

# **Halls and Community Centres**

## **STEP-BY-STEP USER ONLINE BOOKING GUIDE**

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# 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

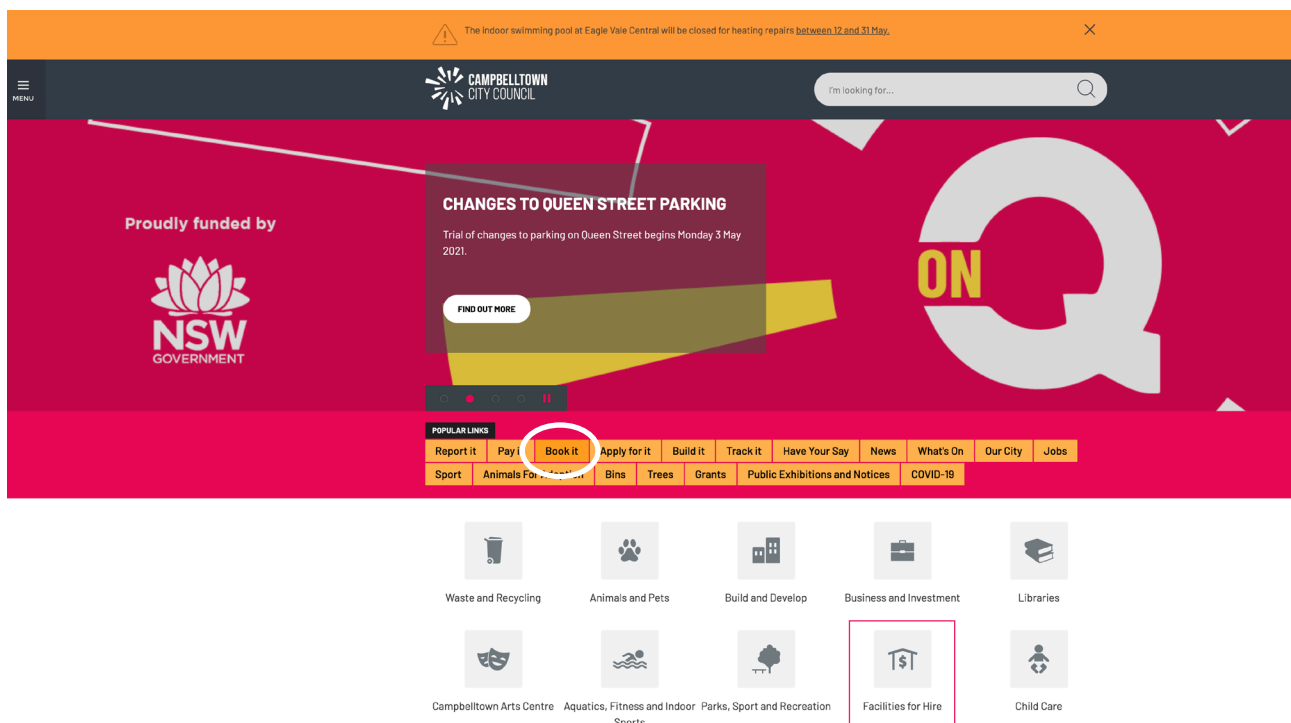
Visit our website

[www.campbelltown.nsw.gov.au](http://www.campbelltown.nsw.gov.au)

## BOOK IT

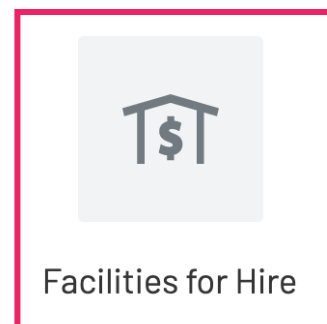
Select the '**Book it**' button from the popular links menu to view the Services and Facilities for hire webpage.

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.



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.

The screenshot shows a search results page with three tabs: 1. Search, 2. Refine, and 3. Confirm & Pay. The '1. Search' tab is active. On the left, there is a 'Filters' sidebar with sections for 'Venue Type' (Halls and Community Centres), 'Activity Type' (Select Activity Type), 'Search for a Venue' (Blair Athol Community Hall), and 'Date' (15/04/2021). The main content area shows 'Showing results - 1 record(s)' and a card for 'Blair Athol Community Hall'. The card includes a photo, a description, and a list of activities. A red circle highlights the 'EXPLORE VENUE' button. A purple box labeled 'Filters' is overlaid on the bottom right of the card, listing the filter criteria.

