CAMPBELLTOWN

Halls and Community Centres
STEP-BY-STEP USER ONLINE BOOKING GUIDE

Contents

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.
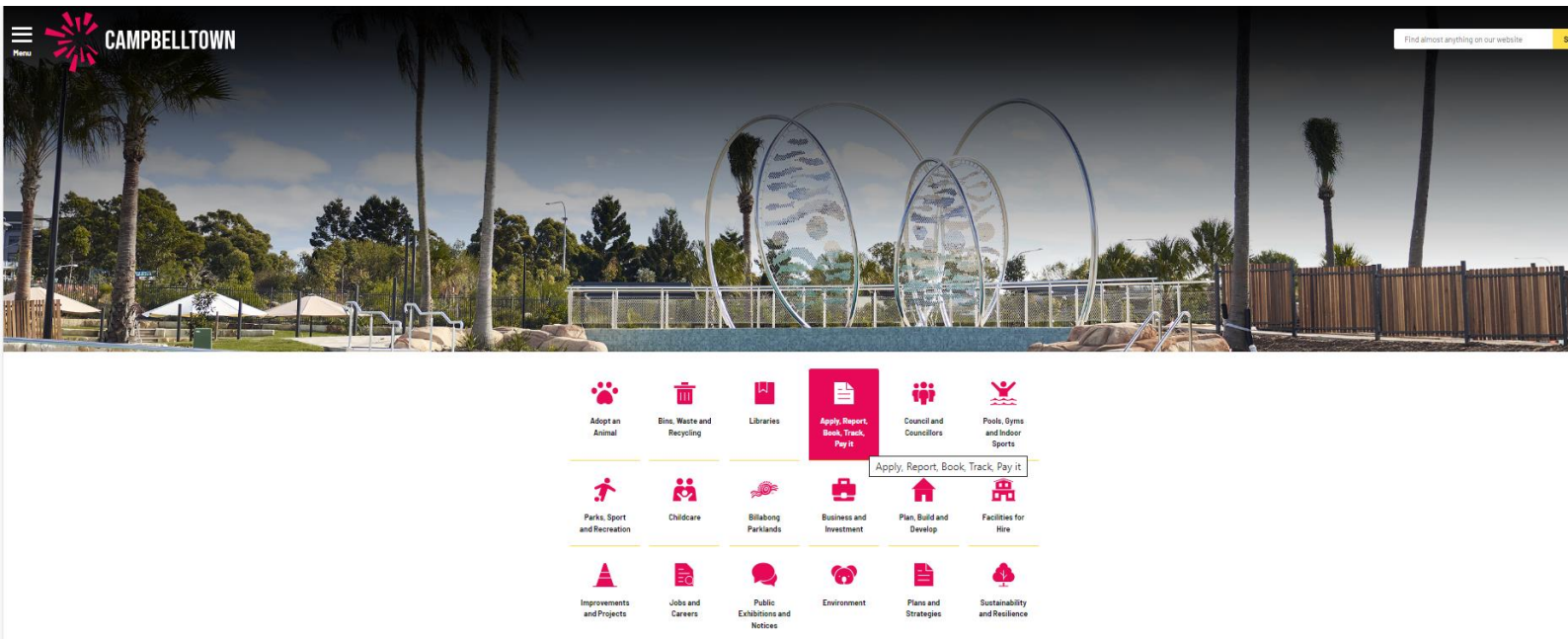
FACILITIES FOR HIRE
Selecting the **'Book now'** icon will present a listing of all the facilities that you can hire. To refine this listing to halls only, select the filter from the **Venue type** drop down.
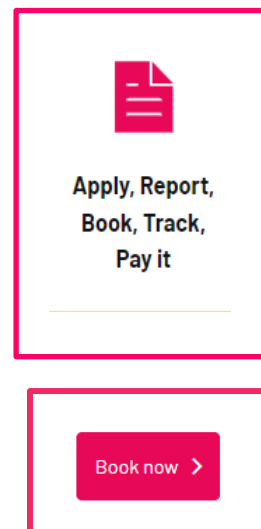
Select the hall from the listing for further details and to book your event, function, workshop or meeting.
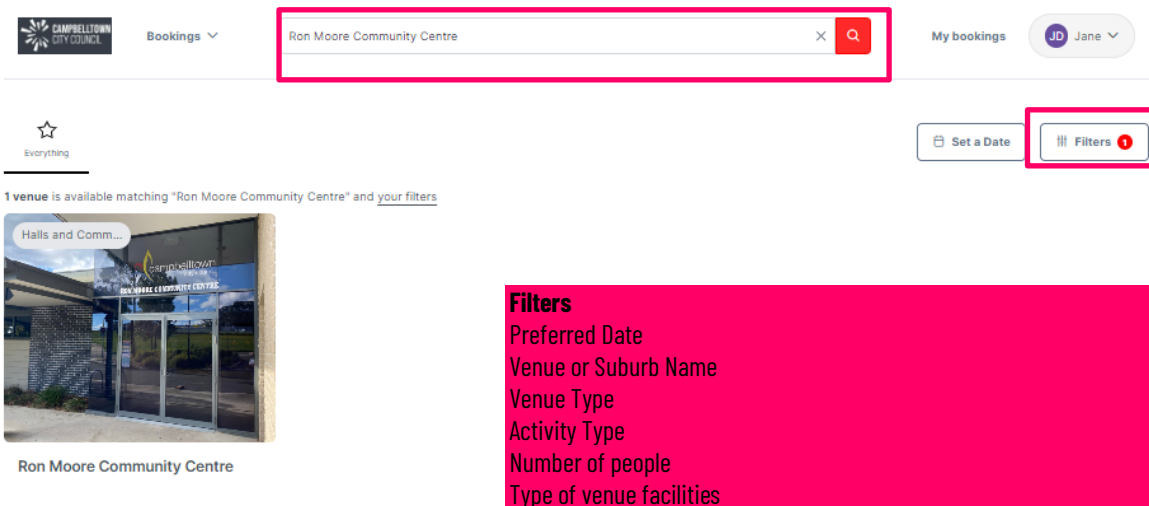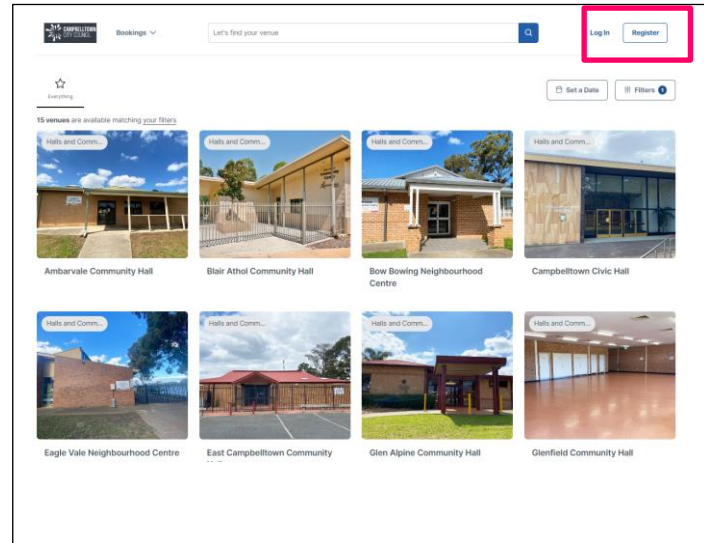
Booking a Hall or Community Centre

