

Sea Pines Property Owner FAQ's for 2022 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. There is no general spectator parking inside Sea Pines.

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.

*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 (entry on Governors Road) 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) for vehicles with the following passes only: 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 11th –Sunday, April 17th. [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 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.** Hangtag requests will only be accepted online or by using the kiosk located in the lobby at the Sea Pines CSA Office. Requests will be processed by staff 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 allow up to 5 business days). 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 send someone else on their behalf. To do this, visit our website at 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: 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 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 must show a digital ticket 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 to the Heritage tournament Monday, April 11th – Sunday, April 17th from 7:00 am – 10:00 pm.

- 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.

[Click here](#) to view/print the 2022 RBC Heritage Trolley Map and Schedule. To track the location of the trolley on your smartphone in real time visit: www.seapinestrolley.com

Construction and Delivery Restrictions:

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.

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, April 11 – Sunday, April 17. The drop off and pick up location will be located at the curb in 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.