



DINING & EVENT
RESERVATIONS

Resident User Guide

At all times we will make every effort possible to provide you the highest level of service. However, we can serve you best when we can prepare for your arrival!

For most of our dining and events, reservations will open 30 days in advance. Some of the more popular events will sell out so we encourage you to make your reservations early!

**You can make reservations for special events
in several different ways:**

Option 1 - Follow the link in the Food & Beverage Newsletter or from an HGRD email.

Option 2 - Use the Club Calendar on the heronsglenc.com website.

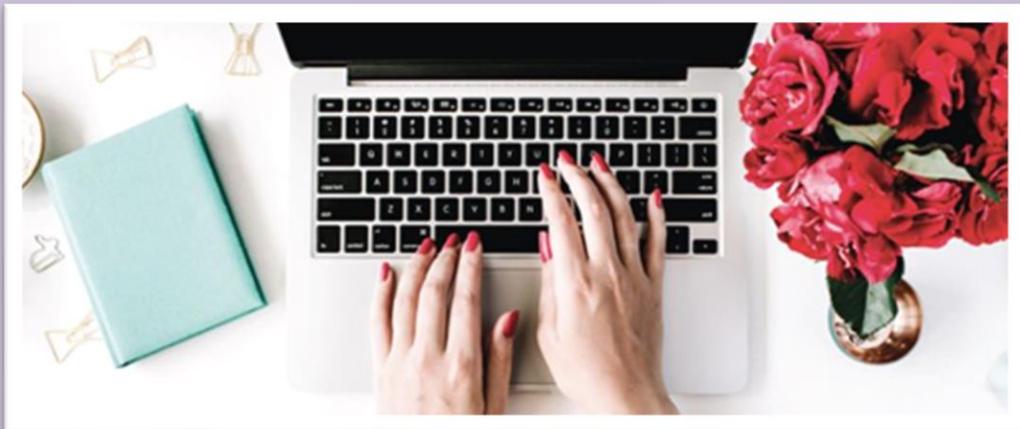
Option 3 - For Dining call (239) 731-4545.

Option 4 - For Resident Events or Concert Series call (239) 731-4501 or purchase tickets in the Administration Office.

Option #1

& the easiest option

Follow the link in the Food & Beverage Newsletter or from an HGRD email.



Here is an example of an email sent to you from the HGRD where you can click a link that will take you straight an event's reservation page. This will prevent you from looking through the calendar for the event.

EXAMPLE ONLY, links will not work on this image:

*Example Only
(links will not work)*

**HERONS
GLEN**

BUFFET, TRIVIA, FUN - ALL UNDER ONE ROOF!



Coming soon

**HERONS
GLEN**

Buffet Starts at 5:00 PM
Games Start at 6:30 PM

Buffet Dinner & Game \$30 Inclusive

RESERVATIONS REQUIRED

Assemble Your Team of 6-8 People
& Call (239) 731-4545 for a Reservation.

Get ready for an unforgettable night of trivia and fun in the Herons Glen Ballroom! On August 26th, we're hosting a trivia night that you don't want to miss. With a delicious buffet starting at 5 pm and the game kicking off at 6:30 pm, get ready to flex your knowledge muscles and have a blast with friends and family. Reservations are required, so call us today at 239-731-4545 to reserve your spot. Trust us, you won't want to miss out on this epic night!

CLICK HERE FOR TO RESERVE YOUR SEAT

Connect with us!

[View as Webpage](#)

You will need to be logged into your account.

You may need to scroll down on the page.

Your name should automatically come up. If you don't see your name, put your cursor in the box and back space until the box is empty. Then type in your member number.

The screenshot shows a reservation form for a "Single Day Event" on "Sat 11/18/2023 at 05:00 PM - 08:00 PM". The "Book For" section has "Self" selected. Below is a table with columns: MEMBER, TYPE, and COMMENTS. The first row shows "01" in the MEMBER column, a pencil icon, "6903 - Stepanich - Tes" in a red-bordered box, "ADULT" in the TYPE column, and an empty COMMENTS box. A yellow arrow points to the "01" member ID. Below the table is a "+ Add More Guest/Member" button. At the bottom, there is a "Publish Reservation" checkbox (checked) and an "Add Comments" link.

