



CAMPBELLTOWN



Halls and Community Centres

STEP-BY-STEP USER ONLINE BOOKING GUIDE

Contents

Where to start?	3
Booking a Hall or Community Centre for your special event	4
Booking Refinement	5
Single day booking	6
Multiple day booking	7
Booking refinements	8
Confirming your booking	9
Account Registration	11
Creating an Individual User Account	12
Creating a Business or Organisation user Account	13
Reset your password	14
Manage your account/booking	16
Part payments	17

Use Bookable to hire our facilities and recreational spaces.

This guide will show you how to register as a customer and complete a booking.

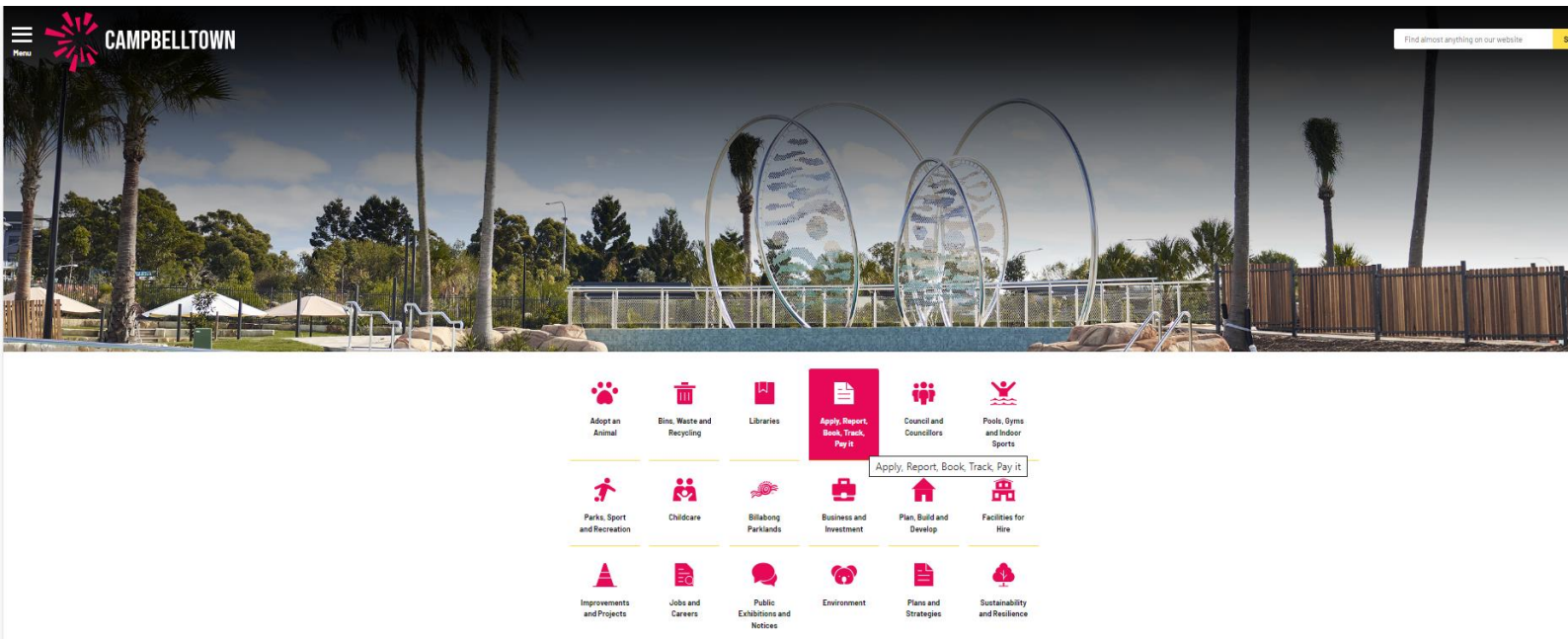
WHERE TO START

Visit our website
www.campbelltown.nsw.gov.au

BOOK IT

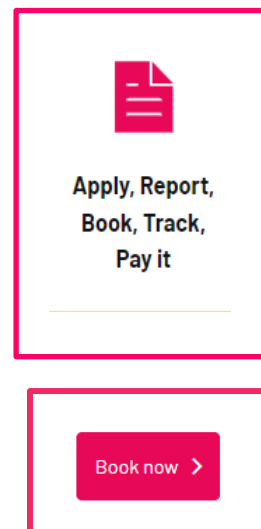
Select the **'Apply, Report, Book, Track Pay it'** button from the popular links menu, click **Book it on** the next page, and then from the link options click **Hall hire for private/business/school functions**

