



AIRSTAACYINST 1710.4K

AIR STATION ATLANTIC CITY INSTRUCTION 1710.4K

Subj: TOWNSENDS INLET RECREATIONAL FACILITY PROCEDURES

Ref: (a) Morale, Well-Being, and Recreation Manual, COMDTINST M1710.13 (series)  
(b) Coast Guard Housing Manual, COMDINST M11101.13 (series)  
(c) Annual Payment Card Industry Compliance within the Morale, Well-Being and Recreation program, ALCGPSC 008/14

1. PURPOSE. This instruction establishes operating and reservation procedures for the Townsends Inlet Recreational Facility (TIRF).
2. ACTION. All TIRF patrons, guests, and air station personnel who manage the TIRF as a Class "C" Coast Guard MWR operation shall adhere to the regulations and procedures herein.
3. DIRECTIVES AFFECTED. AIRSTAACYINST 1710.4J is superseded.
4. ENVIORNMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this instruction and have been determined not to be applicable.
5. FORMS/REPORTS. See Enclosures (1), (2) and (3).
6. BACKGROUND. The Coast Guard and its predecessor, the U.S. Life Saving Service, have maintained a presence in Sea Isle at Townsends Inlet since the early 1850s. The TIRF is the second station constructed on this site and was built in 1886. One of three stations built on the island prior to the turn of the century, it is the only one still maintained by the Coast Guard. The other two, although still standing, are no longer owned by the Coast Guard. That all three stations remain standing despite the heavy storms that periodically ravage the New Jersey coast is a testament to their stalwart construction. The TIRF was an active Coast Guard Station until 1982, when a new building was constructed to house the summer detachment. The facility today provides a unique setting in which to relax and recreate an environment rich in maritime and Coast Guard heritage.
7. DISCLAIMER. This document is intended to provide guidance and requirements for all persons staying at the TIRF. This guidance is in no way inclusive. Safety and the well being of our members comes first and should always take precedence. Always use good judgment if unable to follow these regulations.

8. MAJOR CHANGES. Major changes to this instruction include the addition of: updated patron rental rates and the winter rental timeline.
9. DISTRIBUTION. No paper distribution will be made of this manual. An electronic version will be located on the following internet web site, [www.uscg.mil/d5/airstaAtlanticCity/mwr.asp](http://www.uscg.mil/d5/airstaAtlanticCity/mwr.asp).
10. PROCEDURES. Air Station Atlantic City operates the TIRF through its MWR Program for the benefit of all eligible personnel. The TIRF is a four-apartment coastal cottage located in the southern portion of Sea Isle City, about 15 miles from Cape May and 30 miles south of Atlantic City. Sea Isle City is a popular summer destination known for its beaches, fishing, surfing, boating, ocean kayaking, and windsurfing. During the winter, quiet solitude and peaceful beaches await many visitors. The facility, consisting of four rooms for rent with additional free recreational equipment, is managed by the Air Station TIRF Officer and cared for by a facility attendant. The TIRF is supported and sustained primarily through rental fees. Responsibility for facility operation and maintenance rests with the Commanding Officer of U.S. Coast Guard Air Station Atlantic City.
  - a. Directions: The TIRF can be reached via the Garden State Parkway. The building is white with a red roof and is located on a full city block at the intersection of Landis Ave and 82<sup>nd</sup> Street.
    - (1) From the North: Take Exit 17 off the Garden State Parkway. Make a right turn at the end of the ramp and travel East into Sea Isle City until you reach Landis Ave; turn right on Landis Ave; continue to 82<sup>nd</sup> Street. The house will be on your left.
    - (2) From the South: Take Exit 13 off the Garden State Parkway, traveling east into Avalon; continue to Ocean Drive; travel North along Ocean Drive (becomes Landis Ave). Continue on Landis Ave until you reach 82<sup>nd</sup> Street. The house will be on your right.
  - b. Accommodations: The TIRF has four apartments that share a common dining room, living room, and kitchen. Each apartment comfortably sleeps four, but can accommodate up to six people. There is a queen sized bed, a futon, linens, table and chairs, coffee maker, bath towels, and cable television with a DVD player in each apartment. "Pack n' Play" play cribs and highchairs are also available.
    - (1) Apartment 1: Located on the first floor, it has two entrances: one connecting to the common areas and another that leads directly outside. This is the largest of the four apartments, with a full seating area and its own bathroom.
    - (2) Apartment 2: Located on the second floor, it is the only second floor apartment with an exterior doorway. The exterior door leads out to a small deck with stairs to the ground level. It has a second entrance from the interior hall and also has its own bathroom.

