

## **SEA PINES PROPERTY OWNER FAQs FOR RBC HERITAGE**

### **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 Tuesday through Sunday.

#### **Q: Can 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, property owner guests will not be permitted to park along the shoulders of the roadways within the community or in any designated tournament parking lots.

*Note: If you live in a restricted area, your guests will be unable to get through the security checkpoint without a Heritage Hangtag.*

#### **Q: Is there overflow parking available for Sea Pines Property Owners, relatives, and renters during the tournament?**

A: Yes. Parking is available at Lot 4 (entry on Governors Road) for vehicles with the following passes only: Property Owner Decal, Relative Decal, Long Term Renter Decal, Short Term Weekly Rental / Resort Pass (must be displayed on the dashboard). Authorized vehicles may park overnight.

### **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 15th –Sunday, April 21st. [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.

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

A: To request a hangtag(s) for your property please visit our website at [seapinesliving.com/hangtags](http://seapinesliving.com/hangtags). **Only one request per household will be accepted. Hangtag requests are available online only.** Requests will be processed by staff within 5 business days in the order that they are received. Once fulfilled, staff will contact you via email to confirm when ready for pick up from the Sea Pines 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 Sea Pines CSA Office can authorize someone else to do so by providing the designated person's details on the [Heritage Hangtag request form](#) when instructed.

**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 a 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](mailto:securityadmin@csaseapines.com)

**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: 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 cyclists 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 must show a digital ticket or a volunteer badge to be admitted through the bike 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 to the Heritage tournament Monday, April 15th – Sunday, April 21st from 7:00 am – 10:00 pm.

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

### **Construction and Delivery Restrictions:**

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

A: 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.

### **Ride Share App & Taxi Policy:**

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

A: Yes, however, Ride Share App and Taxi transportation will be restricted during tournament play, Monday, April 15th – Sunday, April 21st. Designated drop-off and pick-up locations will be at the Shops at Sea Pines Center – 71 Lighthouse Road. Taxi and ride shares will be able to pick up at locations around the Harbour Town Golf Course 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, Sea Pines Security should be contacted in advance to request authorized access. Sea Pines Security can be reached at: 843.671.7170.