



*Treviso Bay*



CHELSEA  RESERVATIONS

# What is Chelsea? (Overview)

- Chelsea has been in business since 1987 and is located in Coral Springs, Florida with all support and programming remaining in the USA.
- The Chelsea system is one of the most widely used reservation systems and has installations throughout the U.S. including many in high end private and semi-private clubs in Florida.
- The Chelsea Reservation Tee Time System is an internet based system that is designed to distribute requested tee times in a fair, equitable and consistent manner.
- The Tee Time Reservation System will prioritize member requests and will ensure equal access for all members based on the club's rules.

# Getting Started

- Members will be able to request or book tee times through a link on the club's website.
  - Go to:
    - Direct Link: <http://trevisobay.chelseareservations.com/>
    - OR <http://tpctrevisobay.com> and click on the Golf Tab
    - OR <http://trevisobayhoa.com/> and click on the Golf Tab
- Each member will log in for the first time using his or her Member Number and the default password of Treviso1.
  - Member numbers are made up of the 5 digit number found on your member ID card, followed by a zero (0) for men, one (1) for women, and a 2, 3, 4 etc. for any children on the membership.
  - Rather than a 1, transfer member numbers will start with a 7 and annual members start with a 5.
- Once you are logged in, you can then update your email address, password, telephone number and emergency contact information by clicking on Profile.
  - Email addresses are vital if you wish to receive confirmation of tee times

# Getting Started

Chelsea - Profile

trevisobay.chelseareservations.com/golf/profile.aspx

PGALinks - PGA Mem... Mail :: Welcome to Ma... GolfNow Central GHIN Handicap Progr... South Florida PGA Golf PGA Professional Me... Ohio State Football ne... Naples, Florida (34113)...

## TPC Treviso Bay

Main Request Review Booking Profile

### PROFILE

Hi! John Smith

Valid email address and password is required

Password (cannot be blank or 1234):

Email Address:

Email Preference:  [Review My Standby](#)

Home Telephone #:

Cellular Telephone #:

Emergency Contact:

Emergency Telephone #:

Birthdate:

Points 1

11:50 AM 9/3/2015

Profile Screen

# Details on Requesting a Tee Time

- Tee time requests will be accepted by the system between 14 to 4 days prior to the day of play.
- Placement will occur 4 days prior to the day of play.
- All requests between 14 to 5 days will go into the queue for that day's play. It is not a first come, first served system and tee times are not based on the date or time the request is made.
- Tee times may be linked together with up to **Four (4)** foursomes per request playing in consecutive order.

# Making a Request

- Select the day you would like to play from the drop down list.
- Enter the requested time. Choose the earliest time and the latest time you would prefer to play.
- Enter the Number of Tee Times (linked teams) and whether or not you prefer that the system break the link.
  - Choosing to break the link allows the system to place fewer groups from the link when the golf course is at its fullest (Example: Four groups are linked together but only 3 tee times are available. Breaking the link allows the first 3 groups to be placed while the fourth group moves to the Overflow List).
- Click Player Information

The screenshot shows a web browser window with the URL `trevisobay.chelseareservations.com/golf/RequestBooking.aspx`. The page title is "TPC Treviso Bay" and the main heading is "MAKE A REQUEST". The user is logged in as "Hi! John Smith". The form has three tabs: "Tee Time Info", "Player Info", and "Confirmation". The "Tee Time Info" tab is active and contains the following fields:

- Play Date:** September 10, 2015 - Thursday (dropdown menu)
- Course Selection:** Treviso Bay (dropdown menu)
- Requested Time:** Requested: 09:00, Earliest: 08:00, Latest: 04:50 (dropdown menus)
- Hole Selection:** 18 (dropdown menu)
- # of Tee Times:** 1 (input field) and Break Link: No (dropdown menu)

A "Player Information" button is located at the bottom of the form.