- (3) Apartment 3 & 4: Located on the second floor, these two are the smallest of the four apartments, though each still comfortably accommodates a family of four. These two apartments share a common bathroom accessible directly from either apartment. These apartments are only accessible from the interior hall at the top of the stairs.
- c. Amenities: The kitchen is shared by all four apartments. It is equipped with two refrigerators (each is assigned to two apartments), an oven and stove, pots, pans, and utensils. There are enough plates, cups, and silverware to provide for a full house. Each apartment is assigned its own kitchen cabinet and guests are expected to share the space appropriately. The common dining table seats 10. Two washers and dryers are available for use. Free wireless internet service is accessible throughout the building. The covered front porch has outdoor table and chairs with seating for 6. Rocking chairs are located on the front porch as well. Ample storage is available for guests who bring their own bicycles, kayaks, fishing equipment, or sporting goods. The parking area is large enough to accommodate personal boat trailers as well. Beach passes are required for in-season access to Sea Isle beaches and four are provided per apartment for use by patrons. The local municipality charges an annual fee for these passes and patrons who do not return the passes at the end of their stay will be assessed a fee equal to the sum needed to replace missing passes. If additional beach passes are desired, patrons will need to purchase them separately from the local municipality. Recreational equipment kept at the site and available for shared use by patrons includes bicycles and helmets (assorted child and adult sizes), assorted fishing gear (licenses/permits are patrons' responsibility), crab pots and hardware, beach chairs, sports equipment, charcoal grills (provide own charcoal), a propane grill (guests must provide own propane), a horseshoe area, a grass volleyball court and a concrete basketball/shuffleboard court.
- d. Availability: The TIRF operates year-round. Maintenance may be scheduled during the months of November-April. If a non-scheduled repair becomes necessary, the MWR/TIRF staff will notify affected patrons as soon as possible by telephone or e-mail. If repair activity will preclude habitability or detract from a patron's experience, the option of a full refund or selection of another open period will be afforded. See section (i) of this instruction for more details.
- e. Eligibility. Chapter 3 of reference (a) sets eligibility policies for Coast Guard MWR programs, including those applying to stay at the TIRF. Potential patrons who are uncertain of their eligibility may contact the TIRF officer at (609) 677-2038 for a determination.
- f. Responsibility. To minimize rental fees, routine contract cleaning services during and between patron stays are not provided. Guests are therefore responsible for maintaining the facility in a clean and tidy appearance (e.g., cleaning up kitchen promptly after meals, monitoring laundry, etc) to sustain an enjoyable experience for all involved. Patrons are expected to abide by "good neighbor" practices and upon conclusion of the stay, return portions of the facility used to as good/better status than when received. Enclosure (1) contains specific occupancy rules. The eligible sponsor whose name appears on the reservation application is responsible for the actions of all family members and guests

staying at the TIRF, and will be held accountable for any damages or claims. The Commanding Officer of Air Station Atlantic City reserves the right to require guests to vacate for any violation of the provisions of this instruction and refuse future rentals. The Coast Guard is not responsible for damages to, or loss of, personal belongings of TIRF patrons.

g. Reservation Policies and Procedures.

