

Frequently Asked Questions

1. How do we access the resort Wi-Fi?
 - Click on Hilton Head RV Wi-Fi
 - The security code is: hhhrv1010*10
2. What are the Resort Amenities for property owners, lot renters and marine slip renters?
 - Pool alongside Skull Creek
 - Gazebo overlooking water for watching dolphins and spectacular sunsets
 - Center Pool, sauna and hot tub
 - Center tennis / pickle ball courts
 - Playground
 - Bath houses (rest rooms are not designed to replace your onboard facilities in your RV or camper)
 - Coin and credit card operated Laundry
 - Exercise room
 - Function room and painted, paved recreational area for outdoor events. Use of these facilities must be reserved through the Resort Manager.
 - Short term parking behind the rental office
 - All lots are full service with 30 & 50 amp electric, water, sewer and cable TV
3. Non-property owner association related services available:
 - Resort store and rental office for convenience items, ice, ice cream, snack, bait, fire wood, sodas, wine and charcoal
 - Harbor Master and marine store with gas, diesel, motor oil, beer and wine.
 - Dog washing station, key available during rental office hours
 - Marina slip rentals (see rental office)
 - Boat launch
 - Jet ski, kayak and paddle board rentals
 - Charter fishing
 - County dock for fishing and boarding small craft
 - Casual waterfront fine dining at the Sunset Grille restaurant
 - Mobile RV and Camper repair services
4. Trash and yard / garden waste disposal. Answer: Bagged trash is picked up at the curb from 7:30 AM to 2:30 PM. Please do not leave it out at other times because the crows will tear into it and spread it around. You can take it to the trash dumpster behind the playground at any time. This refuse facility is for household trash only and not bulky items such as grills, white goods, mattresses, etc. Please flatten any large cardboard boxes. There is a separate dumpster for yard and garden waste that you can also use.
5. Who fixes damage by renters? Answer: Every attempt will be made by the rental office to identify and charge the renter for the damage.
6. How do I find my way to the Jenkins Island cemetery? Answer: When walking or bicycling out Jenkins Road, turn left at the first trail under the high tension lines and take it to the end, then turn left into the cemetery.

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7. What are the regulations for parking cars and boat trailers on Jenkins Road? Answer: The No Parking signs mean both cars and boat trailers. They have been intermittently enforced in the past. This is not a trailer storage area.
8. What are the restrictions for parking in the lot behind the Resort Store / rental office? Answer: No overnight parking. It is meant for parking for your guests, events parking and restaurant parking. If you have an overnight guest and no room for parking on your lot, contact the Manager to ask permission for you guest to park in the lot overnight. This must be done in advance or at least leave a voice mail message on his phone (843-681-1947)providing the make, model, license number and dates.
9. What are the restrictions for parking on my lot? Answer: All wheels of all vehicles must be on YOUR concrete pad. You may not park on the grass, on the street or on anyone else's lot at any time.
10. How do I arrange to use the function room, the paved and painted recreational area adjacent to the Harbor Master's building or the playground area for a personal, family or organizational events? Answer: Contact the Resort Manager.
11. Where can we and our guests fish from? Answer: The state of South Carolina restricts fishing in the Marina including from the waterfront lots. This prohibition includes the use of mud minnow or crab traps in the Marina area. You are allowed to fish and crab from the county dock that is on the far side of the boat ramp. A SC fishing license is required.
12. Who do I see about renting a slip in the Marina? Answer: Check with the rental office about daily, weekly, monthly & annual slip rentals.
13. How do I arrange to use the boat ramp between the resort and the watersports business? Answer: Contact the Harbor Master to request access. The ramp is not available before or after rental office business hours, or at (or around) low tide.
14. Is there a swimming beach within walking distance? Answer: No
15. How do I reserve a time for the tennis courts? Answer: No reservations are required, they are on a first come, first served basis. Please do not occupy them for longer than 1 1/2 hours at one time if others are waiting.
16. Are there restrictions on fireworks in the Resort? Answer: Yes, no fireworks are allowed in the Resort or Marina.
17. What are the resort "quiet hours"? Answer:
 - From Memorial Day weekend through Labor Day quiet hours start at 11 PM.
 - For the rest of the year quiet hours start at 10 PM
18. Does that mean that the pools and tennis courts shut down at 10 PM also? Answer: The lights on the tennis courts go out when quiet hours begin. The short term parking lights go out at 10:30 PM, after the restaurant closes. There is no restriction on the *quiet* enjoyment of the pools and hot tub after the start of the quiet hours.