On the next page, scroll down and click **Book now** to view the Services and Facilities for hire webpage.



FACILITIES FOR HIRE

Selecting the **'Book now'** icon will present a listing of all the facilities that you can hire. To refine this listing to halls only, select the filter from the **Venue type** drop down.



Select the hall from the listing for further details and to book your event, function, workshop or meeting.

Booking a Hall or Community Centre

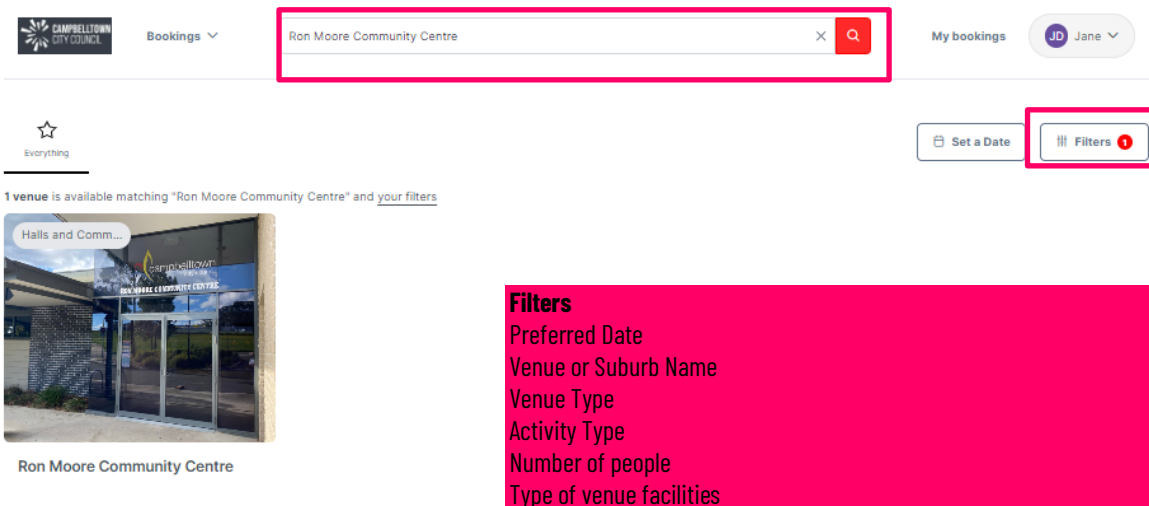
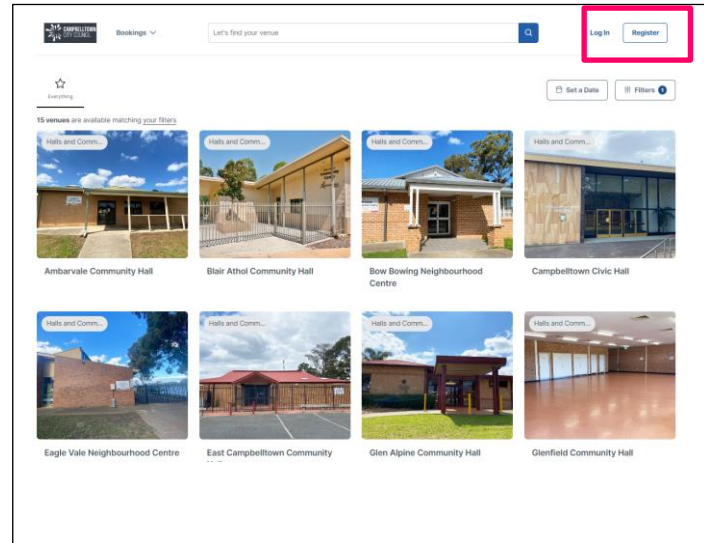
BOOK A HALL

Based on the filters selected, a new window will open with a summary of your selection. **Please note:** You will need to **register or log in** first before booking.

