

Sea Pines

COMMUNITY SERVICES ASSOCIATES

SECURITY ADMINISTRATION DEPARTMENT
OFFICE (843) 671-1343 • SECURITYADMIN@CSASEAPINES.COM • FAX (843) 671-7172
WWW.SEAPINESLIVING.COM

Sea Pines Property Owner FAQ's for the RBC Heritage Presented by Boeing

April 12-18, 2021

Parking during the Heritage:

Q: Will there be "General Spectator" parking inside of Sea Pines?

A: No. There is no general spectator parking available in Sea Pines. General Parking is available at the Coastal Discovery Museum at Honey Horn: 70 Honey Horn Drive Hilton Head Island, SC 29926. Complimentary parking with motor coach service to and from Harbour Town Marina (approximately a 20-minute ride), 6:30 am–9:30 pm Wednesday through Sunday. There is no general spectator parking inside The Sea Pines Resort.

Buses will be frequently sanitized and hand sanitizer will be available in the parking lot. Signage will remind spectators to be physically distant both while waiting for and while on shuttle buses. Masks must be worn in line and on the shuttle buses.

Please note, a tournament ticket is not required to ride the Complimentary tournament shuttles/ buses. Spectators will not be able to ride the shuttle with any prohibited tournament items.

Q: Can I (a Sea Pines property owner) call in a guest pass during the week of the RBC Heritage?

A: Yes. Property owners are permitted to call in guest passes during the week of the tournament. However, all property owner guests must park at your residence and will not be permitted to park along the shoulders of the roadways within the community or in any designated tournament parking lots.

If you live in a restricted area, your guests will be unable to get through the security checkpoint without a hangtag. Additional parking is available at Lot 4 for those with the following decals: Property Owner Decal, Relative Decal, Long Term Renter Decal and Rental / Resort Pass (must be displayed on the dashboard). Authorized vehicles may park overnight.

Q: Is there special parking available for Sea Pines Property Owners and relatives, who do not live in or around Harbour Town, during the tournament?

A: Yes. Parking is available at Lot 4 (entry on Governors Road) on a first come, first served basis for those with the following decals: Property Owner Decal, Relative Decal, Long Term Renter Decal, short term weekly rental / resort pass.

Restricted areas for vehicular traffic the Week of Heritage/ Hangtag Information

Q: Will there be restricted areas for vehicular traffic the week of Heritage?

A: Yes, Security Checkpoints will be placed in various locations and will be up only during tournament play, starting at 6:00 am each day of the tournament, Monday, April 12th –Sunday, April 18th. [Click here](#) for a complete list of restricted roads. Security Checkpoints will require the appropriate hangtag for that area to authorize access. Officers at the Security Checkpoints will be checking hangtags throughout the week. [Click here](#) to view the Security Checkpoint map.

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Q: If I live in the restricted area, how do I obtain a hangtag?

A: To request a hangtag(s) for your property please visit our website at <http://www.seapinesliving.com/hangtags>. **Only one request per household required.** Due to COVID-19, the CSA Administration office located at 175 Greenwood Drive remains open by appointment only. Hangtag requests will only be accepted online. Online requests will be processed by staff in the order that they are received. Once fulfilled, (please allow up to 3 business days) staff will contact you to set an appointment for pick at the CSA Administration office. Please be prepared to show your property owner ID card or driver's license when picking up your hangtag(s).

Q: As a Sea Pines Property Owner, can I have someone pick up my hangtag/s on my behalf?

A: Hangtags cannot be mailed. Owners that are unable to physically pick up their hangtags from the CSA Office can send someone else on their behalf. To do this, visit our website at www.seapinesliving.com/hangtags and enter their information using the provided online form. The agent collecting for you is required to have photo ID available when picking up your hangtag(s). Written permission can also be emailed to: securityadmin@csaseapines.com

Q: I am a Sea Pines Property Owner who rents my property out to a long-term renter (over 6 months). If my house is in the restricted area, can I collect a hangtag for my rental property?

A: No – only the long term rental tenant is authorized to collect the hangtag/s. In order to release the hangtag/s to the property owner, the long term rental tenant will need to provide written permission to securityadmin@csaseapines.com

Q: The road I live on does not require a hangtag for access as in previous years. How will unauthorized parking on our street be enforced?