- (1) Occupancy is limited to 7 days at a time including one weekend. The TIRF officer may grant an extension, provided the room has not been reserved for the additional day(s) requested. Extensions beyond a 7-day stay will not be considered or confirmed earlier than 30 days prior to the first day of the extension.
- (2) Patrons wishing to make a reservation will be arranged on a, "first come, first served" basis. Please see part (9) and (10) for further details on reservation priority. There are no limits on the number of times the facility may be used. However, persons with reservations pending may not make another reservation until the check-in date of occupancy of the original reservation. Transfer of occupancy is not allowed. Only one reservation request may be made per eligible patron for a given date or dates.
- (3) Only guests listed on the Reservation Application are permitted to stay overnight at the TIRF. Non-military guests, family members, and children are permitted provided they are accompanied by an eligible sponsor and the sponsor assumes responsibility for their actions.
- (4) Check-in time is anytime after 2:00 pm EST and check-out time is anytime before 12:00 pm EST. Room keys may be picked up from drop boxes located outside the facility front door. Within 24 hours prior to occupancy, guests will be contacted by the TIRF attendant and provided a combination to their room's drop box, along with any other pertinent information. Upon check-in and prior to check-out, guests are expected to complete, at a minimum, the first page of the Check-In/Out Package, which can be found in enclosure (2).
- (5) To request a reservation, prospective guests must use <http://reservations.vacationrentaldesk.com/USCGAtlanticCity/homepage.html>. Reservations can be made up until two days prior to the requested dates via the website, and reservations must be paid for with a credit/debit card via the website. If the TIRF attendant or TIRF officer is not available by phone to answer questions, patrons may leave a message or check the TIRF website, [www.uscg.mil/d5/airstaAtlanticCity/](http://www.uscg.mil/d5/airstaAtlanticCity/). Do not travel to the TIRF to make reservations as the website is the only approved method to put in a reservation. This policy respects the interests of other guests in the residence by not having other applicants arriving during their stay. Additionally, the TIRF attendant may not always be on site to answer your questions.

- (6) Reservations during the summer months (Memorial Day – Labor Day) are considered in weekly blocks extending from Sunday to Sunday. Reservations during this time period cannot extend through a weekend (i.e. Friday to Monday).
- (7) Reservations during the winter months (Labor Day – Memorial Day) will also be typically considered in weekly blocks extending from Sunday to Sunday. However, due to reduced rental requests during this time period, reservations are allowed to extend through a weekend (i.e. Wednesday to Wednesday) on a case by case basis, based on availability.
- (8) The earliest an applicant may enter a TIRF reservation request is at noon (12:00 pm EST) on the day that is 90 /75/ 60 day(s) prior to the first day of occupancy, based on Table 1 below.
- (9) Requests for the entire week will receive priority over requests for smaller parcels of the week during the first three hours of reservation eligibility. Reservation eligibility is the three hours after the first guest reservation request for a particular reservation. For example, if LT John Doe requests Apartment 1 at 12:00 pm EST on a Thursday for the following Wednesday to Friday, then other patrons have until 3:00 pm EST on Thursday to place a reservation for the same period. If BM2 Jane Fawn puts in a reservation request at 2:59 pm EST on Thursday for Apartment 1 for the following Tuesday to Friday, then she would have priority. However, if she didn't make the reservation until 3:01 pm EST, then John would have priority. For capacity that remains thereafter, requests for a whole or partial week stay are considered on a first-come, first-served basis.
- (10) Reservation requests for the entire facility will receive initial priority over requests for multiple apartments, which will receive priority over requests for individual apartments (i.e. requests for the whole TIRF outweigh requests for two apartments which outweighs requests for only one apartment). If no requests to rent the entire facility are received in the first three hours of reservation eligibility (see part (9)), requests to rent individual apartments will be honored. Guests will have one week to show their government ID to the TIRF attendant via the directions in part (13) in order to solidify their reservation. If the TIRF attendant is unable to verify the guest's government ID within one week, other reservations will be considered for approval.

If eligible sponsor's status is:	Reservation Eligibility date is the below number of days prior to first day of stay starting at 1200pm EST.
<ul style="list-style-type: none"> <li>• Medal of Honor recipients.</li> <li>• Active Duty Coast Guard.</li> </ul>	<b><u>90 Days</u></b>
<ul style="list-style-type: none"> <li>• Active Duty (all branches).</li> </ul>	<b><u>75 Days</u></b>
<p>Consult reference (a), Chapter 3.B. for a complete list of authorized MWR patrons. For ease of reference, some common classes of patrons in this group include:</p> <ul style="list-style-type: none"> <li>• Reserve (all branches).</li> <li>• Armed Forces retirees.</li> <li>• Military cadets of a service academy.</li> <li>• DHS (includes CG) or DoD civilian employees.</li> <li>• Coast Guard Auxiliarists.</li> <li>• Commissioned Corps of PHS.</li> <li>• Commissioned Corps of NOAA on active duty.</li> </ul>	<b><u>60 Days</u></b>