For this example, we have identified the Ron Moore Community Centre which is entered into **Venue name or Suburb name** filter field.

If this is the venue you wish to book, then click on **Book it**

The list of **bookable items** will show as the below. If there are meeting rooms available, you can also book the rooms by clicking **book it** next to each item.



BOOKABLE ITEMS

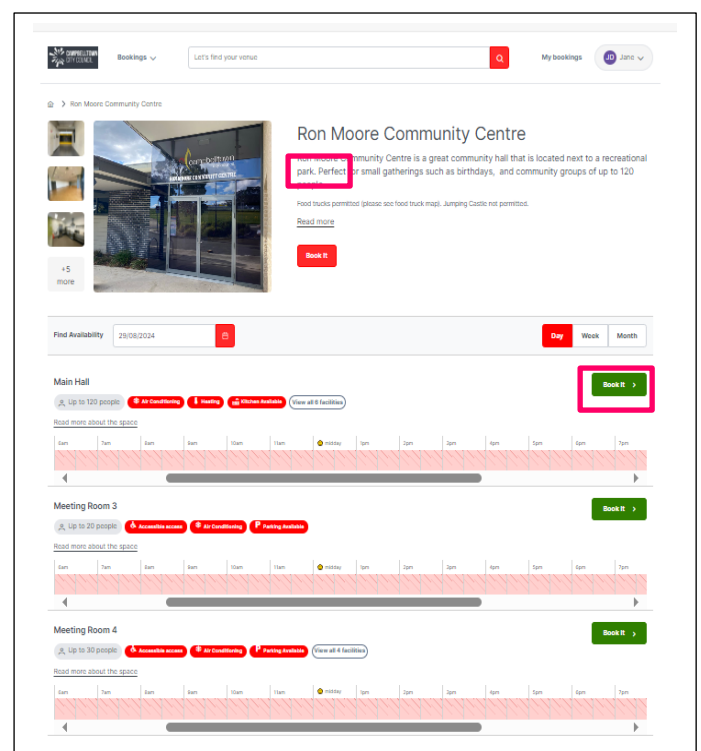
Details of the venue you want to book will be displayed.

The list of **Bookable Items** will be displayed. If there are meeting rooms available, you can book the rooms by clicking **book it** next to each item.

You can adjust the view to weekly or monthly.

Find further information by scrolling down or clicking **Read more**

Select the **Book it** button to continue with the booking process.



Booking Refinement

You're now ready to go ahead with your booking. This is where you enter specific details about your event.

Booking Name: title of the event (*ie Fred's Birthday Party*)

Attendee Numbers: the approximate number of people attending.

Purpose: from the put-down menu, select the description that closely matches the purpose of your event.

Customer: User should already be logged in and the system will populate details automatically.

Date and Time: Ensure the date and time is correct
Bookings start with one single day. You can add additional days or date sequences by clicking **Add a Date or Create a Series.**

Multiple item Bookings: You can add another bookable item e.g. meeting room by clicking the drop-down **Add another.**

When finished, click **Continue to Pricing & Confirmation** to continue to the next stage of the booking.

The screenshot displays the 'Booking Refinement' stage of the booking process. At the top, there is a progress bar with three steps: 1. Find, 2. Refine (current step), and 3. Confirm & Checkout. The 'Campbelltown City Council' logo is in the top left, and a 'Cancel' button is in the top right. A red box highlights the 'Continue to Pricing & Confirmation' button in the top right corner.

The 'Booking Information' section contains the following fields:

- Name of Booking** (15/150 characters): Jane's Birthday
- Purpose of Booking**: Activity - Party
- Number of People Attending**: 100
- Your Booking Account**: Proceed as Jane Doe (Private Hirer) with a link to 'Not you? Log out'.