*Tee Time Info*

# Making a Request

- Enter the member number for each player in your group.
- If you do not know each player's member number, click on the magnifying glass to search by last name.
- Use the guest drop down to add a guest.
- Enter your guest's first and last name (*Optional*)
- Click "Add Members to Buddy List" if you wish to add the players to a quick list for future requests.
- Click Submit

Chelsea - Request a Tee Time

trevisobay.chelseareservations.com/golf/RequestBooking.aspx

TPC Treviso Bay

Main Request Review Booking Profile

MAKE A REQUEST Hi John Smith

Play Date: September 10, 2015 - Thursday  
Course: Treviso Bay Requested Time: 09:00 AM

Member #	Guest	Guest First Name	Guest Last Name
599990	#1		
JOHN SMITH			
140320	No Guest		
ED KELLY			
150020	No Guest		
JOHN HOCKSTRA			
150020	Guest	Mike	Griffin
JOHN HOCKSTRA			

Add Members to John Smith's Buddy List

Submit

12:15 PM 9/3/2015

*Player Information*

# Request Confirmation

Chelsea - Request a Tee Time

trevisobay.chelseareservations.com/golf/RequestBooking.aspx

TPC Treviso Bay

Main Request Review Booking Profile

MAKE A REQUEST

Hi! John Smith

Tee Time Info Player Info Confirmation

Your Tee Time request has been recorded.

Play Date: September 10, 2015 - Thursday  
Course: Treviso Bay  
# Holes: 18  
Requested Time: 09:00 AM

Team	Player	Conf #
1	JOHN SMITH - 599990	10064
	ED KELLY - 140320	
	JOHN HOCKSTRA - 150020	
	Mike Griffin - 150020	

Repeat Request

12:17 PM  
9/3/2015

- Click the Repeat Request box to quickly add another request with the same players and requested time for a different day.

# Recurring Requests

- There is an option to make a recurring request over a significant period of time.
  - Example: Every Monday for the next 2 months
- When making a recurring request, you can not change the players from week to week, or the time requested.
  - A recurring request may not include guests.
- The advantage of a recurring request is to those who wish to play with the same group on a specific day each week.

Chelsea - Recurring Request

trevisobay.chelseareservations.com/golf/RecurRequest.aspx

PGALinks - PGA Mem... Mail: Welcome to Ma... GolfNow Central GHIN Handicap Progr... South Florida PGA Golf PGA Professional Me... Ohio State Football ne... Naples, Florida (34113)...

Main Request Review Booking Profile

MAKE A RECURRING REQUEST

Hi John Smith

Tee Time Info Player Info Confirmation

Once Submit is selected, the system will add this exact request multiple times with different dates.

Play Date:  
Select the day of week.

Sunday  Wednesday  Friday  
 Monday  Thursday  Saturday  
 Tuesday

Start Date:  
Select the first date of recurring requests.

September 2015						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

End Date:  
Select the last date of recurring requests.

September 2015						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Course Selection:  
Select a course sequence.

Treviso Bay

Requested Time:  
Select the preferred time.

Requested: 09  
Earliest: 08  
Latest: 04

Hole Selection:  
Select the number of holes.

18

# of Tee Times:  
Enter the # of consecutive tee times desired.

1 Break Link: No

12:23 PM 9/3/2015

Recurring Request Screen

# Event Requests

- Event sign-ups can be found under the request tab, Add an Event Request.
- You will be able to sign up for any open events, given your membership type permits
- Men's/Ladies Days – 14 Days in advance
- Club Tournaments – 14 to 30 Days – depending on the event

The screenshot displays a web browser window with the URL `trevisobay.chelseareservations.com/golf/EventRequest.aspx`. The page title is "TPC Treviso Bay" and the navigation menu includes "Main", "Request", "Review", "Booking", and "Profile". The user is logged in as "John Smith".

The main heading is "ADD AN EVENT REQUEST". A red message states: "Your event request is not accepted until you receive a 5 digit confirmation number." Below this, there are two tabs: "Event Info" (selected) and "Confirmation".

The "Event Info" section contains the following fields and options:

- Event Date & Description:** A dropdown menu is set to "01/13/16 - Wednesday - Mens Day Event".
- Instructions:** "Select the event you wish to play. Men's Day Pairings will be sent out no later than Sunday prior to week of play."
- Buddy List:** A button labeled "Buddy List".
- Warning:** "If event is not displayed, call (239)331-2052 to be placed on the event standby register."
- Player #1:** A text input field with a search icon.
- Meal:** A dropdown menu set to "No Meal".
- Checkbox:** "Add Members to John Smith's Buddy List".
- Submit:** A yellow button.

The Windows taskbar at the bottom shows the time as 8:18 AM on 1/4/2016.

