

How to Use Chelsea

Biggest Frustration with Chesea = Not Getting a Tee Time

Here are the most common reasons:

- ❑ Bad request — requested a course that was closed
- ❑ Included a guest in your request — homeowners have priority
- ❑ Only asked for 1 course (no second or third preference
- ❑ Too many linked foursomes — not enough contiguous openings
- ❑ Requested the busiest days — although overflows happen on any day of the week, Mondays, Wednesdays and Fridays have the highest overflows.
- ❑ Selected Course priority rather than Time priority

How Chelsea Works

Method for equitably allocating tee times.

Tee sheet placement based on points:

- ❑ Placement points assigned when your name is put on a tee sheet
- ❑ Prime time points assigned if your tee time is at a time where you can reasonably complete your desired number of holes
- ❑ End of day points are assigned when you actually play

Groups with the lowest average number of points get first priority.

(Linked groups are assigned the average points across the all the groups in that are linked.)

How Chelsea Works (2)

- ☐ Groups are assigned tee times based on their preferred courses and time of day.
- ☐ If time preference, system looks for a time within 2 hours of your preference across all three courses.
- ☐ If course preference, system looks for a time on your preferred course. Unless you are only willing to play that course or not play at all, you should choose time preference.

A “successful” request is one that gives you a tee time that allows you to complete your desired number of holes.

How Chelsea Points are assigned

Points are based on an 11 day window:

- ❑ **Look back Points:** Placement, Prime Time and End of Day points are totaled for the 7 days prior to tee sheet release.
- ❑ **Look Forward Points:** Placement points are totaled for the next four days (the days for which tee sheets have been released).
- ❑ Each player's look back and look forward points are totaled. Chelsea ranking is based on the average of the players in the group. If a request includes linked groups, the average is across all players in the linked groups.

Prime time is defined as the period from the first tee time of the day until twilight.

The Goal is Efficiency

- ❑ Unfortunately, during high season, we have more people wanting to play than we have golf course capacity.
- ❑ The goal of golf operations is to accommodate as many homeowners as possible, subject to providing time for adequate maintenance to keep the golf courses in the condition we expect.

How Chelsea Assigns Tee Times

Tee Sheet		10 Requests with the Lowest Average Points				
Time	Group#	Group #	Avg points	Time	# of Groups	Diff between request and assigned time
7:30 AM		1	4	8:02	1	0
7:38 AM		2	4.2	9:06	1	
7:46 AM		3	5	9:06	1	
7:54 AM		4	6.5	8:34	1	
8:02 AM	1	5	7	7:54	1	
8:10 AM		6	7.2	7:38	1	
8:18 AM		7	7.5	8:18	1	
8:26 AM		8	8	8:02	1	
8:34 AM		9	8.1	9:06	2	
8:42 AM		10	8.2	7:38	3	
8:50 AM						
8:58 AM						
9:06 AM						
9:14 AM						
9:22 AM						
9:30 AM						
9:38 AM						
9:46 AM						
9:54 AM						
10:02 AM						

Group with lowest average points gets first pick, so they get their desired time

(Hypothetical, simplified tee time assignments. Assumes 1 course, assignment based only on time request for the 10 groups with the lowest average Chelsea points.)

How Chelsea Assigns Tee Times (2)

Tee Sheet		10 Requests with the Lowest Average Points				
Time	Group#	Group #	Avg points	Time	# of Groups	Diff between request and assigned time
7:30 AM	1	1	4	8:02	1	0
7:38 AM		2	4.2	9:06	1	0
7:46 AM		3	5	9:06	1	
7:54 AM		4	6.5	8:34	1	
8:02 AM		5	7	7:54	1	
8:10 AM		6	7.2	7:38	1	
8:18 AM		7	7.5	8:18	1	
8:26 AM		8	8	8:02	1	
8:34 AM		9	8.1	9:06	2	
8:42 AM		10	8.2	7:38	3	
8:50 AM	2					
8:58 AM						
9:06 AM						
9:14 AM						
9:22 AM						
9:30 AM						
9:38 AM						

