# Bookable

## SPORTSGROUND & FACILITY BOOKING

# User Guide

Australia's Food Basket

CABONNE COUNCIL

# Bookable

## User Guide Contents

Cabonne Community Centre, Molong



CABONNE COUNCIL

# Bookable

SPORTSGROUND & FACILITY BOOKING
USER GUIDE
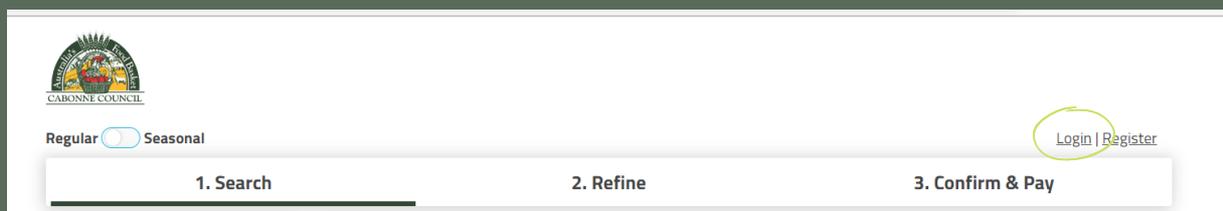
Dr. Ross Memorial Recreation Ground, Molong

Please be advised if you have recently held a booking with Cabonne Council your user will already exist under your email address with a temporary password. You may have already received emails from the booking system. If you are unsure which email address has been used please contact us at bookings@cabonne.nsw.gov.au
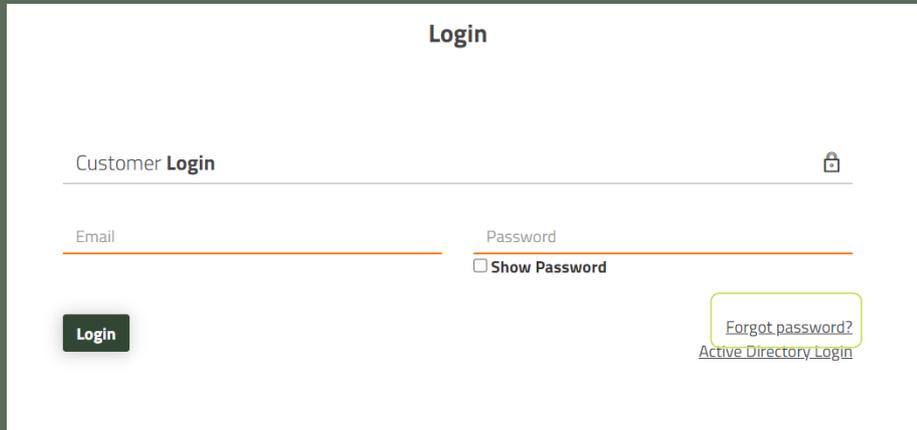
**1** Enter the landing page at Bookable
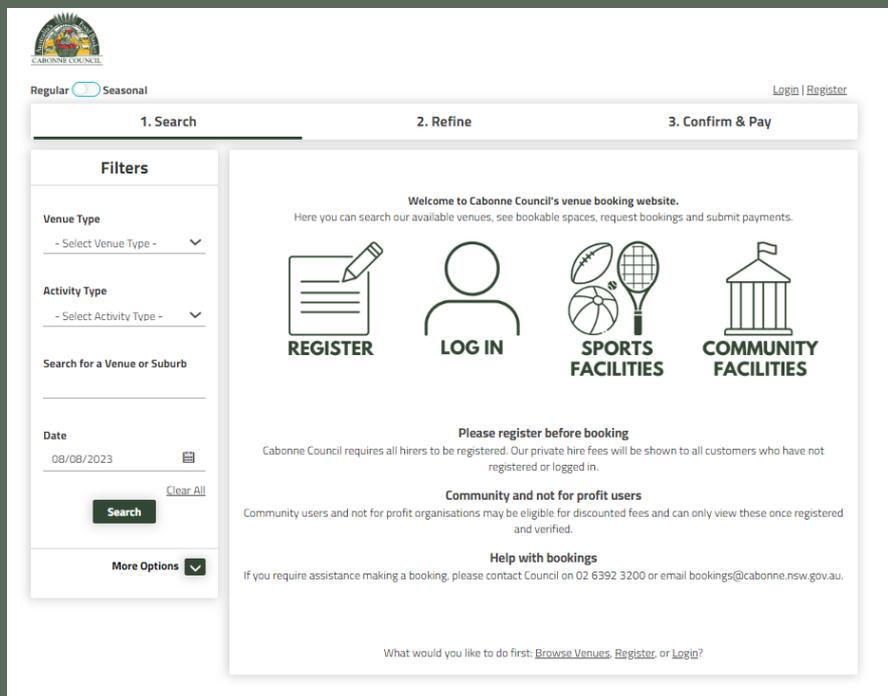


**2** Select Login at the top of the page

**③** Select forgot password

Login

Customer **Login** 🔒

Email                           Password
                                ☐ Show Password

**Login**                       Forgot password?
                                Active Directory Login

**④** Enter your email address then select OK to reset your password
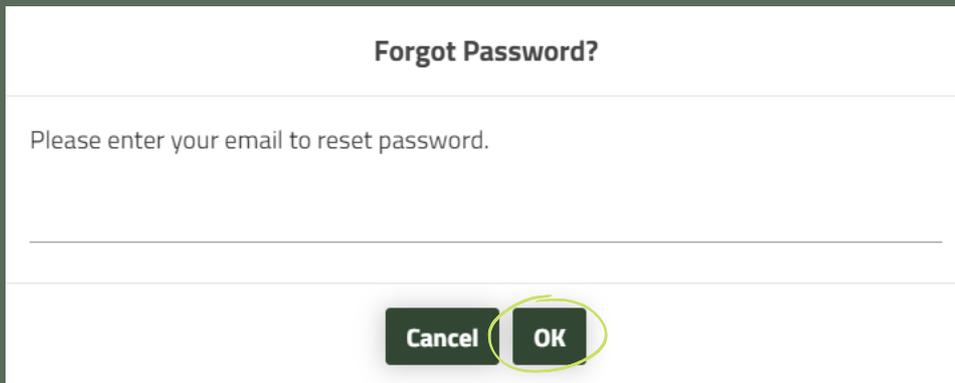
**Forgot Password?**

Please enter your email to reset password.