Click on "Create Reservation"

This screenshot shows the bottom of the reservation form. It includes a "Publish Reservation" checkbox (checked), an "Add Comments" link, and "Total Reservation Charges: \$0.00". A yellow box highlights the "Publish Reservation" checkbox with the text "Ignore this". A blue "Reservation List" button is on the left, and a green "Create Reservation" button is on the right, with a yellow arrow pointing to it.

For events such as "Socialites," they will be asked to type in which meal they would like of the two choices provided in the original email.

Each person registered will receive a confirmation email. If you need to make a change to your reservation please CALL the restaurant, do not respond to the email.

Option #2

Use the Club Calendar on the heronsglencc.com website.

1. Log Into the Website

Member Login

Member Number

Password

Remember Me

Sign In

[Forgot Password](#)

If This Is Your First Time Logging In Follow These Instructions:

- Enter your 4-digit Member Number. Secondary or Sub-association members need to add a letter. See examples below:
 - Primary Members: XXXX
 - Secondary (Typically Spouse) Members: XXXXs
 - Sub-Association: Solana SXXXX, Meadows MXXXX or Fairways FXXXX
- Enter your temporary password, which is same as your Member Number above.
- You will be prompted to make a new password.

Having trouble? [Click here](#) to send an email or call (239) 731-4566 Monday - Friday between 9 a.m. and 4 p.m.

2. Click on “CLUB CALENDAR”

84.74°F Overcast Clouds

Welcome Back Janine S

CLUB CALENDAR

CLUB STATEMENTS

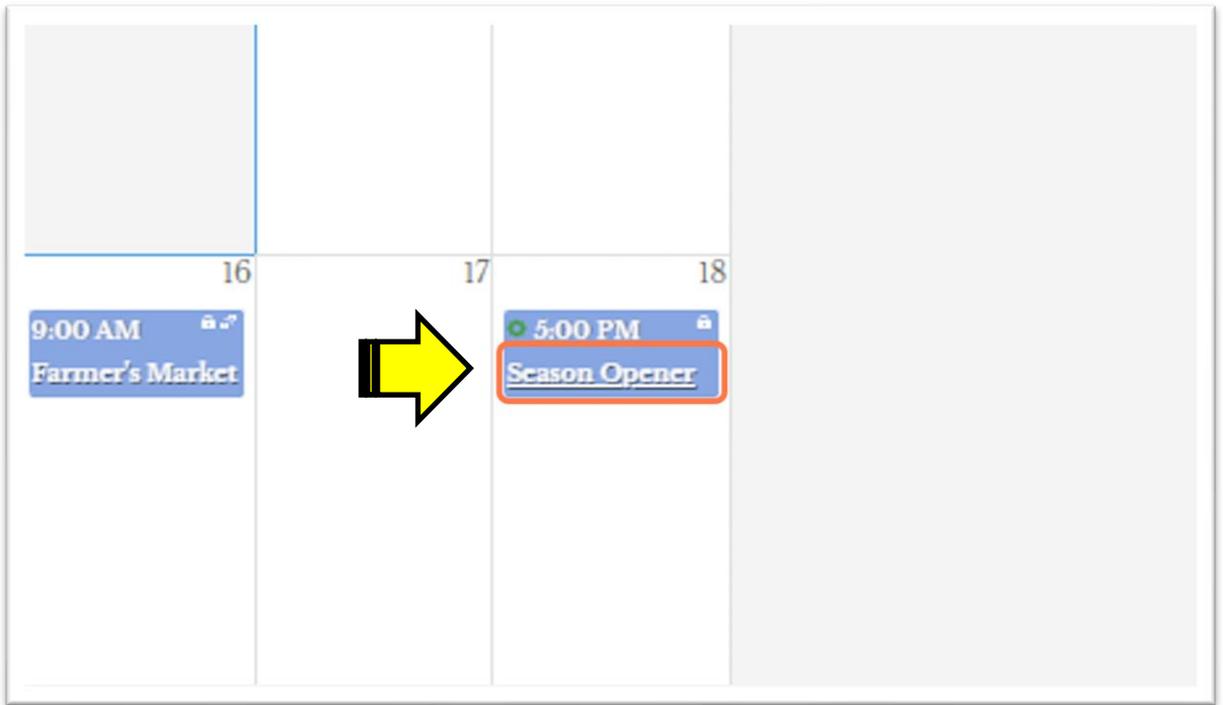
3. Find Your Event

A green dot indicates that the event is open for reservations.