The 'Booking Items' section shows a date selection for Thursday 05/09/2024. There are buttons for '+ Add a Date' and 'Create a Series'. Below this is a 'Booking summary for Thursday 05/09/2024' showing the booking for 'Main Hall' from 4 PM to 5 PM. There is an 'Add another' button at the bottom of the summary.

Please Note: If you are a new user to the Council Booking System, you will be required to create a user account by registering your details. This is free and will allow you to manage your current and future bookings with us.

Single Day Bookings

Enter the date and time of your booking.
Select the area to be booked from the drop down and the time you wish to use the venue.

If the event is using more than one space within the same venue (i.e Hall, Meeting Room or Office) then click on **Add another** to add other spaces.

To delete a space from your booking, click on the **X** icon next to the item that is not required.

When finished, click [Continue to Pricing & Confirmation](#) to continue to the next stage of the booking.

Booking Items

Thursday
05/09/2024

+
Add a Date

↻
Create a Series

Booking summary for Thursday 05/09/2024

On 05/09/2024

You are booking

Main Hall	from	4 PM	:	00	to	5 PM	:	00	X
Meeting Room 4	from	4 PM	:	00	to	5 PM	:	00	X

Add another

Multiple Day Bookings

To book a multiple day event:

- Enter all information as above
- To add a single date, just click **Add a Date**
- To add multiple dates, click **Create a Series**

Daily - Consecutive Days;

Weekly - Select which day you wish to repeat the booking for and for how many weeks. Multiple days can be selected.;

Monthly - You can select the day each month or alternatively you can select a sequence such as the 1st Sunday of each month for 6 months.;

× Add new date or repeat

Repeating series Individual dates

Booking date to copy

Thursday 05/09/2024

Start repeating on

05/09/2024

Repeat every

1 days

End series

after 2 time/s

On

× Add new date or repeat

Repeating series Individual dates

Booking date to copy

Thursday 05/09/2024

Start repeating on

05/09/2024

Repeat every

1 weeks

Repeat on

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Repeat times

The same time on each day

Varying times on different days

End series

after 2 time/s

On

× Add new date or repeat

Repeating series Individual dates

Booking date to copy

Thursday 05/09/2024

Start repeating on

05/09/2024

Repeat every

1 months

Repeat on

On day 5

On the first Thursday

End series

after 2 time/s

On

Booking Refinement

You will now notice the repeat dates are showing on the booking screen under **booking items**.

If you have made a mistake, delete the date(s) by clicking on the Bin icon next to the date.

When finished, select **Continue to Pricing & Confirmation**, to continue to the next stage of the booking.

The screenshot displays a three-step booking process: 1. Find, 2. Refine, and 3. Confirm & Checkout. The 'Find' step is active.

Booking Information

- Name of Booking (15/150 characters): Jane's Birthday
- Purpose of Booking: Activity - Party
- Number of People Attending: 100
- Your Booking Account: Proceed as Jane Doe (Private Hirer) with a 'Not you? Log out' link.

New Booking

- Starting Thursday 5th September 2024
- Ron Moore Community Centre

Notes from the Booking Team

If you require any assistance making a booking please contact our Booking Administration team on (02) 4645 4000.

Booking Items

- Buttons: + Add a Date, Create a Series
- Summary: Booking summary for Thursday 05/09/2024
- On: 05/09/2024
- You are booking:
 - Main Hall from 4 PM : 00 to 5 PM : 00
 - Meeting Room 4 from 4 PM : 00 to 5 PM : 00
 - Add another
- Repeat dates list: Thursday 05/09/2024 (highlighted with a red bar and bin icon), Thursday 19/09/2024 (with bin icon), Thursday 26/09/2024 (with bin icon), Thursday 03/10/2024 (with bin icon), Thursday 17/10/2024 (with bin icon), Thursday 24/10/2024 (with bin icon), Thursday 31/10/2024 (with bin icon), Thursday 07/11/2024 (with bin icon).

Price May Change

Campbelltown City Council regularly updates pricing and one or more of the items on this booking may be re-priced at a later date. A notification will be sent if this occurs.

