



# FAQs

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## RESERVATIONS

### **What are the check-in and checkout times?**

Lodging: Check-in starts at 1600 and checkout is 1000.

RV/Campsites: Check-in starts at 1200 and checkout is 1100.

### **What if I arrive after the office closes?**

Check-in after hours and or weekends - please check-in with the Host Camper at the RV site.

### **What is the minimum age requirement for making a reservation?**

You must be at least 21 years of age, unless you are an Active Duty Servicemember or spouse.

### **Does Onslow Beach allow family, friends, or a different ID card holder to check in to the facility?**

You must have a valid Military ID card/and/or valid Spouse Military ID that matches the name of the reservation in order to check in. Otherwise, the sponsor can complete a "Non-Sponsor" form prior to arrival to allow their guest to check in.

### **What is the cancellation policy?**

Reservations cancelled less than 7 days prior to check-in date will be charged a processing fee equivalent to one night's stay. A full refund will be granted for cancellations made 7 or more days prior to check-in.

### **What is the reservation booking windows?**

Active duty military assigned to MCB Camp Lejeune, MCAS New River, or MCAS Cherry Point may reserve lodging facilities & campsites at Onslow Beach 20 weeks in advance. Retired military, active duty military or active reservists from any other duty station can book 18 weeks in advance. Inactive reservists and DoD employees can book 16 weeks in advance.

### **What is maximum stay during 'peak' season?**

A maximum stay of 7 consecutive days is permitted in any lodging unit. A maximum stay of 30 days is permitted in the campground.

### **Does Onslow Beach have seasonal rates?**

Yes. Our "peak" season is from April 1st-October 31st and our "off peak" season is from November 1st – March 31st each year.

### **Does Onslow Beach have a waiting list?**

Yes, if we do not have availability for the time period requested, we can make a 'wait-list' reservation for you; if the unit becomes available, we will contact you to convert it to an actual reservation.



# FAQs

## **Who is allowed to make a reservation at Onslow Beach?**

Onslow Beach reservations can only be made by authorized patrons with a valid military or DoD ID card. If you are family member who does not have permission you can check on availability; we cannot make a reservation unless you are authorized patron.

## **When is payment required?**

Payment is due no later than two weeks from the date the reservation was created (not two weeks from arrival date). If payment is not received by this date, your reservation will be cancelled for non-payment.

## ACCOMMODATIONS

### **What is included in each unit?**

Every lodging unit has a full kitchen with pots, pans, utensils, microwave, stove and refrigerator.

We recommend you bring:

- Toiletries
- Paper Towels
- Trash Bags
- Personal Grill/Utensils
- Extra Bath & Beach Towels
- All Purpose Cleaner
- Dish Detergent
- Oven Mitts
- Coffee/Filters
- Extra Pillows

### **Does Onslow Beach clean the units daily?**

We clean and stock every unit prior to arrival; however, we do not do daily housekeeping service like a hotel.

### **Is smoking allowed in lodging units?**

Smoking is prohibited in all MCCA facilities.

### **How many Lodges can I rent at one time?**

Authorized users are entitled to reserve a maximum of two units per stay.



# FAQs

## GUEST EXPERIENCE

### **Am I allowed to grill on the beach?**

No, per base order, open flames are prohibited on the beach.

### **When are lifeguards on the beach?**

Lifeguard season runs from Memorial Day weekend until Labor Day weekend every year.

### **Can I use a metal detector on the beach?**

No, per base order this is prohibited.

### **Can I drive a vehicle on the beach?**

No vehicles or ATVs allowed on the beach. **Note:** 4 Wheelers/ATVs are not allowed on the beach. Golf carts are allowed on the beach roads but not on the beach at your own risk.

### **Does Onslow Beach have laundry facilities for guest use?**

For your convenience, we offer a 24-hour coin-operated laundry facility behind the Guest Services Office, toward the back of the RV Park. (BA 188). Quarters may be obtained at the Guest Services Office or at the Beach Marine Mart

### **What is the noise policy for Onslow Beach?**

Please be considerate of patrons who are utilizing adjacent facilities by keeping noise to a minimum. Unit parties are not permitted in the lodging areas. Quiet hours are observed after 2200. Failure to comply will result in eviction without refund.

