

## **Lakewood Package Center FAQ**

### **Why has Lakewood changed its package procedures?**

Over the last several years, Lakewood Camping Resort has experienced a heavy increase in the volume of packages delivered daily. It is not uncommon for Lakewood to receive up to 200 packages in a single day. Establishing the Lakewood Package Center is a proactive and practical solution to address the increasing volume of packages received daily at Lakewood Camping Resort. This dedicated facility will not only streamline operations but also enhance guest satisfaction by ensuring accurate and timely delivery of packages.

There will now be designated team members assigned to receive, process, and distribute packages inside the Lakewood Package Center.

### **Key benefits of the Lakewood Package Center include:**

**Efficient Package Management:** With designated team members assigned to receive, process, and distribute packages, the center will streamline the entire package management process. This will reduce the likelihood of errors and delays, ensuring that guests receive their packages promptly.

**Enhanced Guest Experience:** By centralizing package handling in a dedicated facility, Lakewood Camping Resort can provide guests with a more seamless and convenient experience. Guests can confidently send packages to the resort knowing that they will be efficiently handled and delivered.

**Increased Capacity:** The Lakewood Package Center offers increased capacity compared to the Front Office, which was not designed to handle the surge in package volume. This ensures that the resort can effectively manage large volumes of incoming packages without overwhelming existing facilities.

**Improved Operations:** By relieving the Front Office of the burden of handling a large number of packages, staff can focus on providing other essential services to guests.

The Lakewood Package Center is essential to keeping up with the evolving industry & increased dependence on online shopping.

### **How will Lakewood know if someone has a Package Center Account?**

All Lakewood Package Center guests will be noted in Lakewood's booking system. Additionally, all members will receive ID cards that will correspond to their respective service packages.

### **When will the Lakewood Package Center be open to guests?**

Beginning on April 15, 2024, the Lakewood Package Center will be open seven days a week from 9 a.m. – 6 p.m. These hours may vary for holidays or other special circumstances.

### **If I am an Annual Lease Resident, how do I get my regular paper mail?**

The process for standard mail is the same as it is today, however instead of picking up your mail in the Front Office, your mail will be delivered to the Lakewood Package Center. There is NOT A FEE for standard mail.

### **What if I receive a package but I don't have a Package Center account?**

Lakewood Camping Resort will notify guests if a package is delivered, and the recipient does not have a current account. The recipient can choose to enter a service plan or opt to pay a single package fee.

### **What happens if I don't pay for my package or have an active account?**

All packages delivered to the Lakewood Package Center will be held for up to 2 weeks. If the package is not picked-up and no contact has been made between the recipient and Lakewood, the package will be returned to sender 2 weeks after delivery.

### **Why doesn't Lakewood allow delivery drivers into the campground?**

Lakewood Camping Resort has a strict policy on deliveries being made inside of the campground. These policies are all in place for the safety and security of our guests. Deliveries within the resort would pose a traffic risk to all guests within the resort. Additionally, site numbers are not typically

indicated on package deliveries, just the guest's name. If sites were listed on the packages and a guest's site has been moved since the order was placed, this would cause confusion upon delivery.

### **What will happen to the Annual Lease mailboxes currently located near the Trading Post?**

There are no immediate changes taking place for those with the mailboxes located outside the Trading Post. Eventually, those boxes will be removed, and new lock boxes will be available for Annual Lease residents to purchase near the new Lakewood Package Center. Currently, there is not a timeline available for this change.

### **If I don't want packages delivered to Lakewood, what are my other options?**

- Amazon Packages – There are several Amazon pick-up locations located near Lakewood Camping Resort. You can find instructions on finding a location [here](#).
- USPS – There is a Post Office located 2.2 miles from Lakewood Camping Resort at 420 US-17 BUS in Surfside Beach. [Click here](#) for more information on PO Boxes.
- JerriBob's Mail Service – Located about 7 miles from Lakewood Camping Resort, JerriBob's offers a Package Receiving service. [Learn more here](#).
- UPS Access Point – There is a UPS Access Point located at the Advance Auto Parts at 1712 Highway 17 N in Surfside Beach. [Learn more here](#).
- FedEx – There are several businesses near Lakewood Camping Resort that partner with FedEx to serve as pick-up locations. [Learn more here](#).