Cancel    OK

**⑤** Enter new password

**⑥** Enter your email address and password, then select Login
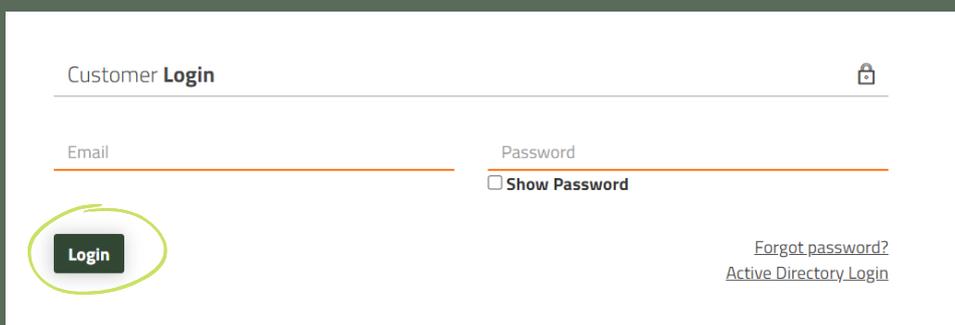
Customer **Login** 🔒

Email                           Password
                                ☐ Show Password

Login                           Forgot password?
                                Active Directory Login

**⑦** Once logged in, you can view Cabonne Council venues and make a booking

# REGISTER (NEW USER)

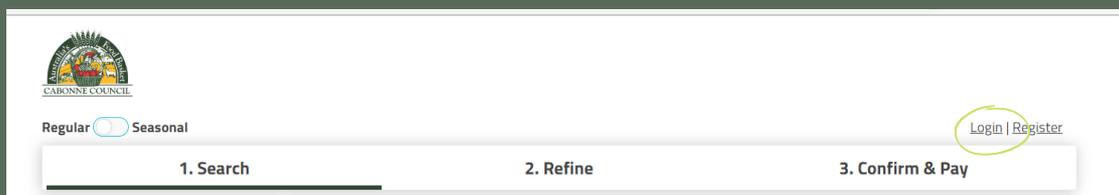Please be advised you must be a registered customer or organisation to make a booking. If you are unsure whether you already have a user registered, please contact Cabonne Council at bookings@cabonne.nsw.gov.au

**①** Enter the landing page at <u>Bookable</u>
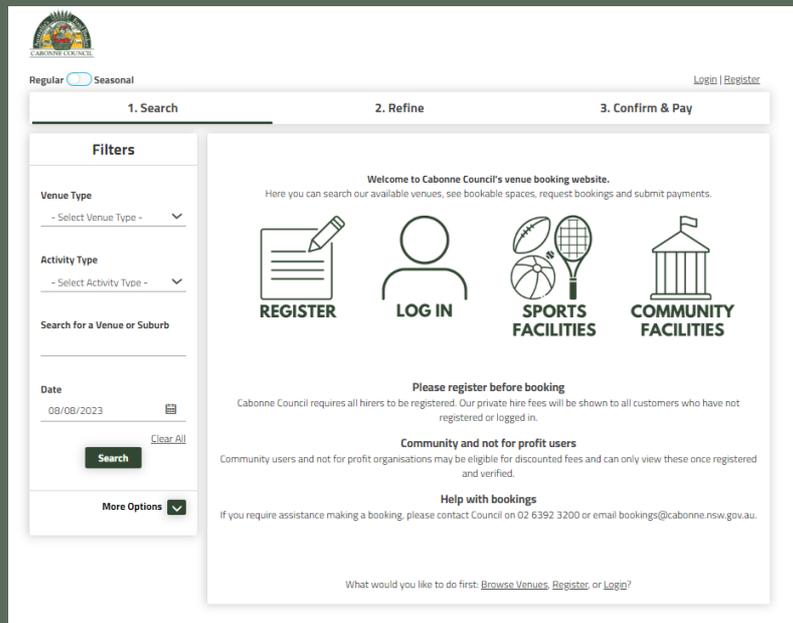


**②** Select Login at the top of the page



**③** Select the registration type from the drop down as either organisation or individual

**4** Select the customer type from the drop down. If you are an individual, selected whether you are a private hirer or a guest.
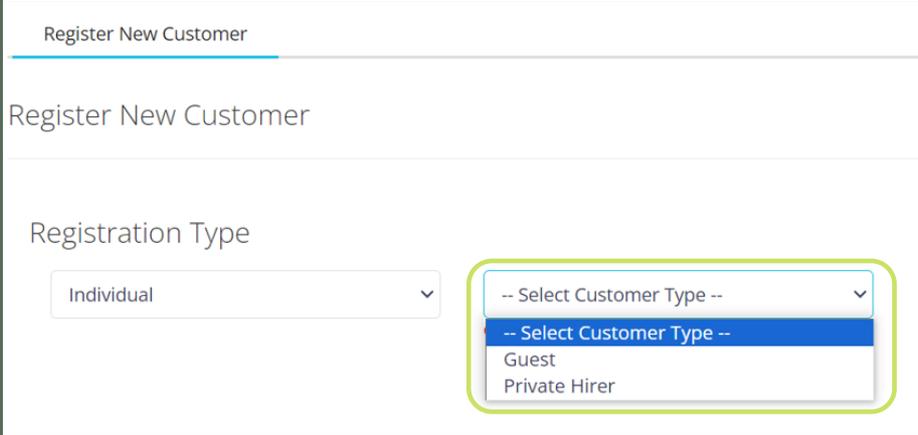
Register New Customer

Register New Customer

Registration Type

| Individual ∨ | -- Select Customer Type -- ∨ |

-- Select Customer Type --
Guest
Private Hirer

**5** If you are an organisation, select whether you are commercial, government, school or not for profit within or outside the LGA, or sporting club/association
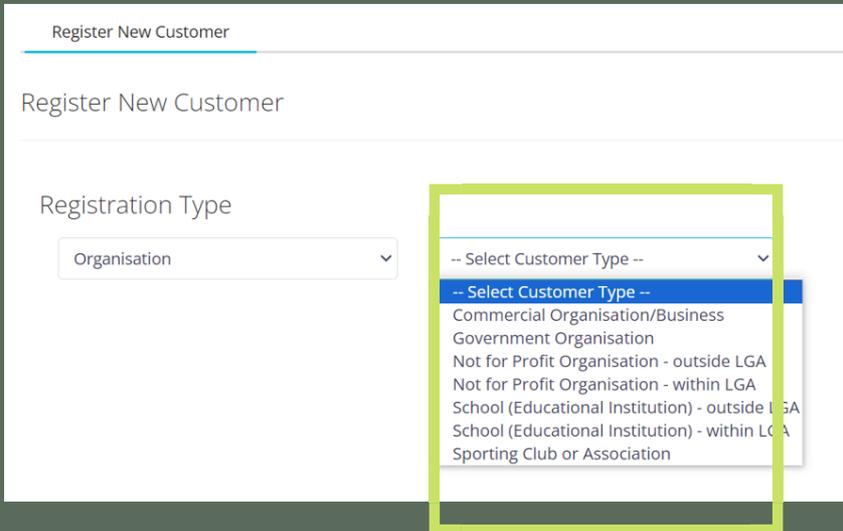
Register New Customer