Close

Please Note: Price change may be applied if the booking you're submitting is fully or partially in a new financial year (ie. bookings made after 1 July of each year). You will be informed if this is the case. Click **Close** on the pop-up window to acknowledge this message and continue with the booking.

Adding Dates to the Booking

Select **Individual dates** to enter unique repeat dates and times for your event.

Select the booking date to copy, and then click on **Add another date** to include them in your booking.

When you've completed putting all your dates in, check your details and then click on **Save** to continue to the next stage.

✕ Add new date or repeat

Save

Repeating series Individual dates

Booking date to copy
Thursday 03/10/2024

New dates
30/08/2024 from 4 PM : 00 to 5 PM : 00 ✕
Add another date

Confirming your Booking

When all details have been entered, you will be asked to confirm your booking details on the **Confirm & Checkout** page.

Please check that all the information presented is correct, in particular the **Booking Breakdown** details.

Please note: You won't have the option to edit dates and times on this page. You will need to go back to the **Refine** if you need to.

Additional options:

- Upload documentation
- Add additional contacts
- Complete checklist

Complete Booking

1 Find 2 Refine 3 Confirm & Checkout

Confirm Booking Information

Name of Booking (16/100 characters)
Jane's Birthday

Purpose of Booking
Activity - Party

Number of People Attending
100

Description (1000 characters)
You can optionally leave a description to help you remember what the booking is for, and to guide our bookings team.

Special Requirements (1000 characters)
Let us know special requirements you have, such as accessibility needs, dietary restrictions, or technical requirements.

Jane's Birthday
Your booking is temporarily reserved whilst you complete everything
Starting Wednesday 18th September 2024
Non Moore Community Centre
Jane Doe
Modify Booking Download Quote

Pricing Summary

Fees	\$4,824.00
Bonds	\$600.00
Booking fees	\$4,824.00
Total incl. GST	\$5,424.00
Payable now	\$0.00
Payable later	\$5,424.00

Booking Breakdown

Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
Wednesday 18th September 2024								
Main Hall	09:00 AM	09:00 PM	Hours	8	\$61.00	\$536.00	\$48.73	
Wednesday 25th September 2024								
Main Hall	09:00 AM	09:00 PM	Hours	8	\$61.00	\$536.00	\$48.73	
Wednesday 2nd October 2024								
Main Hall	09:00 AM	09:00 PM	Hours	8	\$61.00	\$536.00	\$48.73	
Wednesday 16th October 2024								
Main Hall	09:00 AM	09:00 PM	Hours	8	\$61.00	\$536.00	\$48.73	
Wednesday 23rd October 2024								
Main Hall	09:00 AM	09:00 PM	Hours	8	\$61.00	\$536.00	\$48.73	
Wednesday 30th October 2024								
Main Hall	09:00 AM	09:00 PM	Hours	8	\$61.00	\$536.00	\$48.73	

Confirm your Booking

Before completing your booking, you will be asked to complete a checklist that will assist us with identifying if any additional information is required to validate and finalise your booking.

The next prompt will request you to acknowledge that you have read and accept the Terms and Conditions for Hall Hire.

Click the check box and select **Continue**.

Terms and Conditions

Halls Hire Agreement
[Hall Hire Agreement](#) including full Terms and Conditions

I have read and accept the Terms and Conditions.

[Print](#)

Continue

Congratulations you have now successfully created a booking with us at Campbelltown City Council.

Please note: This is a tentative booking and not a confirmed booking. All bookings are reviewed and confirmed bookings are contacted by Customer Service to finalise.

Your booking has been received!

Your booking is now in review, and we have emailed a copy of everything to jane.doe@gmail.com

- View and manage your booking
- Duplicate this booking and make another
- Explore other venues available to hire
- Download a copy of your receipt

Booking #22223

Jane's Birthday

- Ron Moore Community Centre
- Starting Wednesday 18th September 2024
- Jane Doe

Account Registration

Here you will be able to register as a user or an organisation:

To complete a hall booking, you must create an account and be registered through the online booking system.

