



August 28, 2013

Chelsea On-line Court Reservation System

Beginning October 1, the IronOaks Tennis Club will begin using the Chelsea On-line Court Reservation System for tennis court booking. Those of you who are golfers may already know how Chelsea works. Our IronOaks golf courses use Chelsea for tee time reservations. Many tennis clubs across the country use Chelsea for court reservations.

Once Chelsea is in place, you will no longer call in for court reservations at 1:00, two days before play. There will be no need to interrupt what you are doing at 1:00 to call the club and get into an answer queue. Instead, you will log in via the web and be able to request court times as much as 90 days in advance. Then, three days before play, during the night, Chelsea will take all of the requests for the day of play and assign courts (the 'Draw'). At 10:00 in the morning, 3 days before play, the system will send all the players in your group an email informing them of their court assignment (of course, you will be able to opt out of this email feature if you do not want the emails). Chelsea uses a weighting system to determine who gets court assignment preference. People who have played the least number of times in the past 30 days will get priority.

The 90 day request period has some significant advantages. Those of you who coordinate regular play groups each week can enter your players for a month or more in advance and they will be able to see what their schedule is well before the draw is made. If you currently print out schedules for your group, that will not be necessary. If your groups use more than a single court, you can also request up to two courts side-by-side. Chelsea will try to accommodate you.

After the draw is made the court assignments are now called 'Bookings'. During the 3 day period that precedes play, you may modify your booking. For example, if one player in your group will not be able to play, you can replace them with their substitute. Also, during this 3 day booking period, you can select and sign up for any courts that are not previously assigned. During the prime season, there often will not be any unassigned courts, but in the off-season, you will very likely be able to pick a reservation on short notice.

In order to use the Chelsea system, each club member will be assigned a login ID and a password. Your login ID will consist of your 7 digit phone number plus one more digit to accommodate two or more people in the same household. You can log in from any web

connected computer to make your requests or changes. You can even use your tablet or smartphone to make requests. When you are logged in to Chelsea, you can maintain your own profile. If your phone number or email changes, you can make those corrections yourself.

Some Frequently Asked Questions:

Q. Will I be able to request the time that I want to play?

A. Yes. You may select a specific play time or you can set a preferred time with an alternate time as well. Then, when the draw is made, if you don't get your preferred time, you will get priority at your alternate time. If this happens, you will be rewarded in the weighting system for the next time you make a request.

Q. When making a request or a booking, do I need to enter all players in my group?

A. Yes, for singles, you must enter two names. For doubles, you must enter four names. If you have a play group where you want adjacent courts, you must enter all eight players.

Q. Do I have to know the login ID for all players in my group?

A. No, they can be looked up in the member list using their last name - actually you only need part of their last name. Better yet, each member has a 'Buddy List' that you can build and maintain. It's makes selection of players in your group a breeze.

Q. What if I don't have a computer or if I don't use the World Wide Web?

A. There will be a way you can make a request using the keypad on your touch-tone phone (similar to what the golf courses have). However you will have to know the member ID numbers of all the players in your group. It is strongly recommended that you use the on-line, web based program because of its simplicity. It is very convenient and rather intuitive. If you really don't know or want to use the Internet, maybe you can enlist one of the other players in your group to make the requests.

Q. Can any member of my group make a change to a request or a booking?

A. Yes provided you know the confirmation number. Whenever you enter a request, it is given a confirmation number. When the booking is completed (3 days prior to the day of play) all of your players will receive an email with the court assignment and the confirmation number will be in that email.

Q. Will I be able to specify that I only want a hard court . . . or only a clay court?

A. You will be able to specify your court surface at the time you make a request. You will also be able to tell the system if you will accept the alternate surface if your preference is not available when the draw is made. In other words, you can specify a hard court and tell the system that you'll play on clay if all the hard courts are taken.

Q. I've heard that we'll have to show or swipe our homeowner cards each time we play. Is this true?

A. No. The Chelsea system was contracted to take the place of the homeowner's card system. The homeowner's card is intended as a sales or cash register system. Chelsea is a club management system. You will have to check in at the front desk, however. You only have to identify who you are and what court you are scheduled on. Many of you are already known to the staff, and in a short time, they will know most of you. The process of checking in will soon be little more than saying 'good morning' to the person behind the desk.

Q. What happens if I fail to check in at the front desk?

A. Well, that depends on a couple of things. If you are on a court where you have been scheduled, someone on the staff may see that you are there and they may check you in even after play has started. However, if you chronically fail to check in or if nobody on the staff notices you on a given day, you may be penalized with regard to the weighting system. In other words, you will be penalized as if you were a 'no-show'. This will affect your position the next time your name comes up in the draw.