

CHELSEA TEE TIME RESERVATION SYSTEM

Welcome to Cottonwood & Palo Verde Tee Time reservation system.

Chelsea is a multi-functional T-time reservation system. Chelsea offers three ways in which to enter a request for the draw. You may enter your request by phone, which is outlined in appendix A, you may use the internet, outlined in appendix B, or you may use the touch screen kiosk that is located in Cottonwood Golf Shop. In appendix C you will find draw information and frequently asked questions.

In the following pages you will find information on how Chelsea works. Listed below are some terms you should learn to help you understand the process involved with Chelsea.

Request:	Requesting a spot in the draw.
Booking:	Making a T-time for days already drawn.
Events:	Requests for any Couples, Ladies, or Mens events.
Placement:	Taking all requests, performing a draw, and then placing on the available tee sheet.

REMEMBER - Requests are made before the draw/placement and bookings are made after the draw/placement.

- ➔ Your ID number is your telephone number including the area code followed by a 1 for MALE and 2 for FEMALE.
example: 48089503001
- ➔ Your default password is 1234. You need to change that the first time you enter the Chelsea website.
- ➔ To access Chelsea via the telephone use:
480-895-7834
- ➔ To access Chelsea via the internet use:
www.cottonwoodpaloverde.com
Click:
1. Recreation
2. Golf
3. Chelsea/teetime

- ➔ Chelsea has the technology to accept your requests for T-times 10 days in advance. For example: If we consider today as being Monday, January 13th, 2011 you would be able to put in requests for the following days:

Thursday, January 16th
Friday, January 17th
Saturday, January 18th
Sunday, January 19th
Monday, January 20th
Tuesday, January 21st
Wednesday, January 22nd

Chelsea will make the draw at 1:00 pm

- ➔ If we are still under the assumption that today is Monday, January 13th, 2011 but now it is after the draw has taken place, you may obtain a booking for a T-time for the following days:

Wednesday, January 15th
Thursday, January 16th

Chelsea's draw/placement system is based on a point system. The system is very simple. You will receive 1 point for being placed in the draw or getting on to play after the draw has

- ➔ taken place. The one thing that you will want to make sure you do is if you get placed in the draw and you cannot play, make sure you cancel. If you do not cancel and you become a "No Show" you will receive 3 points. Placement is based on your groups average points. For example: Group A & Group B ask for the same time and Group A has four play players wit an average of 2.5 and Group B has three players with an average of 2.75 then group A would be placed before Group B

- ➔ Point calculations are based on a rolling 7 days. If Chelsea was making the draw for Thursday, which is done on Monday at 1:00 pm, Chelsea would go back 7 days starting with Monday and count how many points you have accumulated. Chelsea would do this for everyone in the group and then average them for your group average.

- ➔ **Please, if for some reason your ID number does not work, contact one of the Pro Shops immediately. The Pro Shop will research the problem and rectify it and get back to you as soon as possible.**

APPENDIX A

CHELSEA PHONE OPERATIONS

YOUR **ID NUMBER** IS: YOUR PHONE NUMBER WITH THE AREA CODE
FOLLOWED BY 1 FOR MALE & 2 FOR FEMALE.

YOUR **PASSWORD** FOR THE INTERNET IS 1234 UNTIL YOU CHANGE IT.

PHONE OPERATION

CALL '**CHELSEA**' @ **895-7834**

LISTEN TO THE LADY AND SHE WILL GIVE YOU SIX OPTIONS:

PRESS 1 FOR OPEN REQUESTS:

PRESS 1 FOR REQUESTS

ENTER THE DATE '032103' (MARCH 21, 2011)

IS THIS CORRECT? PRESS 1 FOR YES, PRESS 2 FOR NO.

COURSE SELECTION PRESS 1 FOR CW, PRESS 2 FOR PV

WILL YOU PLAY OTHER COURSE? PRESS 1 FOR YES, PRESS 2 FOR NO

HOW MANY GOLFERS? ENTER 1, OR 2, OR 3, OR 4.