**Filters**

- Venue Type:
- Activity Type:
- Search for a Venue:
- Date:

## 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.

The screenshot shows the Blair Athol Community Hall booking page. It has the same three tabs as the search results page. The '1. Search' tab is active. The 'Bookable Items' section is expanded, showing a table of available spaces. The table has columns for 'Main Hall', 'Hourly', 'Daily', and 'Find out more'. The 'Main Hall' row shows '120 chairs' and '17 rectangular tables'. The 'Hourly' and 'Daily' columns show 'NA'. The 'Find out more' column shows 'Capacity: 120'. A red circle highlights the 'BOOK VENUE' button. The page also includes a 'Close' button and a 'Book this item' button.

**Bookable Items**

Main Hall	Hourly	Daily	Find out more
Halls specs eg dimensions 120 chairs 17 rectangular tables vinyl flooring	NA	NA	Capacity: 120

**Activities**

- Party, Commercial Business Activity, Religious or Cultural activities, Events, Fitness and Wellbeing activities, Meetings, Memorial Service, Performance, Training, Weddings

# 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 

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

<b>Purpose:</b> * Purpose	<b>Customer:</b> 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 select 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**.

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

14/04/2021 

**Create Repeat/Add Date**

**Bookable Items \*** **From** **To**

Main Hall  17  : 00  19  : 00  










**Add Booking Item**

**Blair Athol Community Hall**

Main Hall

**24 hour view** | Weekly view | Monthly view

Wed Apr 14, 2021

 Clash  My booking  Current  Reserved  Booked  Buffer  Available  Closed  Closure

24h 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM 0AM 1AM

**< New Search** **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 occurrence(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 occurrence(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 occurrence(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 your information in, check your details and then click on **OK** to continue to the next stage.

Create Repeat or **Add Date(s)**

Choose your Date, then From and To times, Press 'Add' to add multiple dates.

**Date** 16/10/2021 **From** 09 : 00 **To** 10 : 00

**Add** Delete/Edit

1. 23/10/2021 09:00 - 10:00

OK Cancel

## 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.

1. Search 2. Refine 3. Confirm & Pay

**Booking Details**

Booking Overview

Venue: Campbelltown Civic Hall Customer: Fred Fisher

Title: Council Event Purpose: Function - Full Day

Description Special Requirements

Attendee Numbers:

**Pricing Summary**

Fees (incl GST): \$0.00

Bonds: \$0.00

Total (incl GST): \$0.00

GST: \$0.00

Payable: \$0.00

Payable Now: \$0.00

Payable Later: \$0.00

**Required Documents**

The document(s) specified below are required for your booking to be assessed. The maximum file size is 30MB per file.

No documents required.

**Other Documents**

Only use this option to upload additional documents that are NOT specified in the 'Required Documents' panel.

No documents uploaded.

Upload Document

**Booking Breakdown**

16 October 2021 Saturday

Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Main Hall	09:00 AM	12:00 AM	Days	1	\$0.00	\$0.00	\$0.00

**Add contacts for booking notifications**

If you would like others to be notified about certain updates to this booking, please add those contacts here.

Add Existing Contact Add Manual Contact

Name Email Mobile Action

No record found.

Delete Modify Print Quote Complete

# 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**.

Terms and Conditions

Halls Hire Agreement

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

☐ I have read and accept the Terms and Condition.

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.

Thank You!

Your booking is now complete. A copy of your Booking Confirmation and Tax Invoice/Receipt has been sent to: **Fred.Fisher@campbelltown.nsw.gov.au** You can also download these documents here or any time from (the booking details) of your Account.

Invoice/Receipt

Duplicate Booking

Manage Booking

Return to Search

## 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!


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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 Country codes)\*

---

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 Country Code)\* Organisation Email\*

Address Line 1\* Address Line 2 (Optional)


Suburb\* Select State\*  Australia 

Postcode\*

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**Create Account** 


Email\* Confirm Email\*

 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 Country Code)\*

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

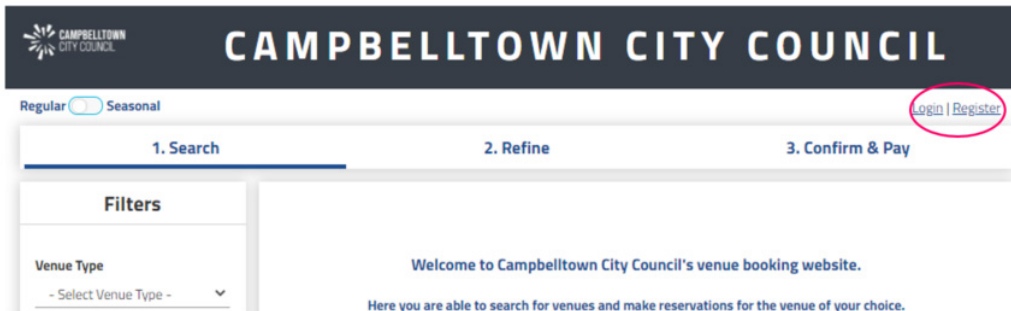
**Select Files**

☐ By registering, you agree you have read and you accept our [Privacy Policy](#) and [Terms of Use](#).