Register New Customer

Registration Type

| Organisation ∨ | -- Select Customer Type -- ∨ |

-- Select Customer Type --
Commercial Organisation/Business
Government Organisation
Not for Profit Organisation - outside LGA
Not for Profit Organisation - within LGA
School (Educational Institution) - outside LGA
School (Educational Institution) - within LGA
Sporting Club or Association

**⑥**     Complete the required registration and contact detail fields

Registration **Type**

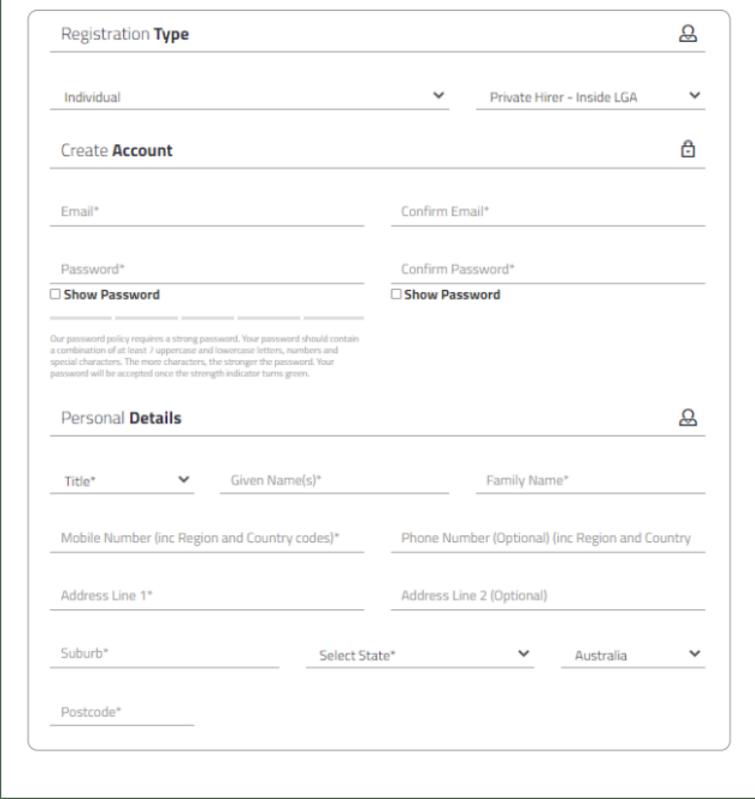| Individual | Private Hirer - Inside LGA |

Create **Account**

Email*  Confirm Email*

Password*  Confirm Password*
☐ Show Password  ☐ Show 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)*  Phone Number (Optional) (inc Region and Country

Address Line 1*  Address Line 2 (Optional)

Suburb*  Select State*  Australia

Postcode*

**⑦**     Upload any required documents (for example, Public Liability Insurance or Certificate of Incorporation for Not For Profit organisations).

**⑧**     Read through and agree to the Privacy Policy and Terms of Use.

**⑨**     Select Create Account to complete the registration.

Please be advised all new registrations are required to be verified by Council before being able to log in and make a booking.

The team will review and verify your registration within 10 working days. Once your account is verified, an email notification will be sent directly from the booking system to the email used for registration.

# MAKE A BOOKING

Please be advised Cabonne Council requires a minimum of three days' notice for all bookings