(Table 1)

- (11) Patrons will only be eligible to make a reservation if they meet the appropriate status by the reservation eligibility date, which can be found in Table 1 above. The reservation process will start at 1200 pm EST according to the reservation eligibility date (i.e. 90/75/60 days prior).
- (12) To ensure maximum occupancy, guests will be placed on a waiting list if a request is placed in the comments section of their online reservation. The TIRF attendant will contact those on the wait list with a status update if anything changes regarding a reservation opening. All patrons will be contacted (via e-mail or phone) by the TIRF attendant and advised of their reservation status (reservation acceptance, reservation rejection or wait-list placement). If a slot becomes available, those on the wait-list will be considered for their reservation according to their priority listed in part (10).
- (13) The TIRF attendant is not always able to verify the government ID of incoming patrons in person. As a solution, the TIRF attendant will attempt to verify the patron's ID via a teleconference by way of Apple's FaceTime, Microsoft's Skype or Google's Hangouts prior to accepting a reservation on the website. A set of directions on how to set up each form of teleconference will be sent to prospective guests with priority by the TIRF attendant, and can be found in enclosure (3). Once guests receive these directions via email, they will have one week to show their ID to the TIRF attendant. After one week, other pending reservations will be considered in order of priority. As a last resort, a copy of the government ID can be sent via email to the TIRF officer at [sea.isle.mwr@uscg.mil](mailto:sea.isle.mwr@uscg.mil), but this will require prior coordination with the TIRF officer and might significantly slow down the reservation acceptance process.

(14) Contact information for the TIRF and TIRF Officer:

USCG Air Station Atlantic City  
 FAA Technical Center, Building 350  
 Atlantic City International Airport  
 Egg Harbor Township, NJ 08234  
 Attn: TIRF Officer  
 (609) 677-2038

USCG Townsend Inlet Recreation Facility  
 8101 Landis Avenue  
 Sea Isle City, NJ 08243  
 Attn: Facility Attendant  
 (609) 263-3722

h. Rental Rates.

- (1) Prices are listed below for each apartment on a per-day basis.
- (2) Personnel on TAD orders may stay at the TIRF if vacancy exists, however they must pay the going per-diem lodging rate for the location where orders direct the TAD to be served. Be sure to notify the TIRF Officer of this request before placing a request via the website.
- (3) Current discount coupons only apply to Active Duty Coast Guard members during the summer period. Should other coupons become available, multiple coupons shall not be used at once.

Rental of All Four Apartments			
		Summer Memorial Day – Labor Day	Winter Labor Day – Memorial Day
Grade/Status	Website Coupon		
GS, NAF/Wage Grade, Retired Military, Auxiliary and DOD Active Duty	N/A	\$330.00	\$165.00
Active Duty Coast Guard	COASTIE30	\$300.00	\$165.00

Single Room Rental Rate - Apartments 1 or 2			
		Summer Memorial Day – Labor Day	Winter Labor Day – Memorial Day
Grade/Status	Website Coupon		
GS, NAF/Wage Grade, Retired Military, Auxiliary and DOD Active Duty	N/A	\$90.00	\$45.00
Active Duty Coast Guard	COASTIE10	\$80.00	\$45.00

Single Room Rental Rate – Apartments 3 or 4			
		Summer Memorial Day – Labor Day	Winter Labor Day – Memorial Day
Grade/Status	Website Coupon		
GS, NAF/Wage Grade, Retired Military, Auxiliary and DOD Active Duty	N/A	\$80.00	\$40.00
Active Duty Coast Guard	COASTIE10	\$70.00	\$40.00

