

Account: South Carolina State Parks

Content type: Facebook Page - Message threads

Record ID: 20180805unknownMessage-threads52748_t_10156670341843166

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: Jack Wilson, South Carolina State Parks
at 12:21:51 on 8/05/2018 UTC



South Carolina State Parks

at 0:00:34 on 7/29/2018 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.



Jack Wilson

at 0:00:34 on 7/29/2018 UTC

Curious as to if you could possible direct me to where I might find any of your promotional codes to use for our reservation in the near future?



South Carolina State Parks

at 13:19:54 on 7/30/2018 UTC

All of our promotional codes and deals can be found on our deals page of our website: <https://southcarolinaparks.com/deals>



Jack Wilson

at 13:20:18 on 7/30/2018 UTC

(unknown message)



South Carolina State Parks

at 4:29:50 on 8/03/2018 UTC

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



Jack Wilson

at 4:29:50 on 8/03/2018 UTC

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?



South Carolina State Parks

at 14:55:36 on 8/03/2018 UTC

Mr. Wilson,
I apologize for the inconvenience you faced in our transition into the new system. Please give me a call at 803-734-0162, i will be happy to assist you in this matter any way that i can.
-Sarah



South Carolina State Parks

at 12:21:51 on 8/05/2018 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.



Jack Wilson

at 12:21:51 on 8/05/2018 UTC

I will have my wife call you. I'm a bit upset because of how our pre-school vacation went due to the staff at Devil's Fork: making ignorant decisions, not taking responsibility for the issue, displacing the responsibility of the situation, prolonging an acceptable solution, and poor management style.