A: To report parking violations, please contact Sea Pines Security Dispatch at 843.671.7170.

Q: What if I need a hangtag replacement?

A: Hangtags cannot be replaced if lost or stolen.

Q: What if I need more than the number of hangtags issued?

A: We cannot issue more hangtags than the maximum number allocated per residence. Lot 4 must be used for any additional vehicles. The only vehicles that can park at Lot 4 are those with: Property Owner Decal, Relative Decal, Long Term Renter Decal and Rental / Resort Pass (must be displayed on the dashboard). Authorized vehicles may park overnight.

Q: Can you mail my hangtag?

A: Hangtags cannot be mailed. If you would like someone to collect the hangtags on your behalf, you may notify CSA on the online Heritage request form found on our website at www.SeaPinesLiving.com/Hangtags. The agent collecting for you is required to have photo ID available when picking up your hangtag/s. This same procedure applies for those property owners renting short term (under six months). Written permission can also be emailed to: securityadmin@csaseapines.com

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Q: What if I have multiple renter groups?

A: If your rental will be occupied by different guests during the week of the tournament, it is the rental management company's or property owner's responsibility to ensure the hangtags issued are returned to the rental agent/property owner and re-issued to the next guests.

Biking During the Heritage:

Q: Can I ride my bike to the tournament?

A: Yes. Complimentary bicycle parking is available inside Sea Pines near the Harbour Town tennis courts. [Click here](#) to view the Bike Route Map. Bikers are responsible for locking their own bicycles and we ask that cyclist use caution while biking in the community.

Q: Can my guests who live outside of Sea Pines ride their bikes to the tournament?

A: Yes. All cyclists entering Sea Pines must have a valid tournament ticket for that day or a volunteer badge to be admitted through the gates of Sea Pines. Cyclists may enter Sea Pines at the Ocean Gate on South Forest Beach Drive or at the Main Gate on Greenwood Drive.

Taking the Sea Pines Trolley:

Q: If I don't ride my bike or walk to the tournament, is there other transportation available?

A: Yes. The Sea Pines Trolley will provide service Monday, April 12th-Sunday, April 18th from 8:00 am – 10:00 pm during the week of the Heritage.

For your safety: Enhanced safety protocols

- Request to riders: Please be advised, close contact amongst passengers is expected. Passengers ride at their own risk. If you feel sick, have a fever, cough or other symptoms, please stay home and do not ride the trolley. Wash your hands frequently and avoid touching your face.
- Personal Protection Equipment is required: **All passengers and trolley drivers will be required to wear face coverings when aboard the trolley. Refusal to wear a face covering or acting in an unsafe manner will result in denial of entry or expulsion from this service.**
- General Trolley Information: Trolleys are routinely cleaned and disinfected by a third-party service.

[Click here](#) to view/print the 2021 RBC Heritage Trolley Map and Schedule. To track the location of the trolley on your smartphone in real time visit: www.seapinestrolley.com

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Uber and Taxi Transportation Information:

Q: Can I take an Uber or Taxi transportation service into Sea Pines during the tournament?

A: Yes, however, please note, Uber and Taxi transportation will be restricted during tournament play, Monday – Sunday. Designated drop off and pick up locations will be located at the Shops at Sea Pines Center – 71 Lighthouse Road. After tournament hours, taxi cabs and Uber will be able to pick up at locations around the Harbour Town, once tournament play has officially ended for the day and the Security Checkpoints are no longer manned.

If individuals have trouble getting to the taxi pick up location due to excess luggage or inability to walk due to health issues, the Sea Pines Security Dispatch Office should be contacted in advance to request authorized access. Sea Pines Security Dispatch can be reached at: 843.671.7170.

Other

Q: Will Hilton Head Plantation residents that have reciprocal access be allowed to park inside Sea Pines during the tournament?

A: Hilton Head Plantation residents will not have reciprocal access to enter Sea Pines during the week of the tournament (April 12 – 18, 2021).

Q: Are there any construction or delivery restrictions during the week of the Heritage?

All construction activity within Sea Pines will be suspended during the week of the Heritage, this includes large truck deliveries. If you have questions or for special request please contact Sea Pines Security at 843.671.7170.

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