Double Room Rental Rate – Apartments 1 & 2			
		Summer Memorial Day – Labor Day	Winter Labor Day – Memorial Day
Grade/Status	Website Coupon		
GS, NAF/Wage Grade, Retired Military, Auxiliary and DOD Active Duty	N/A	\$180.00	\$90.00
Active Duty Coast Guard	COASTIE20	\$160.00	\$90.00

Double Room Rental Rate – Apartments 3 & 4			
		Summer Memorial Day – Labor Day	Winter Labor Day – Memorial Day
Grade/Status	Website Coupon		
GS, NAF/Wage Grade, Retired Military, Auxiliary and DOD Active Duty	N/A	\$160.00	\$80.00
Active Duty Coast Guard	COASTIE20	\$140.00	\$80.00

i. Payment and Cancellation Policies.

- (1) Reservation requests must be made online and received at least 2 days prior to occupancy for the reservation to be considered. Short notice reservations (within 7 days) require a phone conversation with the TIRF attendant or TIRF officer.
- (2) Guests who cancel reservations any time on or prior to 14 calendar days before the first day of occupancy will receive a full refund. Notifications must be received and acknowledged by the TIRF attendant or TIRF officer either by e-mail or by phone.
- (3) Cancellations after 14 calendar days prior to the first day of occupancy, including short notice reservations, will normally preclude a refund, even if the resulting vacancy is filled by another patron. Exceptions, however, may be considered for unusual circumstances (such as family emergencies or issuance of unexpected official orders). The TIRF Officer will review any provided documentation to



validate the circumstances of the cancellation prior to the issuance of a refund. Cancellations within 7 days prior to the first day of occupancy shall, without exception, preclude a refund.

- (4) All payments shall be made electronically through the TIRF website via credit or debit cards. Checks/money orders are no longer accepted.
- (5) Guests will be charged the balance of their stay no earlier than 14 days prior to their first day of occupancy.
- (6) After check-out, if any damage is found or items are found to be missing, guests will be contacted by the TIRF officer to determine the cause of the damage/missing items. Should the TIRF officer deem the fault of the damage/missing items lies with the guest(s) in question, they will be charged to replace or repair the damaged/missing item.
- (7) In the event of operational necessity, adverse weather conditions, or safety hazards, the Commanding Officer of U.S. Coast Guard Air Station Atlantic City may deny occupancy or order evacuation of rooms already reserved or occupied. Based on the scenario, refunds will be provided under these circumstances. Occupants should not expect to be provided any additional compensation other than the return of their rental fees for any days or partial days of denied occupancy.
- (8) The Commanding Officer of Coast Guard Air Station Atlantic City reserves the right to vacate anyone from the TIRF premises should any other unforeseen issue arise that demands it.

11. RECORDS MANAGEMENT CONSIDERATIONS. This Instruction has been thoroughly reviewed by U.S. Coast Guard Air Station Atlantic City, and the undersigned have determined there are no further records scheduling requirements, in accordance with the Federal Records Act, 44 U.S.C. 3101 et seq., NARA requirements, and Information and Life Cycle Management Manual, COMDTINST M5212.12 (series). This policy does not have significant or substantial change to existing records management requirements.
12. FORMS/REPORTS. This instruction and its enclosures may be re-produced locally as needed.
13. REQUEST FOR CHANGES. Units and individuals may recommend changes by writing via the chain of command to: U.S. Coast Guard Air Station Atlantic City, FAA Technical Center Building 350, Atlantic City International Airport, Egg Harbor Township, New Jersey 08234 ATTN: TIRF Officer.

  
P. A. Mingo

- Enclosures: (1) TIRF Rules and Regulations  
(2) TIRF Check-In/Out Package  
(3) Video Teleconference Instruction Pamphlet

## **TOWNSENDS INLET RECREATIONAL FACILITY RULES AND REGULATIONS**

To ensure the safety and enjoyment of the Townsends Inlet Recreational Facility by all guests, the following rules have been established and will be enforced by the Facility Attendant, Facility Officer, and the Air Station Commander as necessary. You may be asked to leave or be refused further visits for violation of any of these rules. Thank you for your cooperation and support! We hope you enjoy your stay.

