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 '**Book it**' button from the popular links menu to view the Services and Facilities for hire webpage. From the menu options, select the **'Hall hire for private/ business/school functions'** option. This will show a listing of all the halls that can be hired.
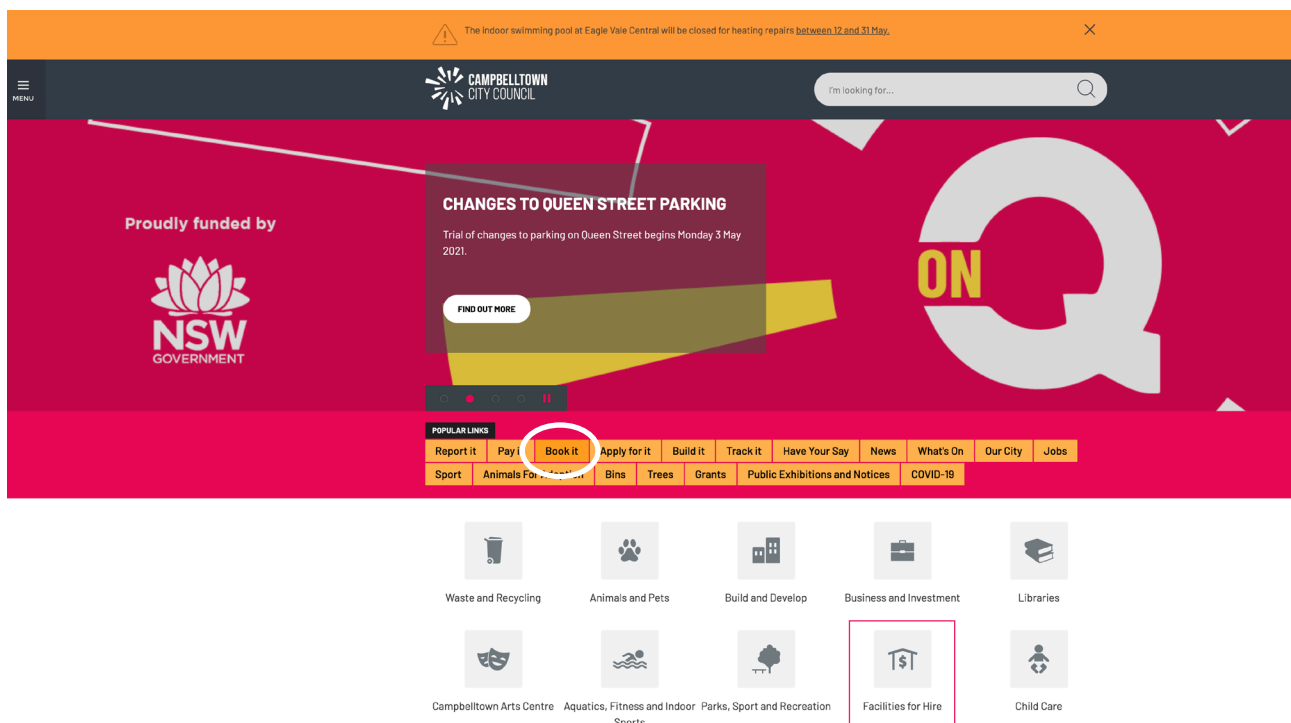
FACILITIES FOR HIRE

Selecting the **'Facilities for Hire'** icon will present a listing of all the facilities that you can hire. To refine this listing to halls only, select Halls entry from the **facility type** drop down.

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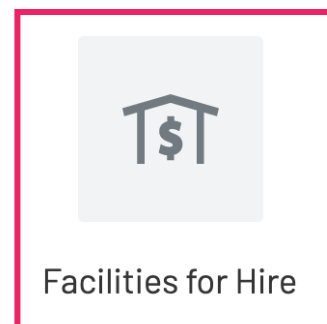
Select the hall from the listing for further details and to book your event, function, workshop or meeting.

Booking a Hall or Community Centre

BOOK A HALL

Based on the venue selected on the Facilities for Hire list, a new window will open with a summary of the venue that was selected.

If this is the venue you wish to book, then click on **Explore Venue** to continue.

For this example, we have identified the Blair Athol Community Hall which is entered into **Search for the Venue** *filter field.*

BOOKABLE ITEMS

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

Bookable Items provides a summary of the spaces that can be hired within the venue and the availability of the spaces.

You can adjust the view to weekly or monthly.

Find further information by selecting the **Venue Details, Images** or **Documents tabs.**

Select the Book Venue 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: If you are logged in, this will prefill or if you are a new user to the Council Booking System, you will be required to create a user account by registering your details. More details can be found in the creating a user account section. Bookings start with a single day. You can add additional days or date sequences.

More details can be entered by selecting the
+ Additional Information section.