**①** Enter the landing page at <u>Bookable</u>
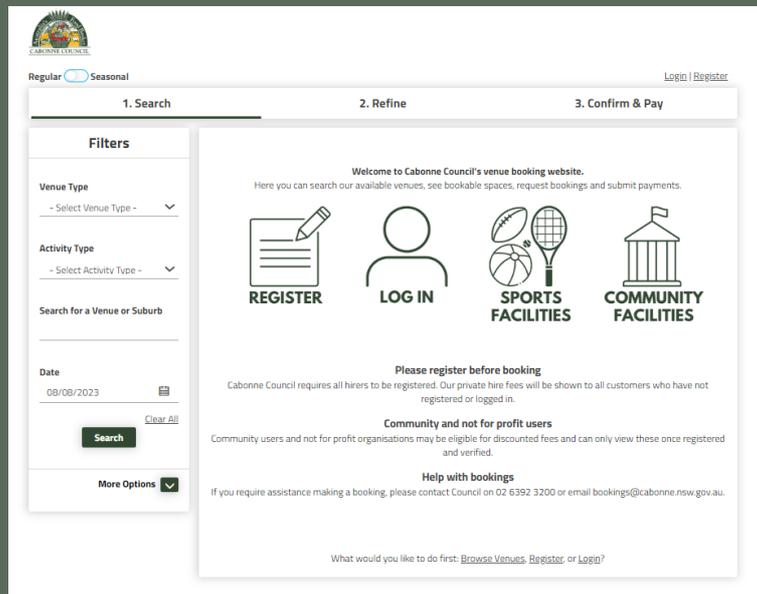


**②** Select Login at the top of the page
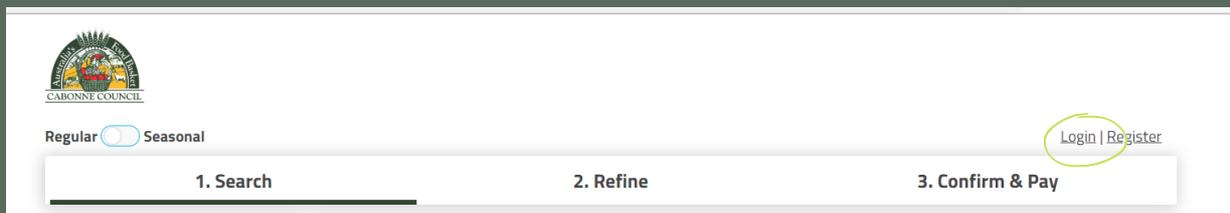
**3** Use the filters on the left-hand side to search by venue type, activity type, venue name or available date
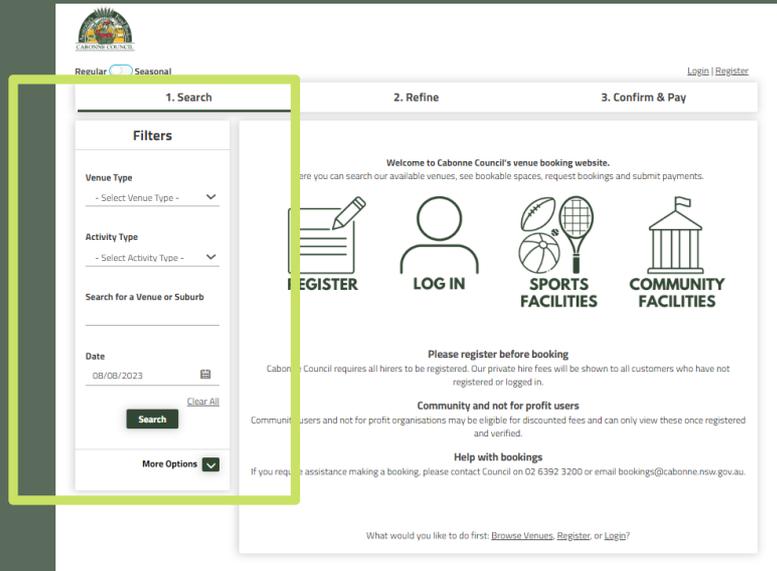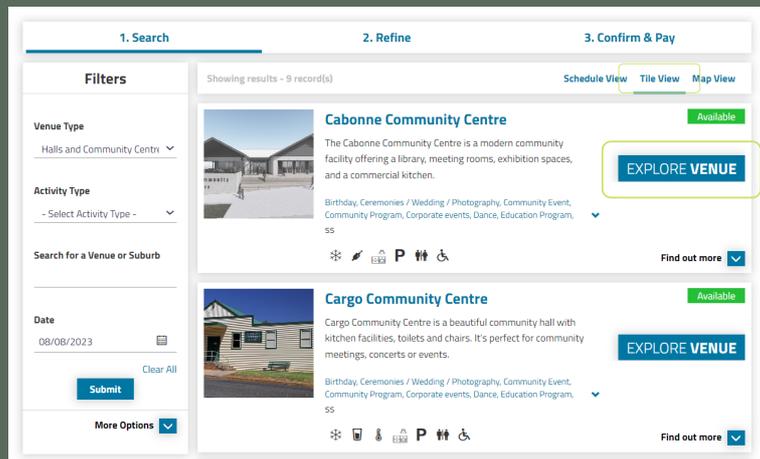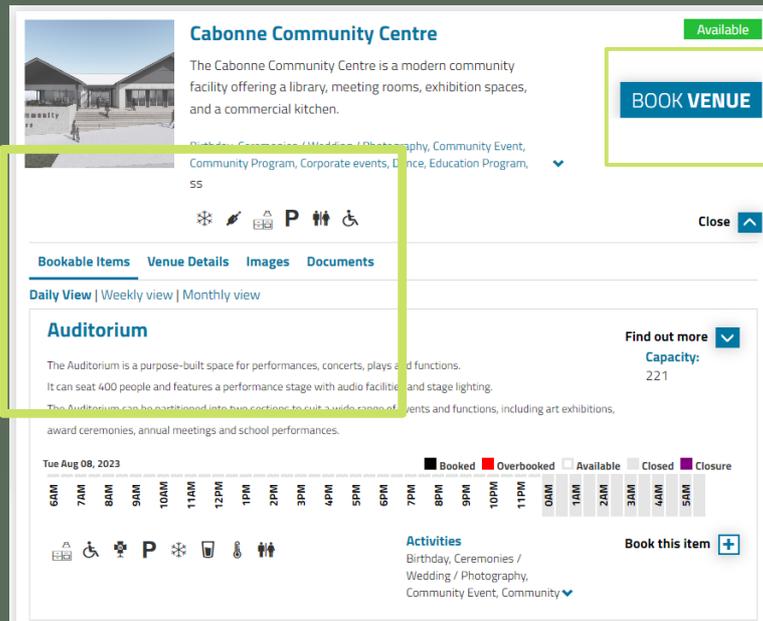


**4** All matching venues to your search will be populated on the right-hand side. Click on the venue which you would like to view.
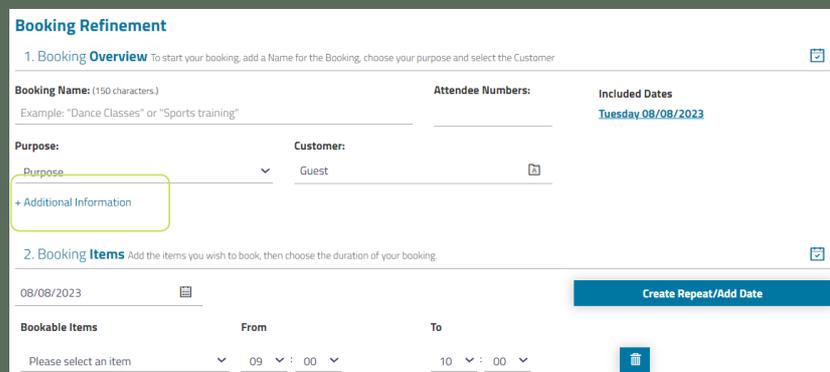
**5** Select Explore Venue to view availability, bookable items, venue details, images and documents (T&C's, floor plans, cleaning requirements etc).

**6** Select Book Venue once you have decided on your venue

### Cabonne Community Centre

Available

The Cabonne Community Centre is a modern community facility offering a library, meeting rooms, exhibition spaces, and a commercial kitchen.