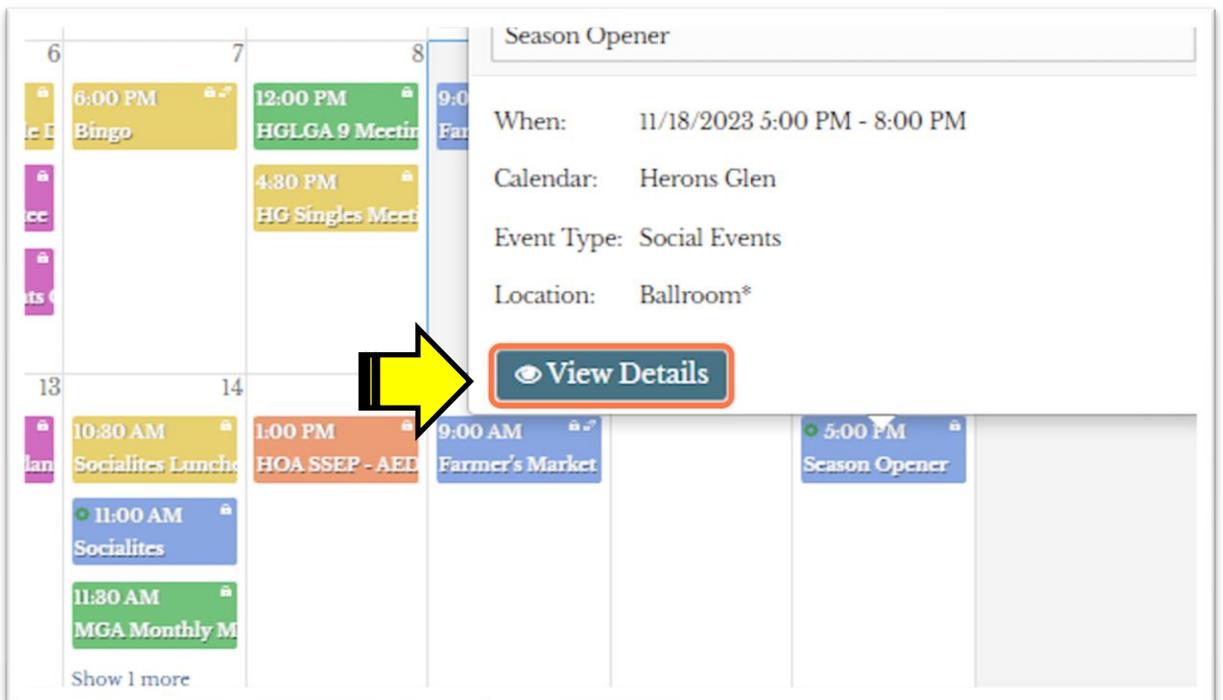
November 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29 3:30 PM Scoops on First I ● 3:30 PM Scoops on First I	30 9:00 AM Board Meeting	31 6:00 PM Bingo	1 11:30 AM HGLGA 18 Montl	2 9:00 AM Farmer's Market 1:00 PM Facilities & Amer 6:00 PM Entertainment in	3	4 4:00 PM Key West Pool Pa
5	6 7:30 AM OnSpot Mobile I 9:00 AM Golf Committee 1:00 PM Resident Events Show 1 more	7 6:00 PM Bingo	8 12:00 PM HGLGA 9 Meetin 4:30 PM HG Singles Meef	9 9:00 AM Farmer's Market 6:00 PM Entertainment in	10	11 5:00 PM Veteran's Day Dir
12	13 9:00 AM Long Range Plan	14 10:30 AM Socialites Lunche ● 11:00 AM Socialites 11:30 AM MGA Monthly M Show 1 more	15 1:00 PM HOA SSEP - AED	16 9:00 AM Farmer's Market 6:00 PM Entertainment in	17 	18 ● 5:00 PM Season Opener
19 3:30 PM Scoops on First I ● 3:30 PM Scoops on First I	20 9:00 AM Board Meeting	21 6:00 PM Bingo	22	23 No Entertainmer 9:00 AM Farmer's Market 11:00 AM Thanksgiving Da	24	25 ● 5:00 PM Team Trivia
26	27	28 6:00 PM Bingo	29 12:00 PM HGLGA 18 Montl	30 9:00 AM Farmer's Market 6:00 PM Entertainment in	1	2