1. Search	2. Refine	3. Confirm & Pay

Booking Refinement

1. Booking **Overview** To start your booking, add a Name for the Booking, choose your purpose and login if you are registered

Booking Name: * (150 characters.)	Attendee Numbers: *	Included Dates
Example: "Dance Classes" or "Sports training"	Attendee Numbers	Wednesday 14/04/2021

Purpose: *	Customer:
Purpose ⌄	Guest

+ Additional Information

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 booking Item** to add other spaces.

To delect a space from your booking, click on the Bin icon next to the item that is not required.

When finished, select save and then Checkout.

Multiple Day Bookings

To book a multiple day event:

- Enter all information as above
- Select Create Repeat / Add Date then click OK

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.;

Create Repeat/Add Date ×

Create Repeat   or   Add Date(s)

Repeat:

Daily ⌄

Repeat every: 1   day(s)

End:
- ◉ After   2   occurence(s)
- ○ On

[OK] [Cancel]

Create Repeat/Add Date ›

Create Repeat   or   Add Date(s)

Repeat:

Weekly ⌄

Repeat every: 1   week(s)

Repeat on: ☐ Advanced Timing
☐ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thr ☐ Fri ☑ Sat

End:
- ◉ After   2   occurence(s)
- ○ On

[OK] [Cancel]

Create Repeat/Add Date ×

Create Repeat   or   Add Date(s)

Repeat:

Monthly ⌄

Repeat every: 1   months(s)

Repeat On:
- ◉ Day   16
- ○   ⌄   ⌄

End:
- ◉ After   2   occurence(s)
- ○ On

[OK] [Cancel]

Booking Refinement

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

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

When finished, select Checkout to continue to the next stage of the booking.

1. Search	2. Refine	3. Confirm & Pay

Booking Refinement

1. Booking **Overview** To start your booking, add a Name for the Booking, choose your purpose and select the Customer

Booking Name: (13/150 characters.)

Council Event

Purpose:

Function - Full Day

+ Additional Information

Attendee Numbers:

Customer:

Nicole Duncombe

Included Dates

Saturday 16/10/2021 🗑
Saturday 23/10/2021 🗑
Saturday 30/10/2021 🗑
Saturday 06/11/2021 🗑

2. Booking **Items** Add the items you wish to book, then choose the duration of your booking.

16/10/2021 📅

Create Repeat/Add Date

Bookable Items	From	To	
Main Hall	09 : 00	10 : 00	**Delete**

Add Booking Item

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 to acknowledge this message and continue with the booking.

Adding Dates to the Booking

Select **Add Date(s)** to enter unique repeat dates and times for your event.

Enter the date and time (From and To) details that you require, and then click on Add to include them in your booking.

When you've completed putting you information in, check your details and then click on OK 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 & Pay** page.

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

Confirm and submit the booking by clicking Complete.

Other available options are:

Delete: select this option to cancel and remove the booking.
Modify: select this option to amend the details of your booking
Print Quote: select this option to print a copy of the booking and pricing for reference.

Confirm your Booking

Before completing your booking, you will be asked to complete a check list 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: Individual

Customer Type: Private hirer

Follow the below to create a personal user account:

Registration Type section:

To register as an individual, select Individual from the pulldown menu in the Registration Type field.

Select Private Hirer from the pulldown menu to define the Customer Type field.

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 broken line beneath the password field will indicate the strength of your password.*

Repeat the process to confirm your credentials.

Personal Details section:

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

Upload Document section:

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

Read and agree to the Privacy Policy and Terms of Use, by clicking in the check-box.

Select Create Account to complete the registration.

Complete the New Customer form below and start booking all your favourite venues ...once your registration is verified!

Registration **Type**

| Individual | | Private Hirer |

Create **Account**

| Email* | | Confirm Email* |
| Password* | | Confirm Password* |

Our password policy requires a strong password. Your password should contain a combination of at least 7 uppercase and lowercase letters, numbers and special characters. The more characters, the stronger the password. Your password will be accepted once the strength indicator turns green.

Personal **Details**

Title*	Given Name(s)*	Family Name*
Mobile Number (inc Region and Country codes)*		Alternate Number (Optional) (inc Region and Count
Address Line 1*		Address Line 2 (Optional)
Suburb*	Select State*	Australia
Postcode*		

Upload **Document**

Any documents specified below must be uploaded as part of your registration. Registrations that do not include the required documents may be delayed or rejected.

NA

Select Files

☐ By registering, you agree you have read and you accept our Privacy Policy and Terms of Use.

Create Account

Creating a Business or Organisation User Account

Registration Type: Organisation

Customer 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:

Registration Type section:

To register as an individual, select Organisation from the pulldown menu in the.

Registration Type field: Select the appropriate type from the pulldown menu (see list above) to define the Customer Type field.