1. The sponsor listed on the reservation form must be present at check-in and be personally billeting at the TIRF for the duration of the stay.
2. The Coast Guard is not responsible for damages to or loss of personal belongings of anyone staying at Townsends Inlet Recreation Facility.
3. Overnight occupancy of persons other than those listed on the reservation sheet is not permitted.
4. Loud/offensive/disorderly conduct is prohibited. Be mindful that TIRF is located in a tourist-oriented, yet residential neighborhood. The conduct of those staying aboard the facility shapes the community's view of the Coast Guard and the U.S. Armed Forces. Sponsors are responsible for the actions of family members and guests staying at TIRF and will be held accountable for damages or claims resulting from the actions of persons in their party.
5. All children under 13 must be supervised while on the facility. Do not let children mark on the walls or furniture.
6. Smoking is not permitted in the TIRF.
7. Do not rearrange, move, or manipulate furniture.
8. Guests are requested to keep grounds and facilities in a tidy condition. Pets are prohibited on any part of the premises.
9. Return all recreational equipment to the proper storage facility. Do not leave equipment adrift on or off the premises. Surfboards, boogie boards, and bicycles are prohibited in guest rooms. Clean and empty used charcoal from BBQ grills after use and leave them ready for the next user.
10. Conserve energy. Secure all lights and appliances if not being used. If using air conditioners ensure all windows are closed.
11. Do not leave doors and windows open while you are away from the facility during your stay.
12. Cleaning fish on the property is strictly prohibited.
13. Campers, travel trailers, motor homes, and trailered boats are permitted, provided they fit in the parking area in a manner that does not deny parking to other patrons. Parking such items on the grass is not permitted. Guests may not live in RVs/travel trailers while parked on the property and may not connect them to the TIRF's water, sewage, or electrical utilities.
14. Guests are expected to wash dishes promptly in courtesy to other patrons.
15. Do not leave food out anywhere in the facility unless covered or secured. Doing so may attract pests. Do not leave food unattended while cooking, including food being grilled outside.

16. Monitor the status of laundry. Do not leave laundry in washing machines or dryers, especially overnight. Towels are provided for personal use only. They are not to be removed from the premises or used to clean cars, surfboards, bikes, etc.
17. The telephone at the TIRF is set up for local calls only, with no long distance service configured. Long-distance calls may be made by using a calling card or by making a collect call. A collect call to the Air Station Atlantic City duty officer in the event of an emergency is authorized at (609) 677-2226.
18. If guests are locked out of the facility, contact the facility attendant or MWR/TIRF officer via Air Station duty officer at (609) 677-2226 for assistance. Guests will be subject to a fee of \$10 if keys are lost.
19. Access to the basement and attic is prohibited. Guests are not allowed to store or remove anything from either area.
20. Room contents are checked before and after occupancy. Guests will be held responsible for any missing or damaged items. The cost of replacement or repair will be billed to the sponsor listed on the application.
21. Four Beach Passes for Sea Isle beaches (required for access during the summer season) are provided per apartment for use by patrons. The local municipality charges an annual fee for these (\$20) and sponsors who do not return four passes at the end of their stay will be assessed a fee equal to the sum needed to replace missing passes.
22. Checkout time is 1200. All personal belongings must be out of the rooms. If you stay beyond 1200, you will be billed for an extra day. If a facility attendant is not available at the time of your checkout, please drop keys and beach passes in the mail slot at the TIRF Office. Prior to checkout, all applicable rooms must be cleaned, including common areas. This includes dusting, sweeping, vacuuming air conditioner filters, and cleaning bathrooms. In the bathroom, clean toilets (inside and out), tub, floors, sinks, and drains. Cleaning supplies can be found in the kitchen and bedroom closets and under bathroom sinks. Please ask the attendant if you need additional supplies. Vacuums can be found in the common area closet behind the kitchen and in room closets. All towels and linens must be washed, dried, and folded. The stove, microwave, refrigerator, and external surfaces must be wiped down. Failure to clean after your stay may result in professional cleaning charges and/or refusal of future visits.
23. All trash must be removed and deposited in the dumpsters outside. Trash is picked up weekly by a commercial contractor. Recycling containers are located by the porch. Guests are asked to take the recycling containers to the street for city pick-up on Tuesday and Friday mornings before 6:00 AM between June 13<sup>th</sup> and September 17<sup>th</sup> and on Tuesday mornings between September 18<sup>th</sup> and June 12<sup>th</sup>. Please return the recycling containers to the storage area by the porch after pick-up.