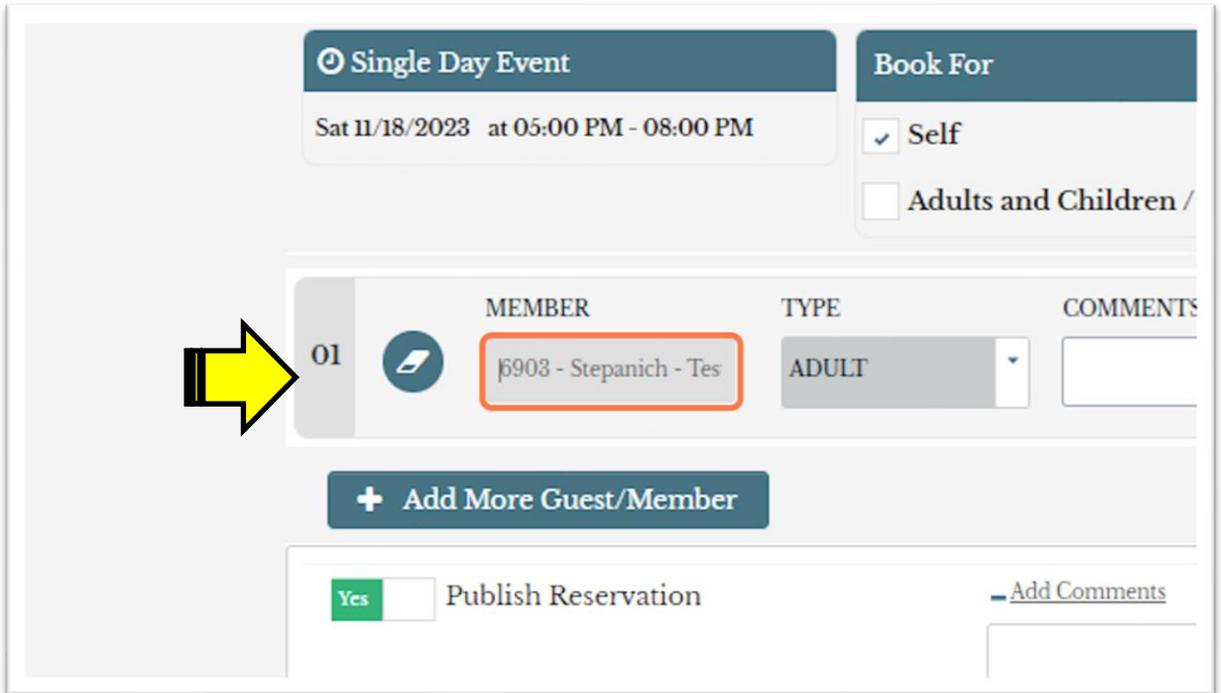
4. Click on the Event.



5. Click on "View Details"



Your name should automatically come up. If you don't see your name, put your cursor in the box and back space until the box is empty. Then type in your member number.