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.

Filters
Preferred Date
Venue or Suburb Name
Venue Type
Activity Type
Number of people
Type of venue facilities

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.
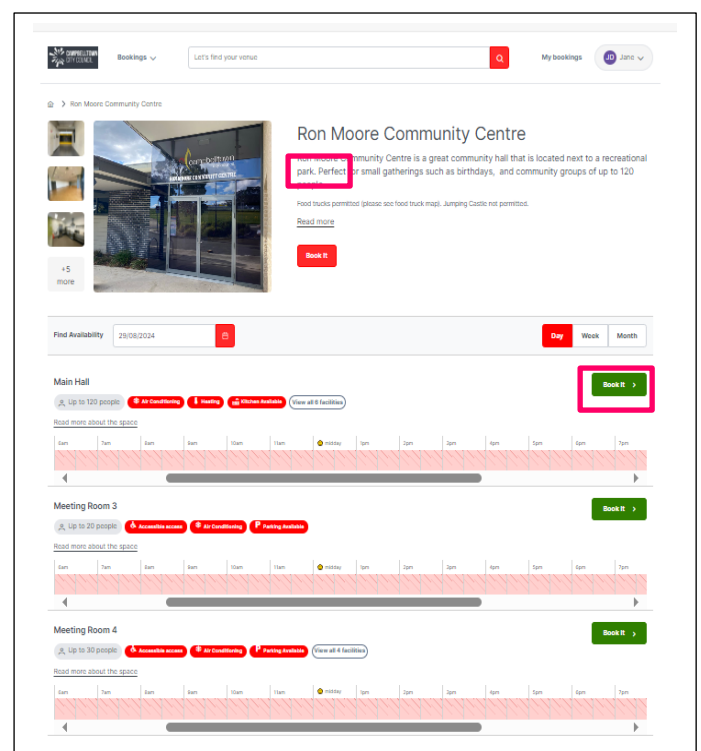
Booking Refinement