- Login (once you are registered)
- Check on the availability of a venue
- Create a booking
- Search for other venues using filters

Creating an Individual User Account

Registration Type: I am Individual

Account Type: Private hirer

Follow the below to create a personal user account:

Registration Type section:

To register as an individual, select [Private Hirer](#) from the menu tabs under Account type.

Create Account section:

As requested, enter your email address and a unique password for your account. This email address will be used as your user account name.

Note: The green line beneath the password field will indicate the strength of your password.

Repeat the process to confirm your credentials.

Your Details section:

In this section, please define name and contact details for the primary user of the account.

Required Document section:

If you have any documentation to upload such as insurance or certificates, you can do so in this section.

Read the [Privacy Policy](#) and [Terms of Use](#).

Select [Create Account](#) to complete the registration.

This screenshot shows the 'Account type' section of the registration form. At the top, there is a header 'Register with your email address' and a red 'Create account' button. Below this, the 'Account type' section is titled 'I am an individual' and features a red 'Private Hirer' button. A horizontal menu lists various categories: Commercial Business, Government, Not for Profit, Religious and Youth Groups, School (Educational Institutions) - Inside LGA, School (Educational Institutions) - Outside LGA, and Sporting Clubs/Associations. The 'Your account' section contains two columns of input fields: 'Email' (with a sub-field for 'First email') and 'Confirm email', 'Password' (with a sub-field for 'First password'), and 'Confirm password'. A 'Password strength' indicator shows a green bar and the text 'Strong'. A 'Note' box lists password rules: 'At least one lowercase', 'At least one uppercase', 'At least one numeric', and 'Minimum 8 characters'.

This screenshot shows the 'Your Details' section of the registration form. It starts with a header 'Register with your email address' and a red 'Create account' button. The 'Your Details' section includes a 'Title (optional)' dropdown, 'First name' and 'Last name' text boxes, 'Mobile Number' and 'Landline (Optional)' text boxes with country codes, 'Street address' text box, 'Select a country' dropdown, and 'Suburb/City', 'State/Region/Province', and 'Postcode' text boxes. Below this is the 'Required documentation' section, which states 'Make sure each document you upload is no larger than 30MB. Registrations that do not include the required documents may be delayed or rejected.' It shows 'NA' with 'No documents uploaded.' and a 'Choose a File' button. The 'Our terms of use' section includes a statement: 'By creating an account, you agree to our Terms and have read and acknowledge our platform privacy policy and council privacy policy.' and a red 'Create account' button.

Registered successfully

Congratulations, your registration has successfully been submitted and verified. You are now able to login and start making bookings.

OK

Creating a Business or Organisation User Account

Registration Type: I represent a company or organisation

Account Type:

- Commercial Business
- Government
- Not for Profit (NFP)
- Religious and Youth Groups
- School (Educational Institution)
 - Inside LGA
 - Outside LGA
- Sporting Clubs/Associations

Follow the below to create a business or organisation account:

Account Type section:

To register as an organisation, select the appropriate type of company or organisation you represent under account type.

Your Account section:

As requested, enter your email address and a unique password for your account. This email address will be used as your user account name.

Note: The green line beneath the password field will indicate the strength of your password.

Organisation Details section:

Please enter the details for your organisation/group into the relevant information fields provided.

Repeat the process to confirm your credentials.

If you are unsure of your Australian Business Number (ABN), then use the ABN Lookup facility (<https://abr.business.gov.au/>) located on the Australian Business Register website.

Your Details section:

In this section, please define name and contact details for the primary user of the account including the contact information for this individual.

Required Document section:

Upload any documents such as public liability insurance, Incorporation certificate or Not for Profit registration.

