**CHELSEA RESERVATIONS**

OVERVIEW – WHAT IS CHELSEA?

* 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. To do so, please visit any of the following links:
	+ Direct Link: <http://bonitanatl.chelseareservations.com/>
	+ OR [http://bonitanationalgolf.com](http://bonitanationalgolf.com/), and click on “Chelsea – Log In”
* Each member will log in for the first time using his or her Member Number and the default password of Bn1234.
* Member numbers are made up of the 4-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 0 or 1, transfer member numbers will end with a 7 or 8, transfer member assumes the club average of points.
* 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**

REQUESTING A TEE TIME

Details

* Tee time requests will be accepted by the system between 14 to 5 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 you would prefer to play.
	+ Choosing an earliest time is ensuring that your tee time will be no earlier than that time.
* Enter the Number of Tee Times (linked teams) and whether or not you prefer that the system break the link. **Please understand when linking times, the points are averaged for the entire linked group.**
	+ 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.
* 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.
* Please ensure that you wait for a request confirmation to load.
* When first requesting, all transfer members will assume the club average points. They will not start with 0 points.

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. Chelsea points are applicable for Men’s/Ladies Days
* Club Tournaments – 14 Days to 1 Month – depending on the event (see event descriptions below)
* There are no Chelsea play points distributed for tournaments/events.
* You must be registered for a handicap with Bonita National Golf and Country Club to play in any club tournaments/events and Men’s/Ladies’ Days.
* You must also select the tee that you want to play before submitting the event request.

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

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.
* 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.
* 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.

GUEST POINTS

* When requesting a tee time, each guest (up to 3 per group) will assume the play history points of the member.

Example: Tee time request with 1 member and 3 guests.

Member Points 4

Guest 1 Points 4

Guest 2 Points 4

Guest 3 Points 4

The Average Team Total Points for the group would be 4 points. It is not the members 4 points divided by 4.

* At placement, each member with an associated guest will receive one (1) point for each associated guest(s).

In the example above, the member would receive 4 points at placement for his/her tee time.

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.
* After placement, and prior to the day of play, it is the member’s responsibility to continuously check the tee sheets for available tee times or recently opened tee times. The Chelsea System does not automatically fill in the next group on the overflow list.
	+ If the Golf Shop deletes a placed tee time, they will place the next group on the overflow list and send the members of that group an email of notification.
* If there are cancellations for the day of play, 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

Adding a Booking

* Once the tee sheet has been processed and tee times are placed, members are able to add themselves 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.
* The only exception is the day of play. The Golf Shop must make all changes and additions to the current day’s tee sheet.

MAKING CHANGES TO A BOOKING

Once the tee sheet has been processed and you have received confirmation of your tee time, there are changes that can be made to the placed time.

Under the Booking Tab:

* + - 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)

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.
	+ Any member who is a “no-show”, or cancels the day of play for their tee time during any regular play will be assigned one additional Chelsea point. Additionally, members will also be assigned an additional Chelsea point for each guest or immediate family member who is a “no-show” or cancels the day of play. This rule is only in affect November 1-April 30.
	+ League Play – Any member who cancels within 72 hours of a Men’s or Ladies’ weekly league will be assigned one (1) Chelsea point. Further, any member who is a “no-show” or cancels the morning of league will be assigned two (2) Chelsea points.
	+ 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. See the club rules and regulations for policy on falsifying requests.
* There will be no cancellation points assigned for days where the entire course is cart path only, or if weather results in course closure.

OTHER IMPORTANT INFORMATION

* The system can be accessed from any mobile device.

Go to [http://bonitanatl.chelseareservations.com](http://bonitanatl.chelseareservations.com/)[/](http://trevisobay.chelseareservations.com/)

* The golf professional staff will hold Chelsea Orientations during peak season. See the event schedule for these dates.
* For any further inquiries on the Chelsea System, please contact the Golf Shop at 239-908-0704 or visit the golf tab at bonitanationalgolf.com.