

CHELSEA SYSTEM OPERATION

REQUESTS:

- Requests can be made by telephone up to 30 days in advance of a requested date.
- Chelsea numbers for all players in the group must be entered in this request.
- When a court request is entered, the member will receive a request number.
- All requests are booked for 1-1/2 hrs.
- A member's number can be used in only one request on a particular day. Duplicate requests for that day are rejected when entered. For example, if their member number is entered in another foursome at a later time that day, Chelsea will reject that member number.
- After the day is processed members may call the Pro Shop to request another court time, but staff will manually enter that member's number a second time. For example, a member is scheduled for 9:30 a.m. and then calls to book a court again at 2:00 p.m.
- The system will accept single player requests either for singles (2 players) or for doubles (4 players).
- A singles request can have one member name and one guest. The member would input their own name a second time and follow the prompt for "guest."
- A doubles request can have up to three guests using the same procedure.
- Prime time is designated as 8:00 - 9:30 a.m. & 9:30 - 11:00 a.m.
- Members will select the preferred court time they desire and the earliest acceptable time and the latest acceptable time. (If the preferred time is 9:30, the earliest time is 8:00 and the latest time is 11:00).
- After the member has entered their reservation request, they will receive a request number, which is **not** a confirmation that their court time is awarded and scheduled, but merely a **request** for court time.
- Court time requests can be linked.
- A court time request may be edited at any time before processing using the request number that was received when making the request. Any player can be removed and another player or others substituted, the request can be deleted, or the court time requested can be changed.
- Chelsea processes court time requests three days in advance. For example, Chelsea for Monday is processed on Friday. The designated time for processing is Monday through Friday between 2:00 and 4:00 p.m. and Saturday and Sunday between 1:00 and 2:00 p.m.

END OF DAY PROCESSING

- At the appointed time, the Chelsea system runs an "end of day" process, which updates play history for all players and reviews the requests.
- The system uses two weeks of play history.
- Players receive one point each time they play. If a member goes on vacation or is away for any length of time, they should contact staff to have their name

placed as "inactive" so other members cannot use their Chelsea number whereby they would receive points.

- NOTE: Penalty points are assessed if there is a "No Show" or "Late Cancellation."
- In calculating points, Chelsea will use the points of all players in the group. If courts are linked, it will use the points for all players in the linked courts.
- Members requesting guests will receive one point for each guest.

PLACEMENT

- During this procedure Chelsea calculates the number of players per team.
- The system reviews the requests to ascertain they are valid.
- Courts are assigned for each request.

COURT LISTING REPORT

- After the placement process is complete, Chelsea produces a court listing assignment that is then printed by club staff. This listing designates the court number for each request, always starting with Court 1 and going across to 19. Staff transfers this data to the court sheets.

STAND-BY REPORT

- During the placement process, Chelsea may throw out certain requests for various reasons: "member not on file", "duplicate member request", "single player" (only one name used), etc. Staff will print this report and telephone the member whose request was rejected and give them the reason for same.

PRIORITY REPORT

- This is the final report printed. It gives a listing of final court times for a specific date in priority order. For each group, it will show all the players and their member numbers, the requested time and the time they received, as well as the point average for the group.
- After the assignment of courts, staff will enter the names of those groups that did not receive their requested time on the bottom of the court sheet in priority order. If there is a court cancellation, staff will call those groups in priority order and offer them the court that came available. This process will continue if and when another court or courts become available.

E-MAIL

- After Chelsea is fully processed, an e-mail goes out to all members whose emails are on file, which confirms the court time assigned.

WEB

- After the e-mail is sent, the court sheet listing is transmitted to the club website where members can check on the court time received.