Single Day Event
Sat 11/18/2023 at 05:00 PM - 08:00 PM

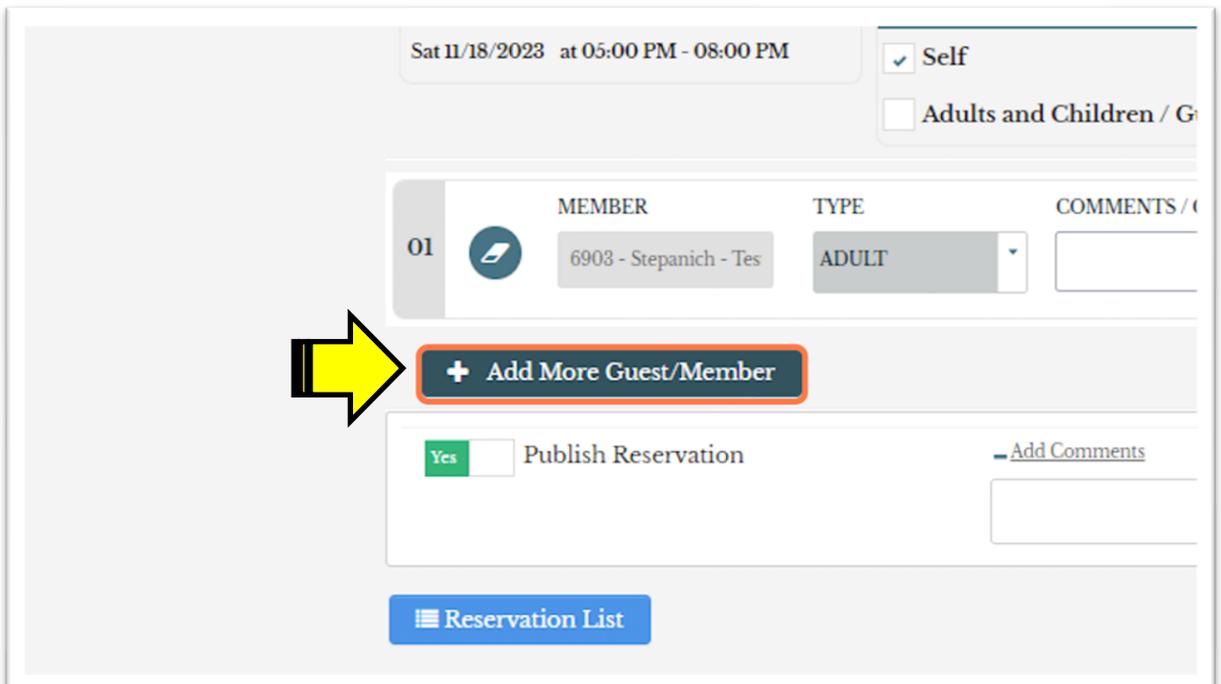
Book For
 Self
 Adults and Children /

	MEMBER	TYPE	COMMENTS
01	 6903 - Stepanich - Tes	ADULT	

[+ Add More Guest/Member](#)

Yes Publish Reservation [Add Comments](#)