Organisation Details section:

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

Create Account section: As requested, enter your email address and an unique password for your new account. This email address will be used as your user account name when accessing the booking system.

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

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.

Primary User Personal 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.

Upload Document section:

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

Read and agree to the Privacy Policy and Terms of Use, by clicking in the check-box.

Select Create Account to complete the registration.

Complete the New Customer form below and start booking all your favourite venues ...once your registration is verified!

Registration **Type**

Organisation   Not for Profit

Organisation **Details**

Organisation/Trading Name*   ABN*

Organisation Phone Number (inc Region and Cou   Organisation Email

Address Line 1*   Address Line 2 (Optional)

Suburb*   Select State*   Australia

Postcode*

Create **Account**

Email*   Confirm Email*

••••••••• 7+   Confirm Password*

Our password policy requires a strong password. Your password should contain a combination of at least 7 uppercase and lowercase letters, numbers and special characters. The more characters, the stronger the password. Your password will be accepted once the strength indicator turns green.

Primary User Personal **Details**

Title*   Given Name(s)*   Family Name*

Mobile Number (inc Region and Country codes)*   Alternate Number (Optional) (inc Region and Count

Address Line 1*   Address Line 2 (Optional)

Suburb*   Select State*   Australia

Postcode*   Position in Organisation*

Upload **Document**

Any documents specified below must be uploaded as part of your registration. Registrations that do not include the required documents may be delayed or rejected.

Certificate of Incorporation (NSW Fair Trading) OR Income Tax Exempt Charity Statement (ATO) OR Council Exemption Letter under s356 of Local Gov Act
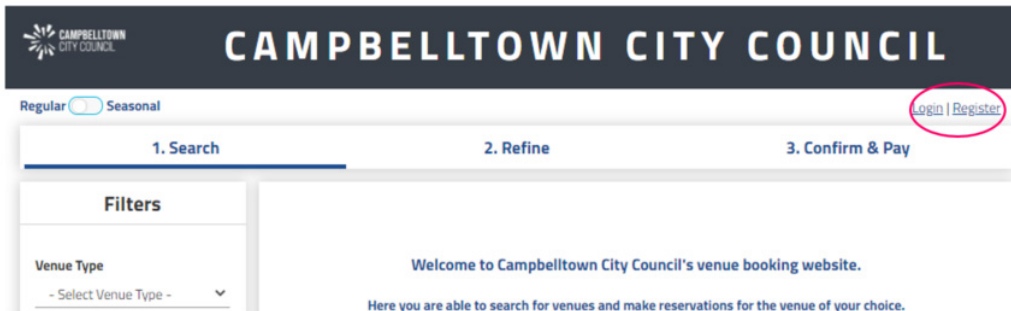
Select Files

☐ By registering, you agree you have read and you accept our Privacy Policy and Terms of Use.

Create Account
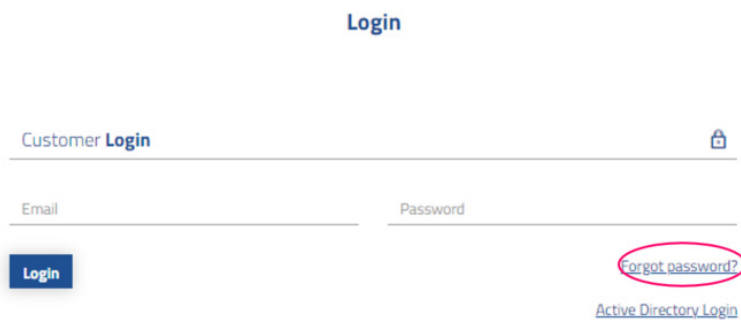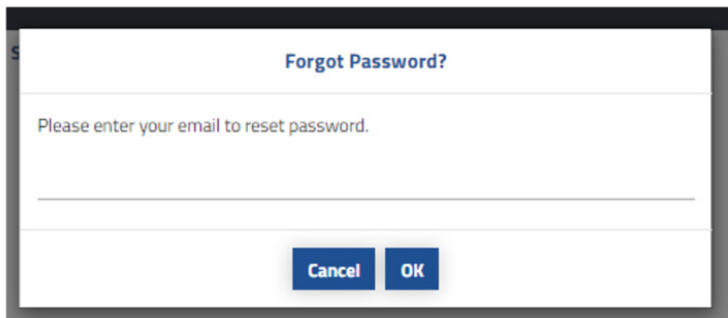
Reset your Password

1. To reset your password, click on the 'Login' blue hyperlink .

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 which will take you to the booking site.

5. Enter the new password and confirm it in the relevant fields.

Reset your Password

6. Click 'Reset Password'. Your password has been reset and
you are now able to login using the new 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, complete payment type and click on the blue 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.

My Details

To update your details, click on the edit icon and make any applicable changes

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