






Litchfield-by-the-Sea Beach Services Update

March 2024




LBTS has entered into an exciting new partnership with Myrtle Beach National: effective May 1, 2024, MBN will be the exclusive provider of beach umbrella and chair setup services at the LBTS-owned Beach Club.





In addition to being the first set of “resort” services provided for the LBTS community, this brings about a better customer service experience with onsite staff and ability to book onsite or in an app.

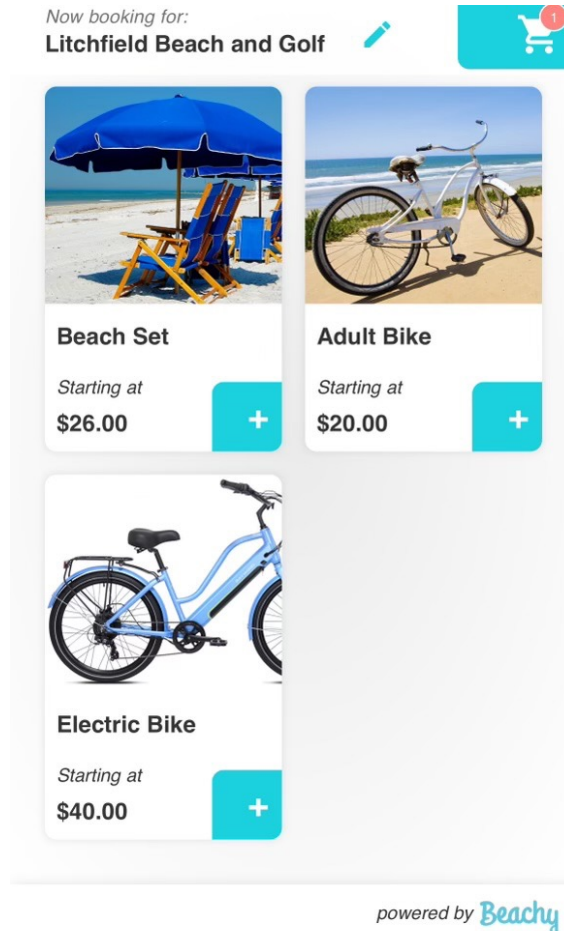




What can owners and renters expect from this experience?

App view and equipment style

- Book ahead of time through the designated app OR book onsite by walking up to the attendant
- High-quality equipment in natural colors
- Any equipment issues or failures handled by onsite staff
- Set-up and take-down handled entirely by staff



Frequently Asked Questions

- **Does this stop me from setting up my own umbrella or tent? Do I have to rent from MBN?**
 - A: No, this does not restrict a homeowner or renter from using the Beach Club crossovers to set up their own equipment. While this is meant to be a valuable service offering, it is not required to use this offering of Beach Services.
- **Does this stop other tent or umbrella companies from setting up their equipment for rent?**
 - A: Effective May 1, no other tent/umbrella/chair setup companies will be allowed to use the parking or deck at the Beach Club, or the LBTS crossover near SPR to set up their equipment. Because the beachfront has other access points (including the LBTS-owned crossover near Shipyard Village), this change may not fully prevent other tent or umbrella companies from setting up equipment on the beach.
- **Why is LBTS restricting these services to a single equipment vendor?**
 - A: One of the main complaints we receive is safety and security, especially around the Beach Club deck and beachfront. Right now, any vendor is allowed to enter and set up through the Beach Club. We believe this partnership will improve safety significantly. Further, this partnership provides an improvement in customer service with the exciting addition of a staff person onsite to assist with any equipment rentals or issues.
- **Does this stop other tent or umbrella companies from setting up through individual sub-regime crossovers?**
 - A: No. LBTS does not own or control sub-regime private property. However, multiple individual sub-regimes do not allow tent/umbrella setup companies to use their crossovers.