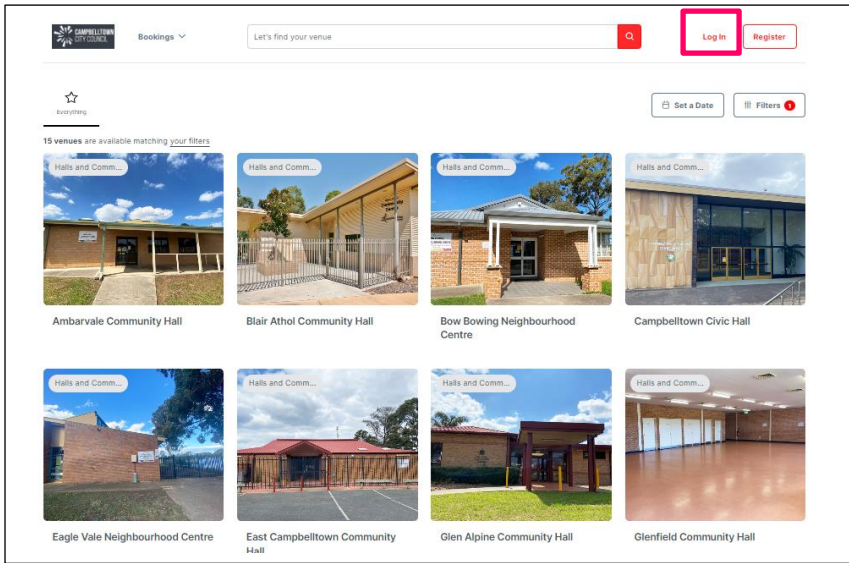
Read the [Privacy Policy](#) and [Terms of Use](#).

Select **Create Account** to complete the registration.

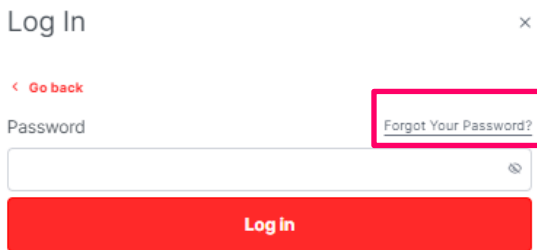
The screenshot shows the registration process on the Campbelltown City Council website. At the top, there is a link to 'Register with your email address' and a 'Create account' button. A warning message states: 'The Hirer must be 21 years of age or over and must provide proof of age, when submitting an application to use the hall.' Below this is the 'Account type' section with a 'Private Hirer' button and several options for representing a company or organisation: Commercial Business, Government (highlighted in red), Not for Profit, Religious and Youth Groups, School (Educational Institution) - Inside LGA, School (Educational Institution) - Outside LGA, and Sporting Clubs/Associations. A note indicates that this account type requires manual verification. The 'Your account' section contains fields for Email, Confirm email, Password strength (with a green progress bar), and Confirm password. The 'Your Details' section includes fields for Title (optional), First name, Last name, ABN (with a dropdown for '01' and '9999 9999'), Street address, Country, Suburb/City, Date/Region/Province, and Postcode. The 'Required documentation' section shows 'No documents uploaded' and a 'Choose a file' button. At the bottom, there is a 'Our terms of use' section with a 'Create account' button. The final screen shows a 'Registered successfully' message with a congratulatory note and an 'OK' button.

Reset your Password

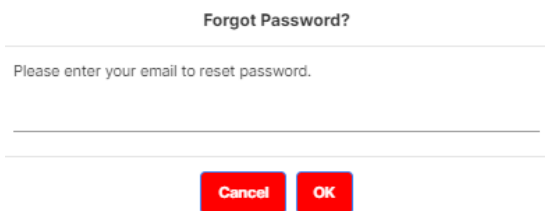
1. To reset your password, click 'Login'. Enter your email address and click log in with email.



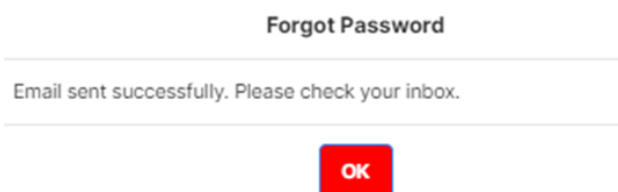
2. Click on 'forgot password'



3. Type in your email address and click 'OK'



4. An email will be sent to your email address. Click on the link within the email and follow the prompts to update your password.