BOOK **VENUE**

Birthday, Ceremonies / Wedding / Photography, Community Event, Community Program, Corporate events, Dance, Education Program, ss

Close

Bookable Items    Venue Details    Images    Documents

Daily View | Weekly view | Monthly view

### Auditorium

Find out more

Capacity: 221

The Auditorium is a purpose-built space for performances, concerts, plays and functions. It can seat 400 people and features a performance stage with audio facilities and stage lighting. The Auditorium can be partitioned into two sections to suit a wide range of events and functions, including art exhibitions, award ceremonies, annual meetings and school performances.

Tue Aug 08, 2023

■ Booked ■ Overbooked □ Available ■ Closed ■ Closure

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

**Activities**
Birthday, Ceremonies / Wedding / Photography, Community Event, Community ✔

Book this item ➕

**7** Complete the required booking information. You can choose to add additional information for any special requirements if needed (table layouts etc).

**Booking Refinement**

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

**Booking Name:** (150 characters.)

Example: "Dance Classes" or "Sports training"

**Attendee Numbers:**

**Included Dates**

**Tuesday 08/08/2023**

**Purpose:**

Purpose

**Customer:**

Guest

+ Additional Information

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

08/08/2023

**Create Repeat/Add Date**

**Bookable Items**

Please select an item

**From**

09 : 00

**To**

10 : 00

CABONNE COUNCIL
Australia's Food Basket

**8** Add additional booking items, times and dates if required. Then review your booking information. Scroll down to the bottom and select checkout.
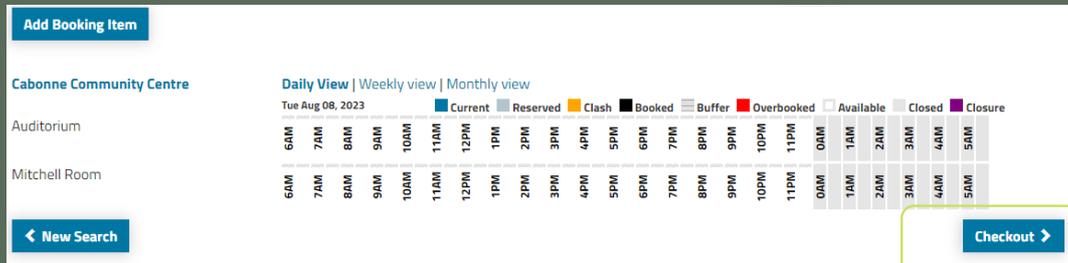


**9** At this stage in the process your booking status will be temporary. Review the details and ensure your booking is correct. Prices will be visible in the Pricing Summary box on the right-hand side.
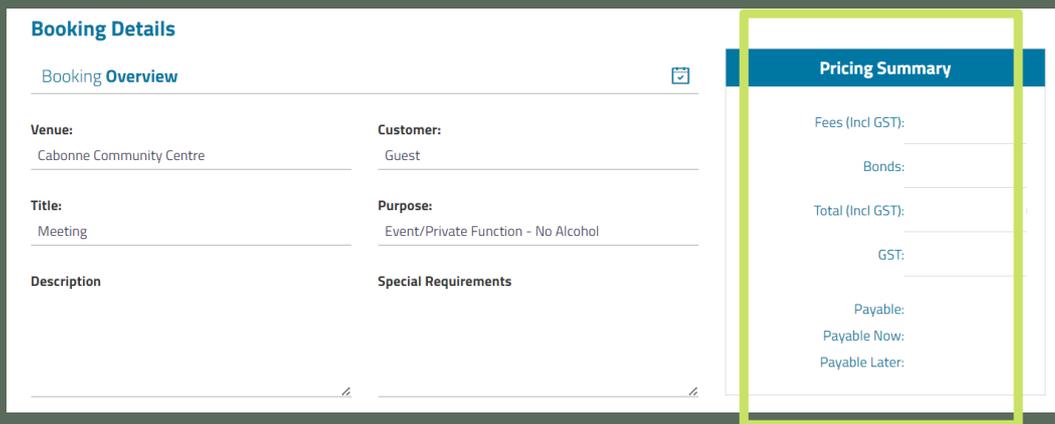


**10** Scroll to the bottom of the page, and if required you can Delete, Modify or Print Quote for your booking. Select complete when you are ready to finalise your booking.



**11** Select complete when you are ready to finalise your booking.

**12** Complete checklist if prompted.

**13** Read and accept the Terms and Conditions. Ensure you have uploaded the correct documentation for the booking. You will be prompted if you haven't.



Your booking status will remain tentative until Cabonne Council has reviewed and confirmed your booking. Once your booking is confirmed, you will receive an email confirming the details along with a copy of your invoice.

Please note, payments are required within the following timeframes:
- Casual Bookings: Immediately
- Regular Bookings: Monthly Charge
- All bonds and key bonds are due upon collection of keys

**14** Select Checkout at the bottom of the screen to complete payment, or select done to submit booking.

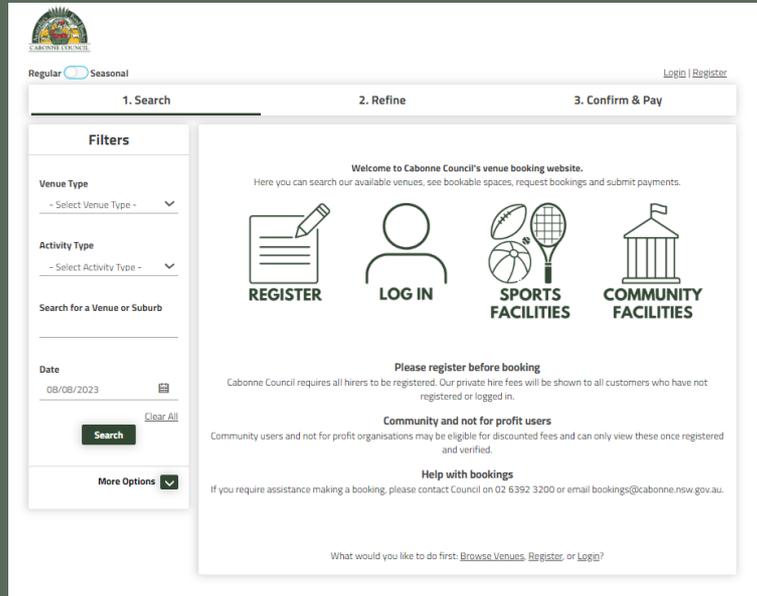**15** Once complete, you will be prompted with the following options. Select the one you would like to do.
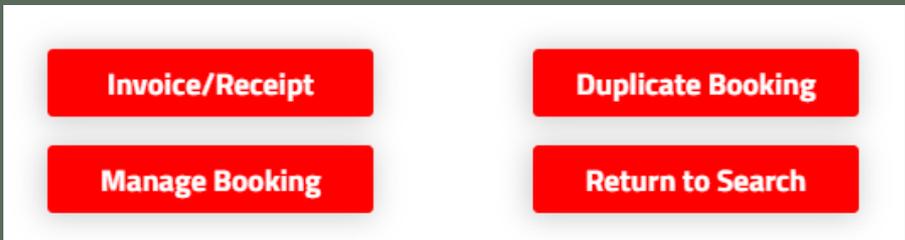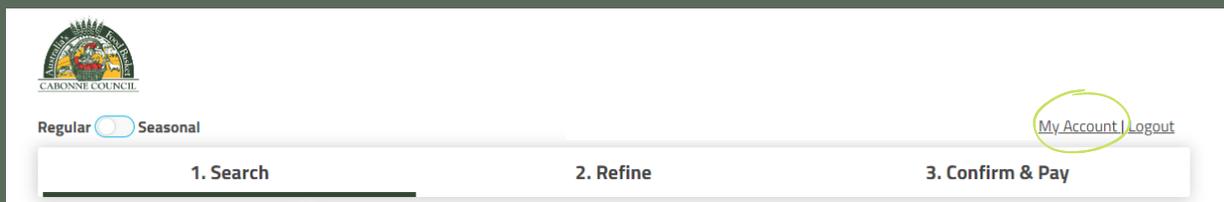
**1** Enter the landing page at Bookable



