



2024 Lost Pass Procedures

Lost Beach or Parking Pass:

Upon discovery that your Beach Pass and/or one (or more) of your Parking Passes has been lost and you would like a replacement, notification to the Community Patrol staff on duty is required:

- 1.) Immediately report the loss of the Pass(es) to Community Patrol (CP staff) at the Guard Shack or by calling 302-339-2319 (7 days, 9:00 AM-5:00 PM). Alternately notification to Donna Hugues or Cathy McCallister, Solutions Property Management, may be made by calling 302-581-9060 (Monday-Friday, 9:00 AM-4:00 PM).
- 2.) The CP staff will provide you with the Lost Pass form which must be completed in full. This form may also be found and printed from middlesexbeach.org/forms/lost-passes
- 3.) The completed form is given to CP staff. CP staff will begin the process of issuing a replacement pass.
- 4.) The Pass which has been declared LOST will immediately be deactivated. A replacement Pass will be activated and provided to you. There is a \$75 charge for this new Pass. It is NOT refundable should the old Pass later be found.
- 5.) Replacement passes take time to prepare and may not be immediately available. We will make every effort to ensure the replacement pass is available to you in as short a time as possible.
- 6.) The MBA designated Lost Pass Liaison will work with the holder of the pass to determine details of the loss and obtain a replacement pass. This Liaison will provide the replacement pass to staff at the Guard Shack for distribution.
- 7.) After receipt of the Lost Pass form and notification of new Pass being given, Donna Hugues or Cathy McCallister, Solutions Property Manager, will notify the property owner (if it is not you) of the loss and will issue an invoice to the property owner for the fee of \$75.
- 8.) For each lost Pass, this procedure must be repeated in full.

Owner's Non-Transferrable One-Day Beach Pass:

Each MBA property may have available five (5) non-transferable MBA Beach Day Passes (Day Pass) during the season May 27-September 14. The following procedures MUST be followed:

- 1.) Visit the MBA Guard Shack on the day for which you would like a valid Day Pass.
- 2.) Community Patrol staff will ask you for a photo ID for verification as a property owner.
- 3.) You will be asked to complete the Day Pass authorization form.
- 4.) CP staff will provide you with the Day Pass which may only be used on that current day and for which property it was issued.
- 5.) Each Day Pass is valid for up to ten (10) persons unless otherwise noted.
- 6.) CP staff keeps a log of all issued Day Passes. Day Passes are NOT permanent replacements for LOST Passes.