Manage your account/booking

You can manage your bookings through **'My Account'**

- The **'My Bookings'** tab displays all past and current bookings.
- By clicking on the **'Booking name'** you are able to make changes, cancel a booking and upload any applicable documentation e.g. Public Liability
- To make credit card payment, click on **'add a payment'**
- Clicking the three little dots on the right-hand side will allow you to download an invoice or duplicate a booking.

CAMPBELLTOWN CITY COUNCIL

Bookings ▾

Let's find your venue 🔍

My bookings

JD Jane ▾

🏠 > My Account

My Bookings My Details

My Bookings Outstanding : \$7,533.00 **Add Payment**

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
22223	Jane's Birthday	Ron Moore Community Centre	Main Hall	18/Sep/24	30/Aug/24	\$5,424.00	Tentative
22221	Jane's Birthday	Ambarvale Community Hall	Main Hall	23/Sep/24	29/Aug/24	\$1,054	
22220	Jane's Birthday	Ambarvale Community Hall	Main Hall	16/Sep/24	29/Aug/24	\$1,054	

- Send Invoice
- Download Invoice
- Download Confirmation
- Calendar URL
- Duplicate Booking

Please Note: If you cancel a booking, you may be subject to a cancellation fee. Please refer to the 'Terms and Conditions'.

Part Payments

To add a payment to an invoice if you have multiple bookings, click on **add payment**, choose payment type and click on the red downward arrow.

Bookings ▾ Let's find your venue 🔍 My bookings JD Jane ▾

My Account

My Bookings My Details

My Bookings Outstanding : \$7,533.00 **Add Payment**

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
22223	Jane's Birthday	Ron Moore Community Centre	Main Hall	18/Sep/24	30/Aug/24	\$5,424.00	Tentative
22221	Jane's Birthday	Ambarvale Community Hall	Main Hall	23/Sep/24	29/Aug/24	\$1,054.50	Confirmed

The downward arrow will list the generated Tax Invoices.

Select the invoice you would like to make a payment on through the **tick box** on the left, enter the payment amount and click checkout. Then enter the credit card details.

Note: You can manipulate the amount you would like to pay by changing the amount next to the invoice. Total payment amount will appear on the top right corner.

Add Payment

1. Please choose payment type: Payment Amount : \$45.40

Credit Card - (Test) ▾

VISA Mastercard American Express

Booking 22220 - Jane's Birthday (Amount Due: \$1,054.50) **⌵** Pay

	Invoice	Outstanding	Due Date	Amount	Payment
<input checked="" type="checkbox"/>	INV-7076 [INVOICE] Ambarvale Community Hall Main Hall 16/09/2024 09:00 to 16/09/2024 18:00	\$454.50	29/08/2024	\$45.45	45.40
			06/09/2024	\$409.05	
<input type="checkbox"/>	BD-3132 [BOND] Ambarvale Community Hall Halls Low Risk Security Bond	\$600.00	06/09/2024	\$600.00	

Booking 22221 - Jane's Birthday (Amount Due: \$1,054.50) **⌵** Pay

Checkout **Cancel**

My Details

To update your details, click on your account name and then click on **My account**.

On the next page, click on the green edit icon and make any applicable changes and click **Save**


Bookings ▾ Let's find your venue 🔍 My bookings JD Jane ▾

My Account
My Bookings
Log Out

🏠 > My Account

My Bookings My Details

My Personal Information

Personal Details 

Title: Mrs ▾ Given Name(s): Jane Surname: Doe

Sign up to news and other helpful information from Campbelltown City Council TEST

Contact Details

+ Add Contact

Name	Address	Mobile	Documents	Main
Jane Doe	91 Queen St Campbelltown New South Wales 2560	+61410123456		true

Change Password Deactivate Account

Upload Document (Note: * documents added after account verification cannot be deleted.)

Upload Document

A few of our halls



Ron Moore Community Centre



Campbelltown Civic Hall



Ron Moore Community Centre Entry



Eagle Vale Neighbourhood Centre



Blair Athol Community Hall