**2** Select Login at the top of the page
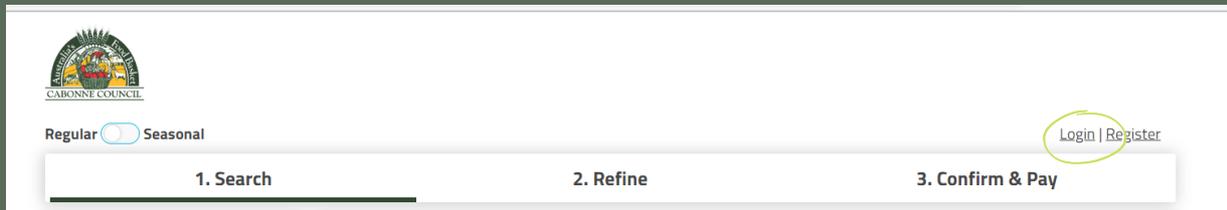


**3** Once logged in, select my account.

**④** Go to My Bookings, and select the booking you would like to amend.



**⑤** From this page you can change the date, add a date, or add a bookable item to your booking.

**⑥** Once you have made your amendment, select Save or you can Cancel if you do not wish to proceed with the changes.

Please note, in accordance with our Terms and Conditions, Cabonne Council requires three days' notice for all booking amendments.

**1** Enter the landing page at Bookable
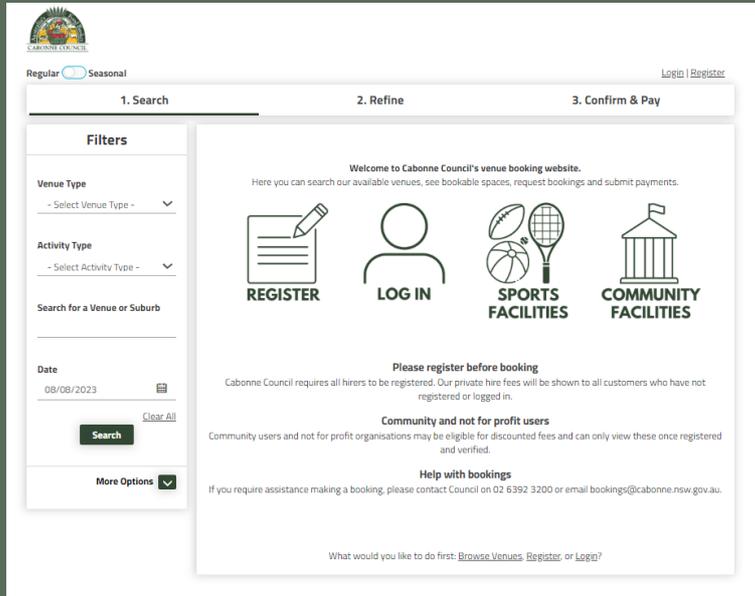


**2** Select Login at the top of the page



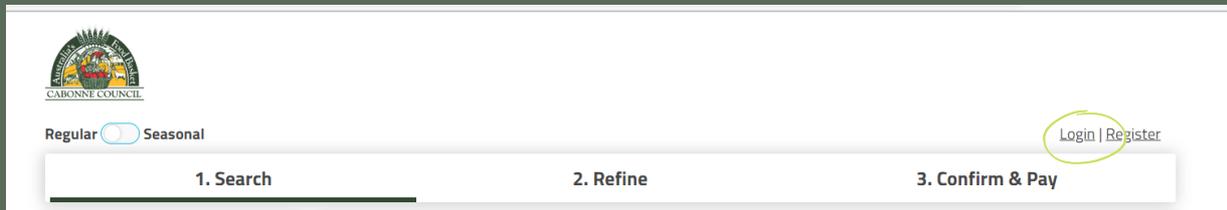**3** Once logged in, select my account.
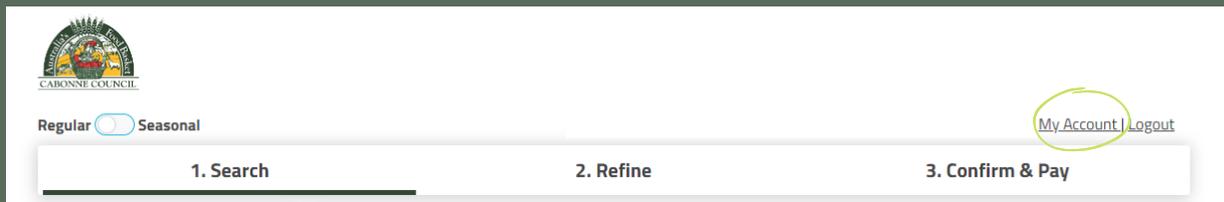
**④** Select add payment.