Group with next lowest average points gets second pick, and they get their desired time

How Chelsea Assigns Tee Times (3)

Tee Sheet		10 Requests with the Lowest Average Points				
Time	Group#	Group #	Avg points	Time	# of Groups	Diff between request and assigned time
7:30 AM	1	1	4	8:02	1	0
7:38 AM		2	4.2	9:06	1	0
7:46 AM		3	5	9:06	1	-8 mins
7:54 AM		4	6.5	8:34	1	
8:02 AM		5	7	7:54	1	
8:10 AM		6	7.2	7:38	1	
8:18 AM		7	7.5	8:18	1	
8:26 AM		8	8	8:02	1	
8:34 AM		9	8.1	9:06	2	
8:42 AM		10	8.2	7:38	3	
8:50 AM	3					
8:58 AM						
9:06 AM	2					
9:14 AM						
9:22 AM						
9:30 AM						
9:38 AM						
9:46 AM						
9:54 AM						
10:02 AM						
10:10 AM						

Group with 3rd lowest average points asked for a time already taken, so they get the closest time available.
And so on . . .

What About Linked Requests?

Tee Sheet		10 Requests with the Lowest Average Points				
Time	Group#	Group #	Avg points	Time	# of Groups	Diff between request and assigned time
7:30 AM		1	4	8:02	1	0
7:38 AM	6	2	4.2	9:06	1	0
7:46 AM		3	5	9:06	1	-8 mins
7:54 AM	5	4	6.5	8:34	1	0
8:02 AM	1	5	7	7:54	1	0
8:10 AM		6	7.2	7:38	1	0
8:18 AM	6	7	7.5	8:18	1	0
8:26 AM		8	8	8:02	1	+8 mins
8:34 AM	4	9	8.1	9:06	2	+40 mins
8:42 AM	8	10	8.2	7:38	3	
8:50 AM						
8:58 AM	3					
9:06 AM	2					
9:14 AM	9					
9:22 AM						
9:30 AM						
9:38 AM						
9:46 AM						

Group 9 linked 2 foursomes. The closest spot with 2 adjacent times is 40 minutes later than the request.

What About Linked Requests? (2)

Tee Sheet		10 Requests with the Lowest Average Points				
Time	Group#	Group #	Avg points	Time	# of Groups	Diff between request and assigned time
7:30 AM		1	4	8:02	1	0
7:38 AM	6	2	4.2	9:06	1	0
7:46 AM		3	5	9:06	1	-8 mins
7:54 AM	5	4	6.5	8:34	1	0
8:02 AM	1	5	7	7:54	1	0
8:10 AM		6	7.2	7:38	1	0
8:18 AM	6	7	7.5	8:18	1	0
8:26 AM		8	8	8:02	1	+8 mins
8:34 AM	4	9	8.1	9:06	2	+40 mins
8:42 AM	8	10	8.2	7:38	3	+1hour, 52 mins
8:50 AM						
8:58 AM	3					
9:06 AM	2					
9:14 AM	9					
9:22 AM						
9:30 AM	10					
9:38 AM						
9:46 AM						
9:54 AM						
10:02 AM						
10:10 AM						

Group 10 linked 4 foursomes. The closest spot with 4 adjacent times is almost 2 hours later than the request.

The more foursomes you link, the harder it is to get a tee time.

How to get tee time:

Request vs. booking

Tee sheets come out 4 days ahead of the play date.

If the tee sheet is out, make a booking. Go on Chelsea, select “Booking,” find an open spot and put yourself or your group in. Done! You have a tee time.

Prior to tee sheet release, complete a tee time request. Here’s how:

Before you start, get the calendars.