ENTER IN CAPTAINS # e.g. 48089503001

ENTER IN OTHER PLAYERS NUMBERS IF REQUIRED

ENTER IN TIME TO PLAY. PRESS 1 FOR AM, PRESS 2 FOR PM, OR

THE ACTUAL TIME ON TEE TIME DAYS.

WILL YOU PLAY OTHER TIME? PRESS 1 FOR YES, PRESS 2 FOR NO, OR

ENTER THE EARLIEST/LATEST TIME ON TEE TIME DAYS.

IS THIS CORRECT? PRESS 1 FOR YES, PRESS 2 FOR NO.

WAIT FOR REQUEST CONFIRMATION NUMBER.

NOTE: THE COMPUTER MAY ASK YOU TO SAY YOUR NAME AND WHEN YOU ARE FINISHED

YOU WILL HAVE 3 OPTIONS, PRESS 1 TO HEAR YOUR RECORDING, PRESS 2 TO

EDIT THE RECORDING, OR PRESS 3 TO EXIT THE VOICE RECORDING. PRESS 3.

PRESS 2 TO CANCEL (NEED CONFIRMATION NUMBER)

PRESS 3 TO EDIT (NEED CONFIRMATION NUMBER)

PRESS 8 TO RETURN TO MAIN MENU

PRESS 9 TO EXIT

PRESS 2 FOR EVENT REQUESTS: (FRIDAY & SUNDAY COUPLES ONLY)

PRESS 1 FOR REQUESTS

PRESS 2 TO CANCEL (NEED CONFIRMATION NUMBER)

PRESS 8 TO RETURN TO MAIN MENU

PRESS 9 TO EXIT

PRESS 3 FOR OPEN BOOKING: (DATES AVAIL. AFTER DRAW)

ENTER THE DATE YOU WISH

PRESS 4 TO REVIEW AN ASSIGNED T-TIMES (NOT A REQUEST)

NEED CONFIRMATION NUMBER

PRESS 5 TO RETURN TO MAIN MENU

PRESS 9 TO EXIT



Cottonwood Palo Verde

Member #:

Password:

Login Golf

"You can talk to a fade, but
a hook won't listen."

GREG TOKASH
48088218141



Main ▾

Request ▾

Review ▾

Booking ▾

Profile ▾

Add a Request

Edit a Request

Delete a Request

Add an Event Request

Delete an Event Request

Hello GREG
online reservation

Cottonwood Palo Verde's



FOOD &
BEVERAGE

"Water holes are sacrificial waters where you make a steady gift of your pride and high priced balls."

Tommy Bolt



- Main ▾
- Request ▾
- Review ▾
- Booking ▾
- Profile ▾

MAKE A REQUEST

- Tee Time Info
- Player Info
- Confirmation

Play Date:
Select the date you wish to play.

June 12, 2011 - Sunday ▾

Course Selection:
Select a course sequence.

#1 Cottonwood ▾

#2 Palo Verde ▾

Requested Time:
Select the preferred time.

Requested: 08 ▾ 00 ▾

Earliest: 06 ▾ 00 ▾

Latest: 04 ▾ 59 ▾

Preference:
Select which is more important, time or course.

Time ▾

Hole Selection:
Select the number of holes.

18 ▾

GREG TOKASH
48088218141



Cottonwood Palo Verde

Main ▾

Request ▾

Review ▾

Booking ▾

Profile ▾

MAKE A REQUEST

Tee Time Info

Player Info

Confirmation

Play Date: June 12, 2011 - Sunday

Buddy List





Please enter Player 1's member number.

Member #

Guest

Guest First Name

Guest Last Name

<input type="text"/>	 #1		
<input type="text"/>	 No Guest ▾	<input type="text"/>	<input type="text"/>
<input type="text"/>	 No Guest ▾	<input type="text"/>	<input type="text"/>
<input type="text"/>	 No Guest ▾	<input type="text"/>	<input type="text"/>

Add Members to GREG TOKASH 's Buddy List

Submit

CHELSEA TEE TIME RESERVATION SYSTEM

INFO:

Your **Member number, Captain's number, and ID number** are all the same. That number is your phone number including the area code followed by either a '1' for male or '2' for female. Do not put dashes in.