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.

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.

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.;

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.

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.

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

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.

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.

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 <u>Private Hirer</u> 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 <u>Privacy Policy</u> and <u>Terms of Use</u>.

Select Create Account to complete the registration.

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

- School (Educational Institution)

– 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.
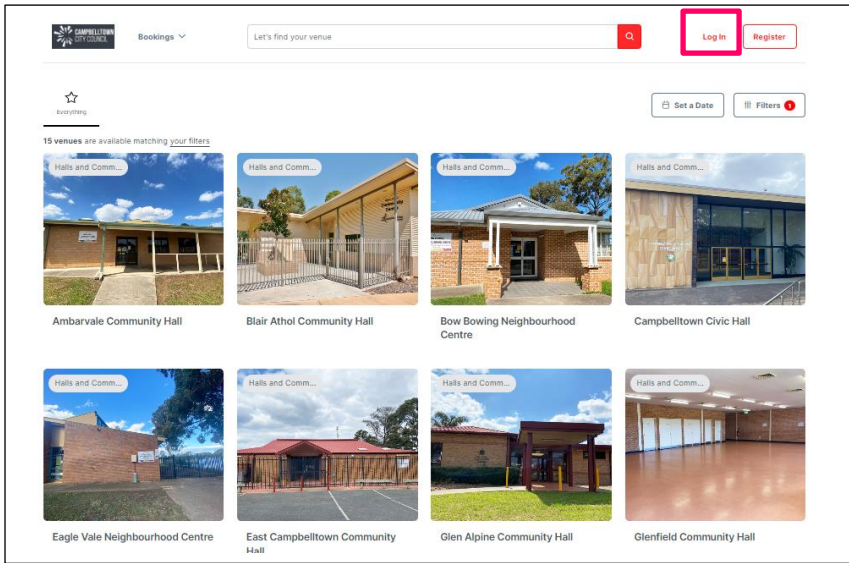
Read the Privacy Policy and Terms of Use.
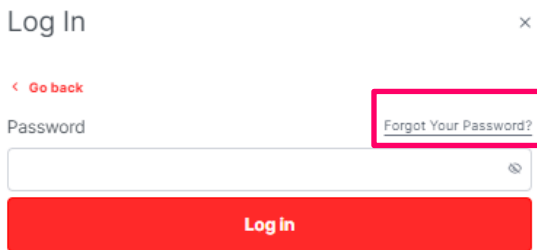
Select Create Account to complete the registration.
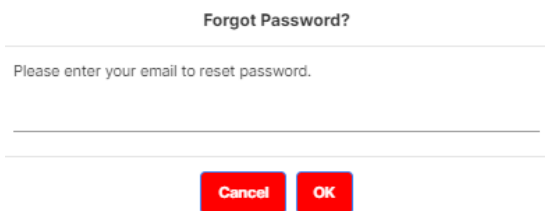
Reset your Password

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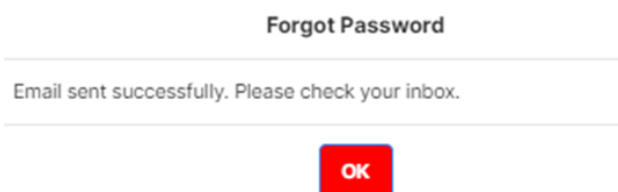

2. Click on 'forgot password'

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.

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.

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.

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

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

www.campbelltown.nsw.gov.au