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Travel Update

Dear Guests,

After much consideration, we have decided not to issue cash refunds to guests who had reservations between the dates of 4/4/20 and 5/15/20. We are however offering a dollar for dollar credit towards another stay either this year or next year. Hundreds of guests have already accepted this offer.

Dare County's decision to close the road was not something that could not have been anticipated and is neither the fault of our guests or our homeowners. We feel the offer of a full credit towards another week in 2020 or 2021 is the fairest resolution for both parties.

This offer is a change from our long-standing policy and lease agreement, which very clearly states that there are no refunds for access issues. We have never before offered any form of compensation for road closures, which are fairly common occurrences on Hatteras Island. However, because of the unprecedented nature of this event, we wanted to do something to help our guests. This option will only be available until June 19, 2020, so we encourage you to take advantage of it soon.

Option #1 – Switch your spring vacation to fall 2020 and we will try to match your same rate.

We may be able to switch your spring vacation to a relaxing vacation in the fall for the same rate. Travel Insurance, if purchased, can be transferred to the new dates of stay.

Option #2 – Apply what you paid for your spring vacation to summer 2020

We have limited availability, so please act quickly if you would like to apply your payments to a 2020 summer week. Travel Insurance, if purchased, can be transferred to the new dates of stay.

Option #3 – Switch your 2020 vacation to a week in 2021 in the same home

This option affords you additional flexibility if your remaining 2020 vacation time is uncertain.

Please click here to complete this form, indicating your preferred option.

We are, of course, aware of the North Carolina Real Estate Commission opinion suggesting that we provide cash refunds. However, we believe that opinion is wrong and would have long lasting implications for our business on Hatteras Island. We do apologize for the delay in arriving at this decision. There were many different factors, which all needed to be carefully considered. We realize that not everyone will be happy with our decision but we feel that it represents a fair compromise for all parties.

This email was sent by: Surf or Sound Realty
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