**TOWNSEND INLET RECREATIONAL FACILITY  
MANDATORY CHECK IN / OUT SHEET**

**FAILURE TO COMPLETE AND TURN IN THIS PAGE  
WILL RESULT IN A \$25 CHARGE**

Please ensure that you fill out this entire sheet after your arrival and prior to your departure and place it in the mail slot in the TIRF Attendant’s office door. If you have any questions, please see the next page, but don’t hesitate to contact Bobbi via her cell or home phone.

**CHECK IN CHECKLIST (circle one):**

- 1. Was a set of keys in the lock box?..... **YES**      **NO**
- 2. Was a set of keys in your room?..... **YES**      **NO**
- 3. Was 4 Beach Tags available for your use?..... **N/A**      **YES**      **NO**
- 4. Was your room clean and orderly?..... **YES**      **NO**
- 5. Was a copy of the TIRF Instruction available for your overview?..... **YES**      **NO**

**CHECK OUT CHECKLIST:**

Initial

- \_\_\_ Replace keys in the lock box by the front door.
- \_\_\_ Replace keys in the basket in your room.
- \_\_\_ Replace all remotes and 4 Beach Tags in the basket in your room.
- \_\_\_ Ensure your room and all common areas are clean and orderly. Verify all trash is removed and deposited in the dumpster or recycling containers outside.  
**PLEASE BRING THE RECYCLING CANS OUT TO THE STREET.**
- \_\_\_ Ensure your personal laundry is removed from the laundry machines and make sure fresh linens and towels are folded and placed in the closet.
- \_\_\_ Ensure the stairs are clean and the **FLOORS ARE WASHED.**
- \_\_\_ Sign below, complete the comment/suggestion form (optional but greatly appreciated) and place in the mail slot in the TIRF Attendant’s office door on the first floor.

**REGISERED GUEST’S NAME** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_ **DEPARTURE DATE** \_\_\_\_\_

**WE HOPE YOU ENJOYED YOUR STAY!!!!**

**U.S. COAST GUARD  
TOWNSEND INLET RECREATIONAL FACILITY  
“THE BEACH HOUSE”  
FREQUENTLY ASKED QUESTIONS AND ANSWERS**

Welcome to the U.S. Coast Guard owned Townsends Inlet Recreational Facility (TIRF) here in Sea Isle City, NJ. We are dedicated to making your stay as enjoyable as possible, so if there is anything we may have left undone or overlooked, please let Bobbi know so we can make your stay a complete success!

- Q. What’s up with the new real estate type of lock boxes?**
- A. Each lock box contains two keys – one for the entrance to the TIRF and one to the apartment corresponding to the number on the lock box. Before you arrive, Bobbi should contact you with the combination to get into the lock box. Once in your apartment, you will find an additional complete set of keys for your stay. After you find this set of keys in your apartment, **IMMEDIATELY RETURN THE FIRST TWO KEYS TO THE LOCK BOX** and secure the lock box. This will allow you to still have access to the house and your apartment via the keys in the lock box should you lose the keys you found in your apartment.
- Q. What should we do if we have a problem with the house, such as a power failure or equipment malfunction?**
- A. Call Bobbi at her home number **609-677-7922** or her cell **609-338-9062**. If she doesn’t answer, please leave a message and she will contact you as soon as she gets the message. If it’s a medical emergency, call **911**. If it’s a serious problem and you couldn’t reach Bobbi, please contact the TIRF Officer through the Operations Duty Officer at **609-677-2222**.
- Q. What’s the story with the Beach Tags? Who needs them? When are they required?**
- A. Beach tags are required for anyone over the age of 11. The tags are to be used from **10:00 AM to 3:30 PM** daily from **Memorial Day** (the last Monday in May) to **Labor Day** (the first Monday in September). However, beach tags are not required on Wednesdays and can be left in your apartment.
- Q. Are there lifeguards on duty? If so, when?**
- A. Lifeguards are scheduled to be on duty during **Memorial Day to Labor Day** from **9:30 AM to 5:00 PM Monday through Friday**, and from **9:30 AM to 5:30 PM Saturday and Sunday**. The Jersey Cape can sometimes have very strong undercurrents, so it is recommended that you verify the presence of the lifeguards before venturing more than waist deep into the water.
- Q. Why do I have to clean up like it’s my own home? Don’t you have a cleaning service come through after I leave?**
- A. We rent the TIRF for more than 25% less than comparable vacation rentals in the area, and we operate with a very limited staff. Because of this, we are not able to have a contract cleaning service. Instead, we look to our patrons to help us keep the TIRF looking nice and clean for those staying after you. So we greatly appreciate you taking a few minutes to help clean up after your stay! It means a lot!

