

# Online Bookings Community Venues

To book Community Venues through our [Online Booking System](#) please use the following instructions:

To book a venue you will need to register for an account. Account verification can take 1-3 business days. Once verification is completed you will receive a User Verification confirmation email and your account will be active. Select **LOG IN** in the top right corner of the screen when placing future bookings.

## HOW DO I REGISTER FOR AN ACCOUNT?

To register complete the following steps:

1. Select **REGISTER** in the top right corner of the screen.
2. Select **ORGANISATION** for registration type.
3. Select Commercial Hirer as the **CUSTOMER TYPE**. Your fee category may be adjusted once we receive supporting documentation that meets the fee discount / waiver criteria set out in the booking terms and conditions.
4. Complete all required details to create an account and record account details for future log ins.
5. Read, review and accept Terms and Conditions of Use
6. Select **CREATE ACCOUNT**
7. Your account will be verified within 1 – 3 working days.

## HOW DO I BOOK A VENUE?

1. Login to your account
2. Use the filter to narrow down your search. Venue Type is Halls and Community Centres. Activity Type is Meeting/ Conference/Education Programs
3. Click on **SEE AVAILABILITY & MORE** on your desired venue.
4. Click on **BOOK VENUE**
5. In section 1:
  - **BOOKING NAME** – Enter a name for your booking.
  - **PURPOSE** – Choose Community Facility Hire
6. In section 2:
  - Pick your date of hire
  - Under **BOOKABLE ITEMS** select the space you wish to hire and the time of your booking. Please note that there is a 3-hr min hire period.
7. To make Multiple/Repeat Bookings:
  - Select the **CREATE REPEAT/ADD DATE** button.
  - Select **CREATE REPEAT** for a daily, weekly or monthly bookings (for the same time) or select **ADD DATES** to add dates and times that are not uniform
  - Click **OK**

- Check your dates of hire in the **INCLUDED DATES** section. Click on the date to amend or delete (if required)
8. Click **CHECK OUT** when complete.
  9. Select **COMPLETE**
  10. Review Terms and Conditions, accept and click continue.
  11. Select **CHECKOUT**
  12. You will receive an email saying your booking request has been received and is tentative.
  13. Once your request has been reviewed you will receive an email requesting further information or a confirmation email if your booking was accepted.

## HOW DO I CANCEL MY BOOKING?

1. **LOGIN** to your account
2. Select **MY ACCOUNT** in the top corner of the screen.
3. Click on your booking name for the relevant booking.
4. Select **CANCEL ENTIRE BOOKING** at the top of the screen.
5. Select **YES**
6. Review cancellation impact and select **OK** if you wish to continue.
7. You will receive an email confirming your cancellation.

*Please note that if you cancel the entire booking all dates within that booking will also be cancelled.*

## HOW DO I CHANGE THE DATE OF MY BOOKING?

You may change the date and/or time of your booking provided it is before the start of your booking, any changes after the start of your booking will forfeit that booking.

1. **LOGIN** to your account
2. Select **MY ACCOUNT** in the top corner of the screen.
3. Click on your booking name for the relevant booking.
4. Scroll down to the Booking Breakdown
5. Click on the edit icon  next to the date you need to change.

Booking Breakdown							
29 April 2021 Thursday 							
Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Court 1	07:30 PM	08:30 PM	Hours	1	\$31.00	\$31.00	\$2.82
05 May 2021 Wednesday 							
Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Court 1	07:30 PM	08:30 PM	Hours	1	\$31.00	\$31.00	\$2.82

6. Click on the calendar next to the date
7. Chose the date you would like to change your booking to
8. Click **SAVE**

Booking : 29 April 2021 Thursday

**Date**  
29/04/2021 

[+ Add Date to Booking](#)

Bonds	Current \$	New \$	Change \$	Payable/Refundable
No bonds.				

Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units	Delete
Court 1	29/04/2021		19 : 30	20 : 30			<a href="#">Cancel</a>

[Add Bookable Item](#)

**Legend:** Clash (Yellow), Overbooked (Red), Current (Blue), Reserved (Light Blue), Booked (Black), Available (White), Closed (Grey), Closure (Purple)

Court 1 - Apr 29, 2021

12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
------	-----	-----	-----	-----	-----	-----	-----	-----	-----	------	------	------	-----	-----	-----	-----	-----	-----	-----	-----	-----	------	------

[Show all venue items](#)

[Save](#) [Cancel](#)

## HOW DO I PAY FOR MY BOOKING?

Log into your Bookable account, select MY ACCOUNT in the top right hand corner, click on the name of the booking (this is in blue and underlined). To pay via:

- BPOINT** (credit card): Scroll to the end of the Payment Summary and select **ADD PAYMENT**. This will take you to the payment screen:



- BPAY**: select the 3 dots on top of the summary to download your invoice. Your BPAY details are located at the end of the invoice.



## WHO DO I CONTACT IF I NEED HELP WITH A BOOKING?

Please contact Sports and Recreation Team at [sport.recreation@bayside.nsw.gov.au](mailto:sport.recreation@bayside.nsw.gov.au) if you have any technical difficulties or questions regarding the bookings.