



ONLINE RESERVATIONS INSTRUCTIONS & TIPS



PELICAN BAY

WWW.PELICANBAY.ORG

1. Navigating to the Online Reservation Page after logging into the Foundation Website

Once logged in to PelicanBay.org, scroll over "Restaurants". The first item in the drop down list is "Online Reservations". Click on this link.

* Please note that your website login is separate from your online reservation login.

2. Member Registration

To register your account, click on the Member Registration link and complete the fields within the registration form.

3. Member Validation

Enter the following:

1. **Member Number**
2. **First Name:** Enter First Name into the "First Name" field exactly as it is shown on your card.
3. **If a Middle Name or Middle Initial is shown on your card (including the period), you**

must enter it in the "First Name" field after your first name.

4. **Enter your Last Name in the "Last Name" field.**
5. **If a prefix or suffix is shown on your card, DO NOT enter in "Last Name" field.**

Example: If "John D. Smith, Jr." is shown on your member card, here is what it should look like before validating:

The system will then validate whether the information entered is correct. If the system does not validate you, please contact reservationassist@pelicanbay.org.

4. Set up Username and Password

You will then be taken to a page to set your username, password and email address. It will ask you to enter and confirm a password of choice.

In the event the password is forgotten, please enter in an email address to which a "Reset Password" link can be sent.

Once all fields are filled out, click on "Create User" to complete the registration process.

5. Email Confirmation

Upon successful registration, an email message will be sent to the email address entered during the registration process.

6. Logging in & Forgetting Password or Username

Login to Online Reservations: Once you have created your username and password, you may go straight to logging in with your username and password (after already logging into the Foundation website).

Forgot Your Password? If at some point in the future you should forget your password, you can retrieve it by clicking on the "Forgot Password" link found below the Member Login page. You do not need your username. From there, you will be required to enter the email address you provided during the registration process and click "Reset Password". An email will be sent to you including a link by which you can reset your password.

There are a few items to keep in mind as you proceed with your online reservations:

- No Show/No Call for your reservation will result in suspension of your privilege to book any reservation in the future.
- Parties of 7 or more should call for reservations during normal business hours which are 11:30am to 8:30pm.
- Sandbar - 239.597.2781
- Marker 36 - 239.592.5722
- Reservations are for Dinner Hours only, 5:00pm to 8:30pm
- When placing your reservations, please include all members of your group including children in your total party size.
- Use the Notes field to specify any special requests that staff will need to know prior to your arrival. For example a special occasion, high chairs, low tables, wheel chair accessibility, etc.
- You can cancel your reservation through this site. However, if there are changes that need to be made, please call the restaurant directly during business hours. Changes can include number of guests, time of reservation, location, etc.
- Specific table and special tables are not guaranteed, but staff will do their best to accommodate such requests. *Please note that reservations cannot be made for bar area tables.
- If a valid phone number is not in the Foundation's database, there may be issues with reservation confirmation. If you need to or are unsure if your telephone number is updated, please contact the Foundation Member Services at 239.260.8457.
- Members may bring up to 7 accompanied guests. Otherwise, members must obtain guest passes for each additional guest.



Things to keep in mind as you make your reservation

IF YOU HAVE ANY ISSUES WITH YOUR RESERVATION EXPERIENCE, HERE ARE A FEW OPTIONS:

First, make sure you read the member validation and login process on the first page before contacting the Foundation.

Make a reservation **over the phone** by calling one of the restaurants.

OR

e-Mail

reservationassist@pelicanbay.org with your name, member number and email address and describe your technical issue.

Please visit www.pelicanbay.org for upcoming restaurant schedules and entertainment. Download the Pelican Bay mobile app, where you can also make reservations from your mobile device. We encourage you to register on a computer before logging into your mobile device.

After your visit at any of our Foundation location amenities and services, visit www.pbinput.com and provide your feedback on any of your experiences. We value your input.