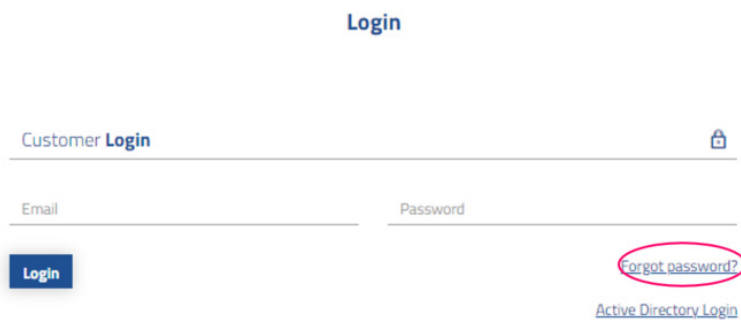
**Create Account**

# Reset your Password

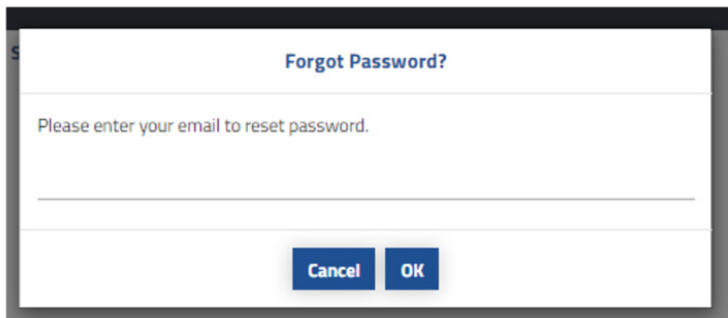
1. To reset your password, click on the 'Login' blue hyperlink .



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

# Reset Password

Enter New Password



---

New Password

\*\*\*\*\*

7+

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.

Confirm Password

\*\*\*\*\*

Reset 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.

## My Account

[My Bookings](#)
[My Details](#)
[My Organisation](#)

[Go to My Event Registrations](#)

[My Bookings](#)
[All Bookings](#)

Outstanding : \$3,153.20
[Add Payment](#)

ID	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
111	CCC Weekly Meeting	Greg Percival Community Centre	Main Hall	18/Jun/21	13/Apr/21	\$3,153.20	Tentative

[Send Invoice](#)  
[Download Invoice](#)  
[Download Confirmation](#)  
[Calendar iCal](#)  
[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, complete payment type and click on the blue downward arrow


[My Bookings](#) [My Details](#) [My Organisation](#) [Go to My Event Registrations](#)


[My Bookings](#) [All Bookings](#) Outstanding: **\$10,840.00** [Add Payment](#)

1. Please choose payment type: 


Credit Card   

 Payment Amount: \$0.00

Booking 94 - Woodbine Neighbourhood Centre (Amount Due: \$0.63)  ☐ Pay

Booking 45 - Woodbine Neighbourhood Centre (Amount Due: \$10,840.00)  ☐ Pay

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.

Booking 45 - Woodbine Neighbourhood Centre (Amount Due: \$10,840.00) 

	Invoice	Outstanding	Due Date	Amount	Payment
<input checked="" type="checkbox"/>	INV-338 [INVOICE] Woodbine Neighbourhood Centre	\$ 140.00	13/08/2021	\$ 140.00	140.00
<input checked="" type="checkbox"/>	INV-338 [INVOICE] Woodbine Neighbourhood Centre	\$ 140.00	13/08/2021	\$ 140.00	140.00
<input checked="" type="checkbox"/>	INV-338 [INVOICE] Woodbine Neighbourhood Centre	\$ 140.00	13/08/2021	\$ 140.00	140.00
<input type="checkbox"/>	INV-338 [INVOICE] Woodbine Neighbourhood Centre	\$ 140.00	13/08/2021	\$ 140.00	

[Checkout](#) [Cancel](#)

# My Details

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

## My Account

My Bookings

My Details

My Organisation

Go to My Event Registrations

My Personal Information

Personal Details

Title:

Given Name(s):

Surname:

Mr

John

Smith

Contact Details

+ Add Contact

Name	Address	Position	Mobile	Documents	Main
John Smith	91 Queen Street Campbelltown 2560				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