# Reviewing Your Information

## ➤ Under the Review Tab:

### ➤ You can review your information which includes:

- Schedule
- Requests
- Overflow
- Points
- Play History

### ➤ You can also review:

- Friend's Schedules
- Event Requests
- Tee Sheets

The screenshot shows a web browser window with the URL `trevisobay.chelseareservations.com/Golf/ReviewMySchedule.aspx`. The page title is "TPC Treviso Bay". The navigation menu includes "Main", "Request", "Review", "Booking", and "Profile". The "Review" menu is expanded, showing options like "Review My Information", "Review Friends Schedule", "Review Event Requests", "Review a Tee Sheet", "Review Alpha Reports", "Review My Schedule", "Review My Request", "Review My Overflow", "Review My Points", and "Review My Play History". The "Profile" menu shows "Hi John Smith". Below the menu is a table titled "Tee Times for John Smith".

Play Date	Time	Course	Hole	Captain	Player 2	Player 3	Player 4	Link Time	Confirm #	Add to Calendar
Saturday, September 5, 2015	09:00 AM	Treviso Bay	10	JOHN SMITH	GUEST SMITH	GUEST SMITH	GUEST SMITH		10055	9

The page footer shows the JavaScript code: `javascript:..doPostBack('UcChelseaTopMenu2$Menu1','MainReview\\\\ReviewMyInfo')`. The system tray at the bottom right shows the date and time: "12:42 PM 9/3/2015".

*Review My Schedule Screen*

# Tee Sheet Placement

- Each member will have a rolling point total (Play History) over the last 14 days.
- Tee Sheets are processed 4 days prior to the date of play at 10:00am. At that point, changes may be made to any bookings already placed.
  - Sunday Tee Sheet > Processed Wednesday
  - Monday Tee Sheet > Processed Thursday
  - Tuesday Tee Sheet > Processed Friday
  - Wednesday Tee Sheet > Processed Saturday
  - Thursday Tee Sheet > Processed Sunday
  - Friday Tee Sheet > Processed Monday
  - Saturday Tee Sheet > Processed Tuesday
- Once placement has occurred and the tee sheet has been established, email confirmations will be sent to each member (provided the email address has been added on your profile) with the assigned date, time and course information.

# Play History/Placement

- Tee time placement is based on the past 14 days for each player in the group.
- The Chelsea System assigns one (1) point per player at the time of request and one (1) point per player at placement, but not both.
- For every hour after the requested time a group is placed, players will receive a deduction of .1 from a full point.
  - Example: Accepted Range – 8:00am – 3:00pm  
Requested Time – 9:00am  
Actual Placed Time – 11:00am
  - Each player would only receive .8 points at placement

# Play History/Placement

- At the time of placement, the total number of points in each group is divided by the number of players in the group for an average team total.

## Example:

Member A	5 Points last 14 days
Member B	2 Points last 14 days
Member C	7 Points last 14 days
Member D	6 Points last 14 days

Average Team Total Points = 5

- The team with the lowest average team total will get placed first.

## Example:

2 Groups requesting 9AM.

Group 1 Average Team Total	3 Points
Group 2 Average Team Total	4 Points

Group 1 would be placed at the 9AM tee time, and Group 2 would then be evaluated against all others requesting a tee time before and after 9AM, provided it is within their requested range.

# Overflow

- When the tee sheet is processed for a day and there are more requests than available tee times, groups with higher play history averages will be placed onto an overflow or waiting list.
- The groups on this list will be ranked in order of team play history average.
- If and when there are cancellations for that day, the Golf Shop staff will contact groups on the overflow list in ranking order to give that group 'first right of refusal' for the open tee time.
  - Groups contacted by Golf Shop staff for a canceled tee time will be given a specified time limit to accept or decline. If the time limit expires before a decision has been made, it will be considered to have been declined and staff will move on to the next group on the list.

# Booking a Tee Time

- Once the tee sheet has been processed and tee times are placed, you are able to add yourself to any open tee times available on the tee sheet.
- Under the Booking Tab:
  - Add a Booking
    - Select Day, Time to Review, and Enter Player Information
    - Click Display Times
  - Click on any available times to add your group into that selected time and click Submit.

Chelsea - Booking a Tee Time

trevisobay.chelseareservations.com/Golf/Booking/BookingNew.aspx

PGALinks - PGA Mem... Mail :: Welcome to Ma... GolfNow Central GHIN Handicap Progr... South Florida PGA Golf PGA Professional Me... Ohio State Football ne... Naples, Florida (34113)...

Main Request Review Booking Profile

ADD A BOOKING Hi! John Smith

Player Info Confirmation

Play Date: September 06, 2015 - Sunday  
Select the date you wish to play.