GOLF COURSE SCHEDULE - EAGLE'S NEST (623) 935-6761*						
November		EN		2024		
un	Mon	Tue	Wed	Thu	Fri	Sat
V. 5					1 EAGLE'S NEST	2 EAGLE'S NEST
DOUBLE-CLICK TO HIDE WHITE SPACE						
GOLF COURSE SCHEDULE - TUSCANY FALLS (623) 935-6757*						
November		WEST		2024		
un	Mon	Tue	Wed	Thu	Fri	Sat
V. 6					1 WEST Course	2 WEST Course
3 EAGLE'S NEST	4 EAGLE'S NEST	5 EAGLE'S NEST				
7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	8:00 SG CART			8:00 SG H.O. 1:00 SG H.O.	7:30 Tee Times 7:30 - 8:26 B9 Only 1:30 Twilight 9 Holes
10 EAGLE'S NEST	11 EAGLE'S NEST	12 EAGLE'S NEST				
7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	8:00 SG KICKOFF				
17 EAGLE'S NEST	18 EAGLE'S NEST	19 EAGLE'S NEST				
7:30 Tee Times 7:30 - 8:26 B9 Only 1:30 Twilight 9 Holes	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY				
24 EAGLE'S NEST	25 EAGLE'S NEST	26 EAGLE'S NEST				
7:30 Tee Times 7:30 - 8:26 B9 Only 1:30 Twilight 9 Holes	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	10:00 SG PCLGA MIXED				
GOLF COURSE SCHEDULE - TUSCANY FALLS (623) 935-6757*						
November		EAST		2024		
un	Mon	Tue	Wed	Thu	Fri	Sat
V. 5					1 East Course	2 East Course
3 East Course	4 East Course	5 East Course	6 East Course	7 East Course	8 East Course	9 East Course
CLOSED OVERSEED.	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY
10 East Course	11 East Course	12 East Course	13 East Course	14 East Course	15 East Course	16 East Course
7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	8:00 SG H.O. 1:00 SG PCLGA F-9 KICKOFF CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY
17 East Course	18 East Course	19 East Course	20 East Course	21 East Course	22 East Course	23 East Course
7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	8:00 SG PCLGA 1:00 SG PCLGA	8:00 SG H.O. 1:00 SG H.O.	8:00 SG PCLGA 1-9 8:00 SG H.O. 10-18 1:00 SG H.O.	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 7:30 - 8:26 B9 Only 1:30 Twilight 9 Holes
24 East Course	25 East Course	26 East Course	27 East Course	28 East Course	29 East Course	30 East Course
7:30 Tee Times 7:30 - 8:26 B9 Only 1:30 Twilight 9 Holes	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	7:30 Tee Times 1:30 Twilight 9 Holes CART PATH ONLY	8:00 SG H.O. 1:00 SG H.O.	7:30 - 1:00 Tee Times Happy Thanksgiving! Pro Shop Closes at 1:00	8:00 SG H.O.	7:30 Tee Times 7:30 - 8:26 B9 Only 1:30 Twilight 9 Holes

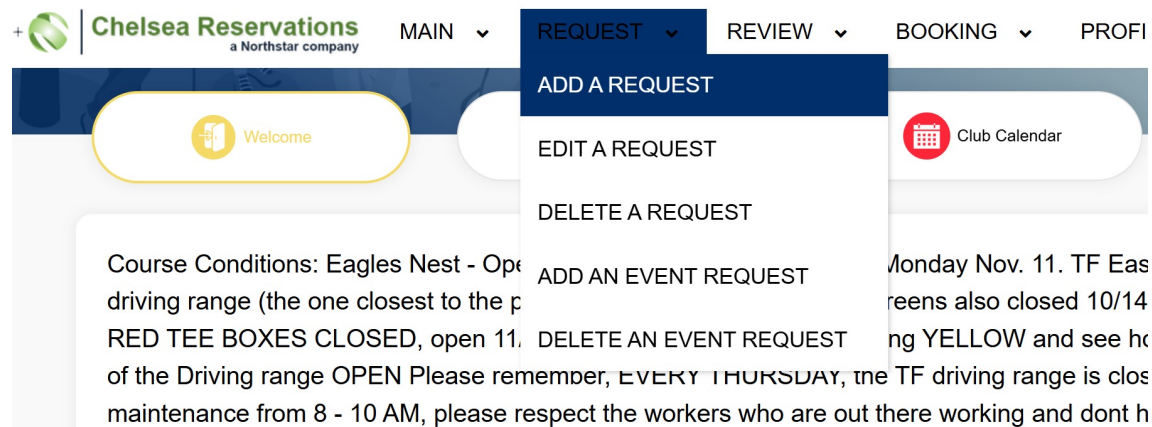
Look under the “golf”
tab on the PC Website
or get copies from the
golf shops.

