a couple of messages, but no one had ever responded. I am expecting to cancel my reservation and get at least 2 of my 3 nights refunded as I tried to cancel several times within the allotted time frame.



Rick-Tammie Ramirez

at 14:20:15 on 12/29/2020 UTC

I just spoke with Amanda and got it resolved. Thank you for the follow up. I really appreciate it.