6. If you have another attendee hit “Add More Guest/Member”.



Sat 11/18/2023 at 05:00 PM - 08:00 PM

Self
 Adults and Children / G

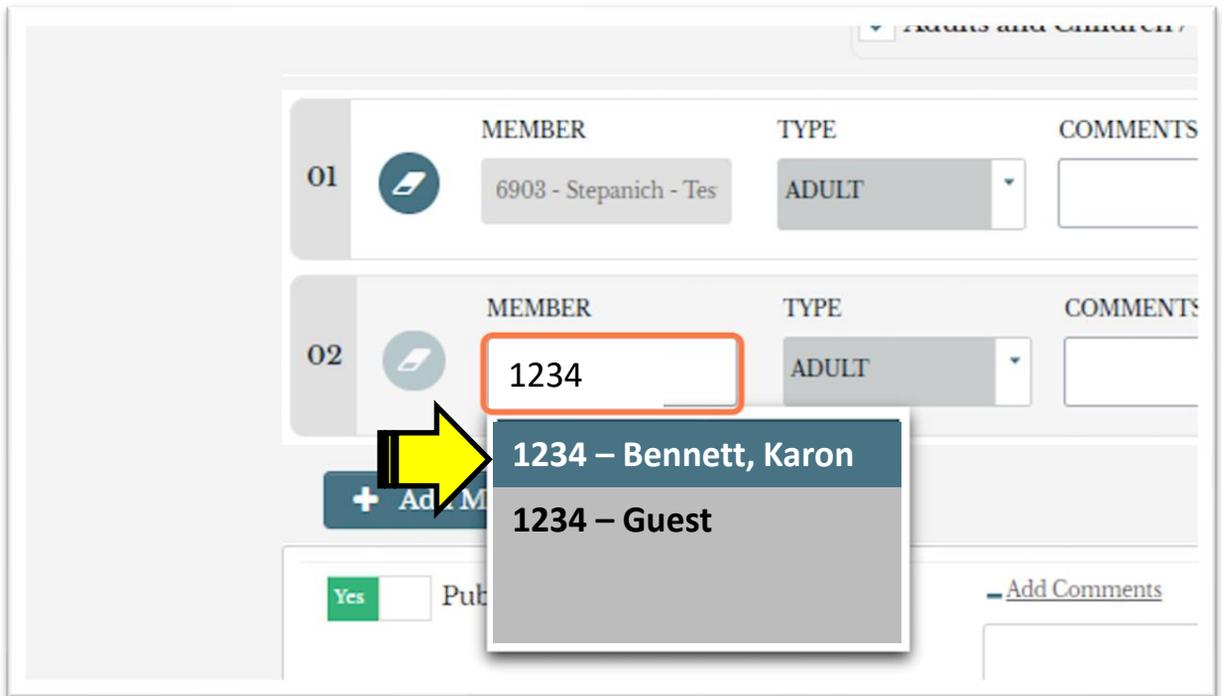
	MEMBER	TYPE	COMMENTS / C
01	 6903 - Stepanich - Tes	ADULT	

[+ Add More Guest/Member](#)

Yes Publish Reservation [Add Comments](#)

[Reservation List](#)

7. Type the name or member number of your next guest.



	MEMBER	TYPE	COMMENTS
01	 6903 - Stepanich - Tes	ADULT	
02	 1234	ADULT	

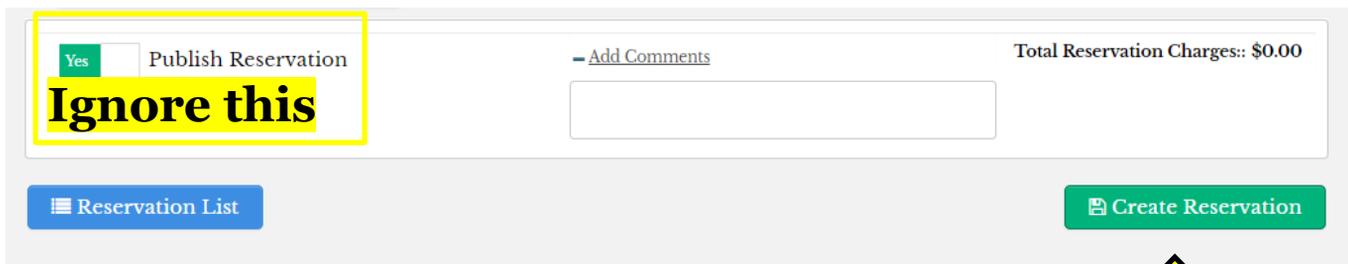
+ Add Member

Yes Publish

[Add Comments](#)

1234 – Bennett, Karon
1234 – Guest

8. Click on “Create Reservation”



Yes Publish Reservation

Ignore this

[Add Comments](#)

Total Reservation Charges: \$0.00

Reservation List

Create Reservation

**Hitting” Create Reservation”
is your final action.**

Each person registered will receive a confirmation email. If you need to make a change to your reservation please CALL the restaurant, do not respond to the email.

Option #3

Using the online reservation system is our preferred method of receiving your reservation. However, if you experience difficulty with it, please call Janine Stepanich to make your reservation at (239) 731-4581 or email fbdir@hgrdnfm.com.

If you need assistance with logging into the website or using the mobile app, contact Karon Bennett at (239) 731-4566 or email assistantgm@hgrdnfm.com.

Option #4

For Resident Events tickets or Concert Series tickets call (239) 731-4501 or purchase tickets in the HGRD Administration Office.