You want to play on Thursday November 21 at 9 am.

Step 1: Check the calendars

21 <u>EAGLE'S NEST</u> 8:00 SG PCMGA 1:30 SG PCM9GA	21 <u>East Course</u> 8:00 SG PCMGA 1-9 8:00 SG H.O. 10 -18 1:00 SG H.O.
21 <u>WEST Course</u> 7:30 Tee Times 1:30 Twilight/9 Holes	Eagles Nest booked with League Play East has 9 holes booked in the morning with League Play and 9 holes are open for home owners. West is available all day, with 9 hole times starting at 1:30.

Step 2: Go into Chelsea system and click “add a request” under the request tab.



Pro Tip: The process is much easier on a computer than a phone. If you want to use your phone, ask staff how to reach the full site from the Chelsea app.

A close-up image of a hand holding a white card with the word 'request' printed on it in a bold, black, sans-serif font. The card is slightly tilted, and the hand is positioned at the top right corner.

Step 2: Go into Chelsea system and click “add a request” under the request tab.

Step 3: Choose a course:

Set West as first choice, since it is the only one open at 9am.

Also enter East and Eagles Nest in case the shotguns don't fill up and a spot might be open.

Pro Tip:

Always select all three courses

Always select time preference

Step 5: Select the desired time

Step 6: Select 9 or 18 holes

If 9 holes, make sure you choose a time designated for 9 hole play.

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MAIN ▾ REQUEST ▾ REVIEW ▾ BOOKING ▾ PROFILE ▾ LOGOUT

Play Date:
Select the date you wish to play. Sat 09-November-2024 ▾

Course Selection:
Select a course sequence.

#1 TF West ▾

#2 TF East ▾

#3 Eagle Nest ▾

Requested Time:
Select the preferred time. Requested: 09 ▾ 00 ▾

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


Hole Selection:
Select the number of holes. 18 ▾

of Tee Times:
Enter the # of consecutive tee times desired. 1 Break Link: No ▾

Player Information ➔

Step 5: Insert players

Enter homeowner number or use the search function

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MAIN

REQUEST

REVIEW

BOOKING

PROFILE

LOGOUT

Hi!

Play Date: Sat 09-November-2024

Requested Time: 08:00 AM

Course: Eagle Nest

Buddy List

Member #	Guest	Guest First Name	Guest Last Name
<div><div></div><div>#1</div><div></div></div>			
<div><div></div><div></div><div></div></div>	<div>No Guest</div>	<div></div>	<div></div>
<div><div></div><div></div><div></div></div>	<div>No Guest</div>	<div></div>	<div></div>
<div><div></div><div></div><div></div></div>	<div>No Guest</div>	<div></div>	<div></div>

☐ Add Members to Layne R Sheridan's Buddy List

Submit

To use the search function: 1, click the magnifying glass and 2, type in a few letters of the player's name and 3, click on the name of the player you want to add.