### **What are some general policies for Onslow Beach?**

- Guests and pets are not allowed on the sand dunes.
- No glass on beach.
- No grilling on decks or within six (6) feet of any structure.
- Do not place grills or camp stoves on picnic tables.
- Extinguish all coals with water before disposing of them.
- No smoking inside any Onslow Beach facilities or within 50ft. of a building (MCO)
- Bicycle helmets are required for all riders per Base Order P5560.2M.
- Open fires are prohibited.
- At management's discretion, penalty fees may apply for failure to adhere to Onslow Beach regulations & policies.
- MCCS welcomes people of all abilities to enjoy Onslow Beach.



# FAQs

## **Do I need a fishing license?**

Yes, individuals 16 years or older must purchase an NC Coastal Recreational Fishing License (CRFL) prior to recreationally fishing in any water designated as coastal or joint waters of North Carolina. North Carolina Fishing Licenses may be purchased at the Onslow Beach Marine Mart.

## **What are the swimming hours?**

Guarded swimming areas are provided Memorial Day through Labor Day from 1000-1800 daily. Swimming is not permitted from dusk until dawn. Swimming while under the influence of alcoholic beverages is NOT recommended. Violators will be banned from Onslow Beach.

## **Is there a way to find out if the beach is closed for training?**

Yes, call 910.451.3794 and choose option 1, you'll hear the status for the "EB" training area which covers the off road recreational access and part of the pet beach.

## CHECKOUT

### **What do I need to do to checkout?**

- Please place all towels in the bathroom
- Place all trash in the trash receptacle outside the unit. Any trash that will not fit in the receptacle should be taken to the nearest trash bin. Excessive trash outside of the receptacle will incur an additional cleaning charge.
- Place the thermostat on 72 degrees (All Year)
- Sweep all floors and porches for any excessive sand
- Wash all dishes
- Empty all items from the refrigerator (anything left will be disposed of promptly)
- Lock unit upon departure, prior to key turn in (if you check out prior to office opening, please use the key drop box located on the front deck of the reservation office)

Units that are not left in satisfactory condition and/or check out procedures not followed will result in a \$150 extra cleaning charge.



# FAQs

## RV & TENT RESERVATIONS

### **How long can I rent a RV spot?**

During our peak season (April 1 – October 31), RV & Tent patrons may stay up to a maximum of 14 days, based on availability. During our non-peak season (November 1 - March 31), RV & Tent patrons may stay an unlimited number of nights, based on availability. You will get 10% off the rental rate for each consecutive 30 day period.

### **Are the RV sites full hook up?**

Yes, you have power, water, sewage, and cable. You will require a digital TV cable box to utilize this feature; you may check one out when you check in.

### **How do I know which RV area I can make a reservation for?**

We have a front section for larger RVs, 33 feet and longer; our back section is for anything 32 feet and shorter.

## PETS

### **Do you have pet friendly units and RV sites?**

Yes, we have designated some of our Lodges to be pet-friendly. Maximum 2 pets per unit or RV site. Please inform us when making a reservation so that we can ensure you are in a unit that fits your needs.

### **What is the pet policy?**

Pets are only allowed at designated areas and must be on a leash (no longer than 10 ft.) at all times. You must clean up after your pet(s). Specifically excluded animals are any breeds in violation of the Base Aggressive Breeds List, ferrets, insects, snakes, and any exotic animal. Please note pet owners found to have pets in non-authorized units must remove the pet immediately and will be charged a \$75 per day fee for each day they were in violation. All pets must be confined inside a pet carrier when left unattended. Pet owners who do not have a pet carrier may rent one for \$20. If at any time it is determined that a pet is not caged and left unattended in the unit, the guest will be asked to leave and will forfeit any fees paid for the unit.

### **Are pets allowed on the beach?**

Pets are only allowed at designated areas and must be on a leash (no longer than 10 ft.) at all times. You must clean up after your pet(s).