**⑤** Choose your payment type from the drop down options, then select Visa or MasterCard if paying by Credit Card.

## Add Payment

1. Please choose payment type:

Credit Card (BPoint)        ⌄

☐ VISA ☐ MasterCard

**⑥** Select the invoice you wish to pay, or select Pay to pay all invoices.

| Invoice | | Outstanding | Due Date | Amount | Payment |
|---|---|---|---|---|---|
| ☑ INV-32 | [INVOICE] Cudal Community Centre Main Hall 29/08/2023 17:00 to 29/08/2023 19:00 | $30.00 | | $30.00 | 30 |

**⑦** If you want to pay a portion of the invoice, edit the amount under Payment.

| Invoice | | Outstanding | Due Date | Amount | Payment |
|---|---|---|---|---|---|
| ☑ INV-32 | [INVOICE] Cudal Community Centre Main Hall 29/08/2023 17:00 to 29/08/2023 19:00 | $30.00 | | $30.00 | 15 |

Checkout    Cancel

**⑧** Select Checkout.

**⑨** Enter your payment details, select the reCAPTCHA and select Submit.

**1** Enter the landing page at <u>Bookable</u>
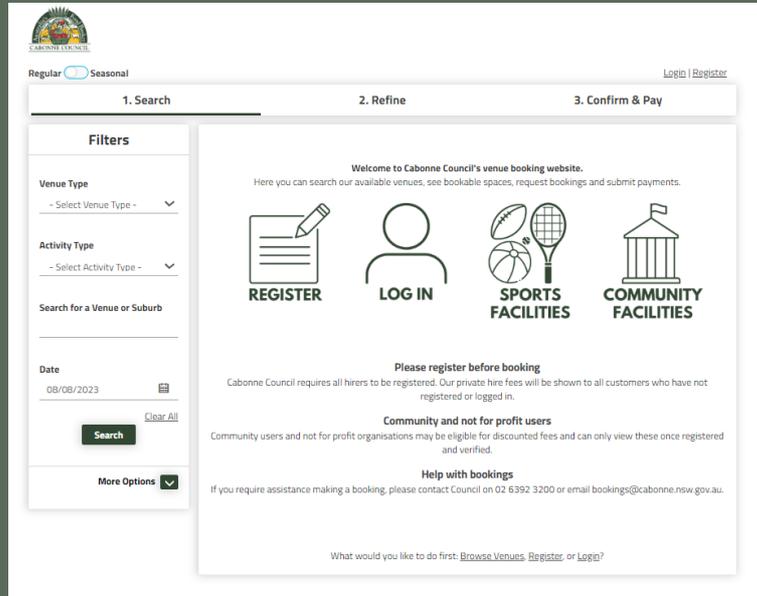


**2** Select Login at the top of the page
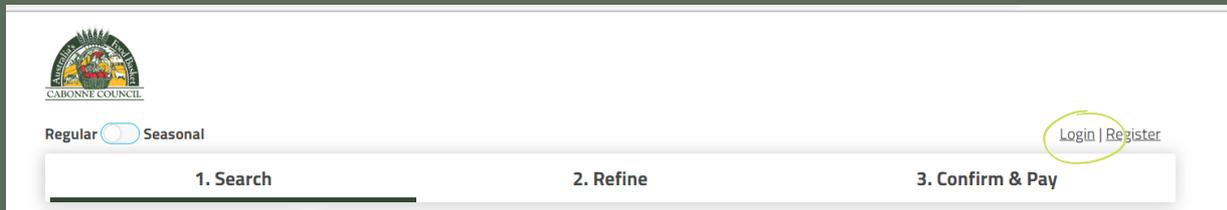


**3** Once logged in, select my account.
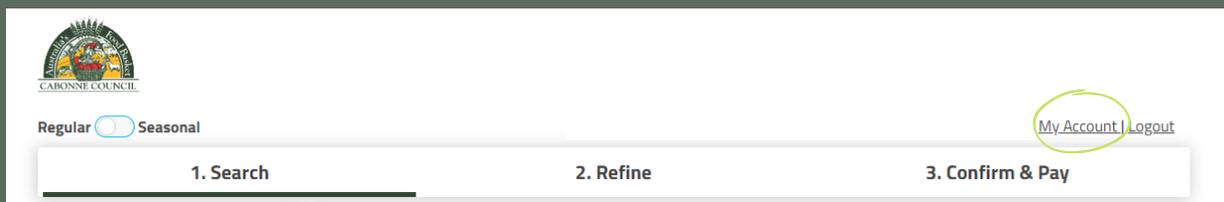
**4**    Select the three dots next to your booking.

**5**    Select Download Invoice to download a PDF version to your computer.

# Bookable

SPORTSGROUND & FACILITY BOOKING
USER GUIDE

**Australia's Food Basket**
**CABONNE COUNCIL**

Cumnock Memorial Oval

**1** **I have forgotten my password - how do I reset it?**
Select Forgot Password on the Login page and follow the prompts. You can also follow the instructions on Page 3; 'Logging In (Existing User)'.