Course Selection: Treviso Bay  
Select a course.

Selection: 18 Holes  
Select the booking type.

Time to Review: 12:00  
Select the first time to review.

Buddy List

Member Number	Guest	Guest First Name	Guest Last Name
599990 JOHN SMITH			
599990 JOHN SMITH	Guest	J.D.	Murray
599990 JOHN SMITH	Guest	Ben	DeArmond
599990 JOHN SMITH	Guest	Matt	Markle

Refresh Times

To make a selection, click on the one of the time field below and click Submit ONE TIME

Time	Hole	Course	Captain	Player 2	Player 3	Player 4
12:20 PM	01	Treviso Bay				
12:30 PM	01	Treviso Bay				
12:40 PM	01	Treviso Bay				
12:50 PM	01	Treviso Bay				
01:00 PM	01	Treviso Bay				
01:10 PM	01	Treviso Bay				
01:20 PM	01	Treviso Bay				
01:30 PM	01	Treviso Bay				
01:40 PM	01	Treviso Bay				
01:50 PM	01	Treviso Bay				
02:00 PM	01	Treviso Bay				
02:10 PM	01	Treviso Bay				
02:20 PM	01	Treviso Bay				

12:51 PM 9/3/2015

Add a Booking Screen

# Making Changes to a Booking

## ➤ Under the Booking Tab:

- You can add, edit or delete players from a booking
- Change a tee time if available
- Delete a booking
- Edit linked tee times (up to 4 groups)

TPC Treviso Bay

Main Request Review Booking Profile

ADD, EDIT OR DELETE PLAYERS

Member Number:

Confirmation Number:

Enter the information above, or if you see the booking below, click the confirmation number.

Play Date	Time	Course	Captain	Player 2	Player 3	Player 4	Link Card	Confirm #
9-05-2015	09:00 AM	Treviso Bay	JOHN SMITH	GUEST SMITH	GUEST SMITH	GUEST SMITH		10055
9-06-2015	12:20 PM	Treviso Bay	JOHN SMITH	J.D. Murray	Ben DeArmond	Matt Markle		10065

Continue

Add, Edit, or Delete Players

# Cancellation Policy/No-Shows

- Members are responsible for checking the Chelsea Reservation System for their tee times.
  - Members are also responsible for notifying the golf shop a minimum of 24 hours in advance with changes or to cancel a scheduled tee time.
- Failure to cancel a tee time within the 24 hour time period will result in the assessment of Chelsea points and possible charging of fees associated with the booked tee time.
  - Further penalties up to and including the suspension of golf privileges may be assessed if it is found that a member is purposely falsifying tee time requests.
- There will be no charges for rain days or frost delays that result in play not taking place.

# Guest Policy – Falsifying Requests

## Guest Policy

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- All guests are to be booked through the Chelsea Reservation System.
- Each request/tee time can contain up to 3 guests and must contain a member of the club associated with said guests.
- Unaccompanied guests will only be permitted by the golf shop or management based on space available.
- As of December 1<sup>st</sup>, 2016, each member with an associated guest(s) will receive one Chelsea point per associated guest.
- Using guests to falsely fill a group or later replace with other members is strictly prohibited, and will be subject to certain offenses.

## Falsifying Requests

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- The use of the Chelsea Reservation System is to promote fair and equitable play for all members at the Club. It is expected that no member should purposely use guests or anyone other than the intended players of their group. Should the golf shop staff find that any member is falsifying tee time requests in order to benefit themselves or their placement, they will be subject to the following procedure:

### FIRST OFFENSE:

- All members of the group will receive a warning on the day of play as well as any associated point penalties.

### SECOND OFFENSE:

- All members responsible for the falsification will have their golf privileges suspended for one week along with any associated point penalties.

### THIRD OFFENSE:

- All members of the group will have their privileges suspended for one week, along with associated point penalties, and the division of total green/cart fees originally placed on the tee sheet. Any further disciplinary action will be decided on by management.

# Other Important Information

- Members will not be assessed Chelsea points for participating in club events such as Men's and Ladies' Days, and all other club sanctioned tournaments.
- Walking Policy will be monitored as the season progresses and availability of times is subject to change without notice.
- The system can be accessed from any mobile device.
  - Go to <http://trevisobay.chelseareservations.com/>
- For any further inquiries on the Chelsea System, please contact the Golf Shop at 239-331-2052



*Treviso Bay*



Questions?