Example:

48089556211

Chelsea phone number is 895-7834

Chelsea web address is at **www.cottonwoodpaloverde.com**, then to "recreation" and then to "golf" and then to "Chelsea/teetime"

QUESTIONS & ANSWERS:

- Q.** Do I receive points for having quests?
A. No, the only points associated with guests is that the quests assume your point total for placement in the draw only.
- Q.** Does Chelsea penalize the group for a no-show?
A. No, Chelsea will only penalize the person who no-showed. The penalty for a no-show is 3 pts.
- Q.** Does Chelsea distinguish between annual and non-annuals?
A. Yes, See the following page for details.
- Q.** Are my play points combined for Cottonwood and Palo Verde?
A. No, play points for each course are separate, but you are ranked according to the play points from your primary course in your request during the draw.
- Q.** Why don't I receive E-mail from Chelsea?
A. Many things can cause you not to receive E-mail
1. E-mail is incorrect in Chelsea
2. You may have a bulk E-mail blocker.
3. If Chelsea encounters a bad E-mail address, every e-mail address after that one will not get a message during our bulk e-mailing.
- Q.** How do I find out if I'm scheduled to play?
A. The best way to find out if you are playing golf in the next three days, is to go to the review option on the computer or use the review option on the telephone. Chelsea will give you times and starting positions if you have a tee time scheduled.
- Q.** Can I make changes to my group after the draw has placed my group on the tee sheet.
A. Yes, but you may make only one change to that group. If the change starts to be a regular and re-occurring change, where it looks like you are trying to fool the system. Your group will be talked to and possibly penalized.

CHELSEA DRAW INFO

The Chelsea draw system is basically two batches of requests that are sorted by the team's play point average. The first batch of requests will include the following and will take precedents over the second batch.

Batch #1 includes:

- A group of all Annual members (includes 25 play cards).
- A group of all Annual members and their guest.

Batch #2 includes:

- A group of Annual members with Non-Annual members.
- A group of Non-Annual members.

Batch #1 will be processed first and after those requests have been handled then Batch #2 requests will be processed.

Examples of Batch #1

- Player A Palo Verde Only Annual
- Player B Combo Annual
- Player C Combo Annual
- Player D Cottonwood Only Annual

- Player A Combo Annual
- Player B Palo Verde Annual
- Player C Player A's Guest (non homeowner)
- Player D Player B's Guest (non homeowner)

Examples of Batch #2

- Player A Combo Annual
- Player B Combo Annual
- Player C Combo Annual
- Player D A Non-Annual homeowner

- Player A A Non-Annual homeowner
- Player B A Non-Annual homeowner
- Player C A Non-Annual homeowner
- Player D A Non-Annual homeowner

NOTE: A Non-Annual homeowner may not be entered as a guest . They must be entered with their home phone number. Phase 1 & 3 Non-Annuals may only obtain a tee-time after the draw has been made.

NEW CHELSEA GUEST POLICY

A change in policy for Chelsea tee time reservation use will begin Monday, March 1st 2010.

The policy below is being set in place to "patch" the loophole in the Chelsea tee time system where members have been deliberately scheduling guests within groups for the sole purpose of guaranteeing tee sheet placement.

NO changes will be made to any "guest" entries made on Chelsea. Any switch/modification of any guest entry within a group will be prohibited by the golf shop. IT IS STRONGLY SUGGESTED THAT ANY GUEST ENTRY INCLUDE THAT GUEST'S NAME. If the scheduled guest that is listed on the tee sheet does not show up, the following action will be taken:

If a member shows up for the listed guest, that member will be told that he/she, the t-time requester or the "guest" sponsor will need to pay a greens fee in order for the foursome to play. If he/she refuses, the group will play as a threesome WITHOUT the member that shows up in place of the guest. The t-time requestor and/or the "guest" sponsor will be assigned double points for this day's play.

One change per group, per day to any MEMBER will be allowed as always.