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MAIN ▾ REQUEST ▾ REVIEW ▾ BOOKING ▾ PROFILE ▾ LOGOUT

HI! LAYNE

Buddy List

Enter at least two letters of a name


mcca Search 9 matches

Select	Member #	Last Name	First Name	Phone
<input type="checkbox"/>	53545121	MCCABE	BILL J	
<input type="checkbox"/>	93567611	MCCAHAH	JOHN	623-935-6761
<input type="checkbox"/>	75456411	MCCAIN	THERON D	
<input type="checkbox"/>	75456402	MCCAIN	VALERIE L	4257545640
<input type="checkbox"/>	23902172	MCCALMAN	SHERYL K	4252390217

Member #	Guest	Guest First Name	Guest Last Name
38821962			
#1			
LAYNE R SHERIDAN			
	No Guest ▾		
	No Guest ▾		

Step 7: After you add players, click submit.

Step 8: Review your confirmation

 **Chelsea Reservations**
a Northstar company

[MAIN](#) [REQUEST](#) [REVIEW](#) [BOOKING](#) [PROFILE](#) [LOGOUT](#)

Tee Time InfoPlayer InfoConfirmation

Your Tee Time request has been recorded.

Play Date: Sat 09-November-2024

Course: TF West

Holes: 18

Requested Time: 08:00 AM

Team	Player	Conf #
1	LAYNE R SHERIDAN - 38821962	37397
	JOHN MCCAHAN - 93567611	
	BARBARA A MCKINNEY - 93568562	
	LYMAN GALLUP - 59429711	

☐ Repeat Request

Add Another Request

What if I have more than one group that would like to play together?

Enter the number of groups to link.

Select the number of holes.

Number of tee times: Break Link:

Enter the number of consecutive tee times desired.

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MAIN ▾ REQUEST ▾ REVIEW ▾ BOOKING ▾ PROFILE ▾ LOGOUT

Hi! LA

Edit Tee Time Info Player Info Confirmation

Play Date:

Select the date you wish to play.

Course Selection: #1

Select a course sequence.

#2

#3

Requested Time: Requested:

Select the preferred time

Preference:

Select which is more important, time or course.

Hole Selection:


Select the number of holes.

Number of tee times: Break Link:

Enter the number of consecutive tee times desired.

☐ Add Members to Wayne R Sheridan's Buddy List

How do I know how many points I have?

 **Chelsea Reservations**
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MAIN ▾ REQUEST ▾ REVIEW ▾ BOOKING ▾ PROFILE ▾ LOGOUT

HI! LAYNE R

Review My Schedule

Review My Request

Review My Points

Review My Overflow

Points for Layne R Sheridan

Print Details

Play Date	Last Name	First Name	Course	Time Requested	Time Received	Player Points	Guest P
10/31/2024	SHERIDAN	LAYNE R	Eagle Nest	07:30	08:36	2	0
10/31/2024	SHERIDAN	LAYNE R	Eagle Nest	07:30	08:36	0.5	0
11/07/2024	SHERIDAN	LAYNE R	Eagle Nest	07:45	07:54	2	0

How do I know how many points my buddies have?

- .On the request page, click player info
- .Click buddy list

The screenshot shows the Chelsea Reservations website interface. At the top, the logo "Chelsea Reservations" is displayed with the tagline "a Northstar company". Navigation links include "MAIN", "REQUEST", "REVIEW", and "BOOK". Below the navigation bar, there are three tabs: "Tee Time Info", "Player Info", and "Confirmation". The "Player Info" tab is selected and highlighted with a red circle. Below the tabs, the "Play Date" is set to "Sat 09-November-2024" and the "Requested Time" is "08:00 AM". A "Buddy List" button is visible and highlighted with a red circle. Below the button, a table header is partially visible with columns for "Member #", "Guest", and "Guest F".

Chelsea Reservations
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MAIN ▾ REQUEST ▾ REVIEW ▾ BOOK

Tee Time Info **Player Info** Confirmation

📅 Play Date: Sat 09-November-2024 ⌚ Requested Time: 08:00 AM 🧑 Cour

Buddy List

Member #	Guest	Guest F
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Your buddies list shows how many points they have