Thank you again for renting the TIRF! Don’t hesitate to call with any questions, we’re here to help!

**BE SAFE & ENJOY YOUR STAY!**

**\*\*\*\*\*TIRF COMMENT AND SUGGESTION FORM\*\*\*\*\***  
**\*\*\*\*\*THIS FORM IS OPTIONAL\*\*\*\*\***

Please help us judge how well we are meeting your needs by commenting on the following questions and providing any additional information you feel would be helpful. This form is optional, but we would really appreciate it if you took the time to fill it out for us.

**1. How was the check-in/checkout process? How can we improve it?**

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**2. Did the attendant provide adequate assistance and information prior to and during your stay? Were any of your questions left unanswered?**

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**3. Was the room(s) ready for occupancy? What was right/wrong?**

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**4. Were the common areas such as showers, barbecue area, kitchen and grounds kept reasonably clean? Did you have everything you needed for a wonderful stay?**

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**5. Please use the below section to include any additional comments or suggestions that you might have to help us better improve your experience in the future! Thank you for your stay and we look forward to hearing from you again!**

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**REGISERED GUEST'S NAME (optional)** \_\_\_\_\_

**APARTMENT #** \_\_\_\_\_ **DEPARTURE DATE** \_\_\_\_\_

## FaceTime



If you have an iPhone or iPad, you can contact me via FaceTime. To contact me via FaceTime, you'll need my phone number or my email address, depending on if you're using an iPhone, iPad, or a Mac.

- When calling me using an iPhone 4 or later: Try my phone number [\*\*\(609-338-9062\)\*\*](tel:609-338-9062). Otherwise, try my email [\*\*\(TIRFAttendant@Gmail.com\)\*\*](mailto:TIRFAttendant@Gmail.com).
- When calling me using an iPad 2 or later, iPod touch, or FaceTime for Mac: Use my email address [\*\*\(TIRFAttendant@Gmail.com\)\*\*](mailto:TIRFAttendant@Gmail.com).

If you've never used FaceTime before, and are unsure how to set it up and use it, please see the link below:

- <https://support.apple.com/en-us/HT204380>

## Hangouts



If you have an Android Phone, you can contact me via Hangouts. To contact me via Hangouts, you'll need my phone number or my email address.

- If you're on a phone, go to the Play Store and download the Hangouts App.
- You can use the link below to help you set up your account if the App doesn't provide enough info for you. <https://support.google.com/hangouts/answer/3144919?hl=en>
- Once you've set up your account, you can contact me via my phone number **(609-338-9062)** or my email address **(TIRFAttendant@Gmail.com)**.

If you're on your computer, go to the below link, set up your account, and contact me via my email address **(TIRFAttendant@Gmail.com)**.

- <https://hangouts.google.com/>



## Skype



If you prefer to use Skype, you can either use your phone, tablet or your computer. If you're on your phone or tablet, you'll need to go to your App Store (iPhone) or the Play Store (Android) to download the Skype App.

- After you download the Skype App, you'll need to make an account, and add me as a contact via my email ([TIRFAttendant@Gmail.com](mailto:TIRFAttendant@Gmail.com)).

You can also use Skype on your computer. Should you prefer this method, go to the below link, download Skype for you particular computer (Windows or Mac) and follow the directions to set up your own account.

- <http://www.skype.com/en/>