**2** **I have forgotten the email address for my login - how do I find it?**
If you have recently held a booking with Cabonne Council, you may have already received emails from the Booking System to your user login email address.
If you are still unsure of which email address has been used, please contact Council at Team at council@cabonne.nsw.gov.au
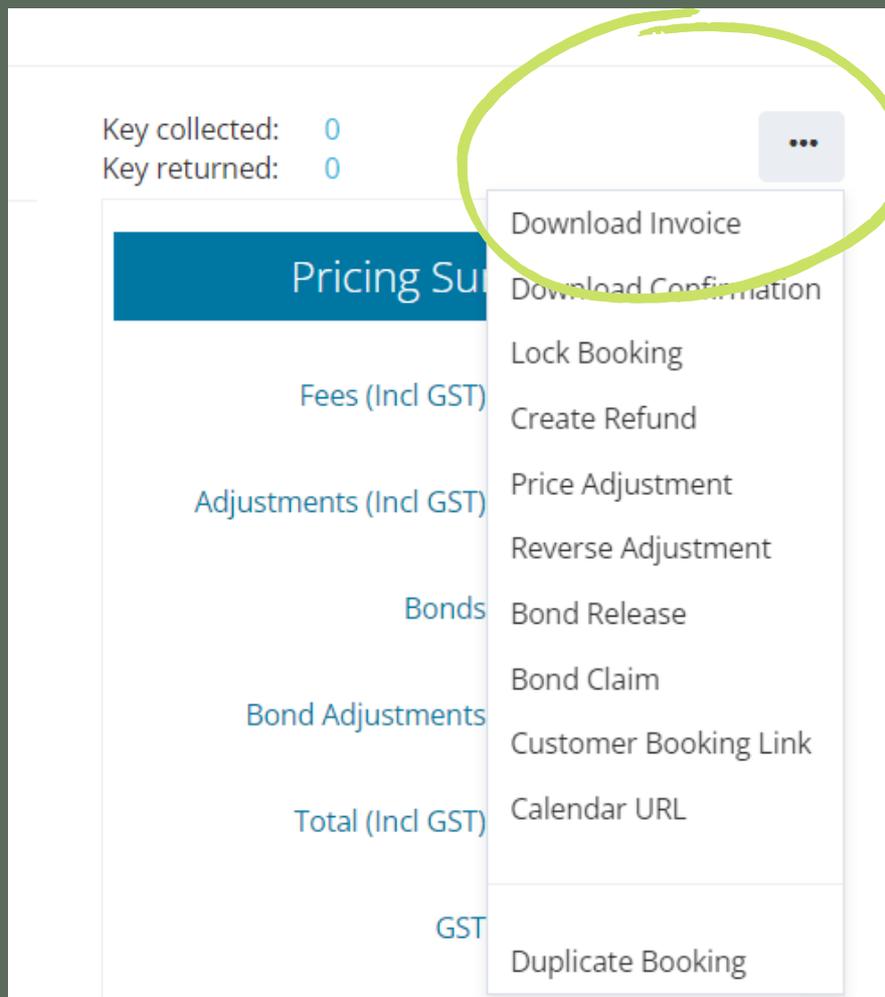
**3** **I have created an additional user to the one Cabonne Council has**
registered for me - what do I do? The user email address is a unique identifier for all customers and we recommend one email address and user for all bookings.
Please contact Council at council@cabonne.nsw.gov.au for further assistance.

**4** **How do I update my contact details?**
Once logged in, select My Account at the top of the page, then select My Details. Here you can update your contact details as required.
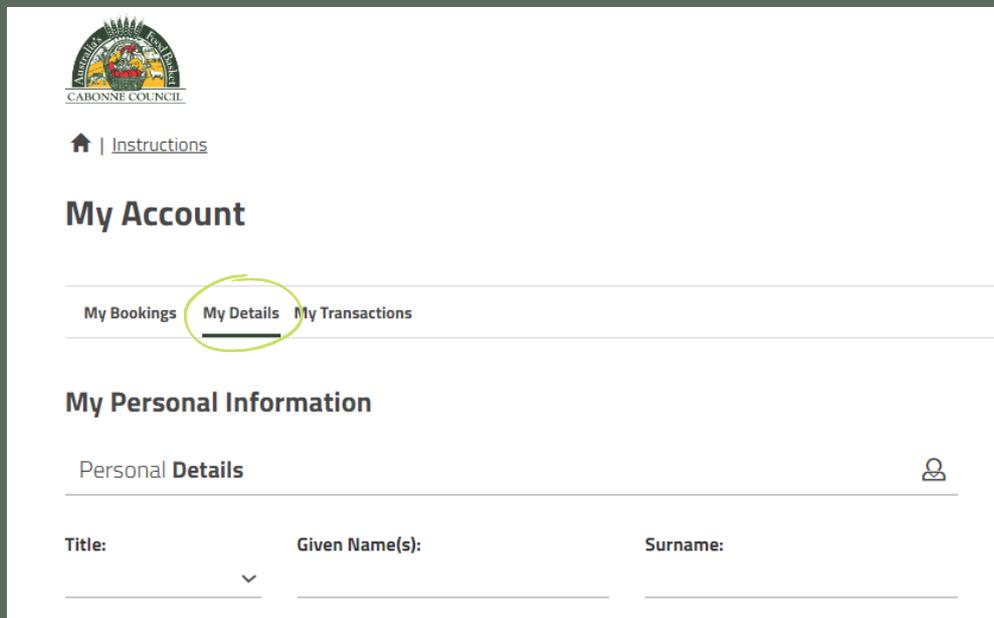
**⑤ How do I add an additional contact to receive confirmation emails and invoices?**

Once logged in, select My Account at the top of the page, then select your booking link under the Booking Name.

| Id | Booking Name | Venue | Items | Next Booking Date | Date Created | Price | Status | |
|----|--------------|-------|-------|-------------------|--------------|-------|--------|---|
| 75 | Meeting | Cudal Community Centre | Main Hall | 29/Aug/23 | 16/Aug/23 | $30.00 | Tentative | ... |
| 73 | Camping – caravan | Cudal Caravan Park | Powered Site | | 16/Aug/23 | $70.00 | Confirmed | ... |
| 67 | Book club | Cabonne Community Centre | Mitchell Room Kitchen | 28/Aug/23 | 16/Aug/23 | $1,000.00 | Confirmed | ... |

My Bookings   My Details   My Transactions

My **Bookings**   Outstanding : **$30.00**   Add Payment

Select Add Manual Contact at the bottom of your booking details.

**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

Enter the contact details name, email address and mobile number (if applicable) and select Add Contact.
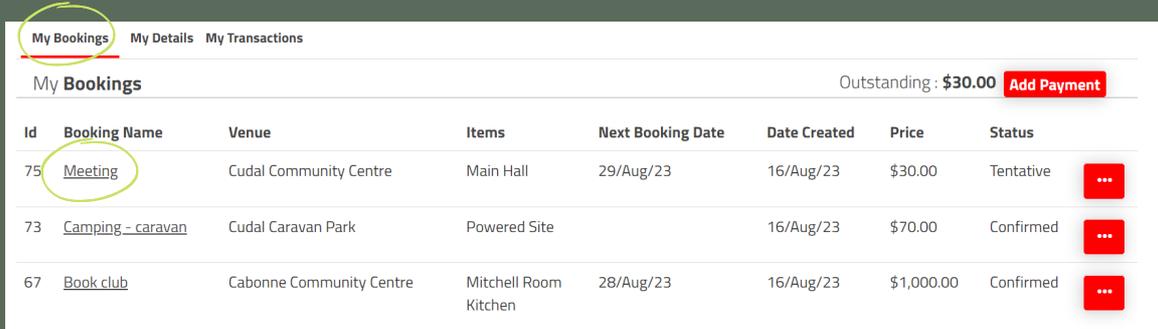
**Add Contact** ✕

First Name :
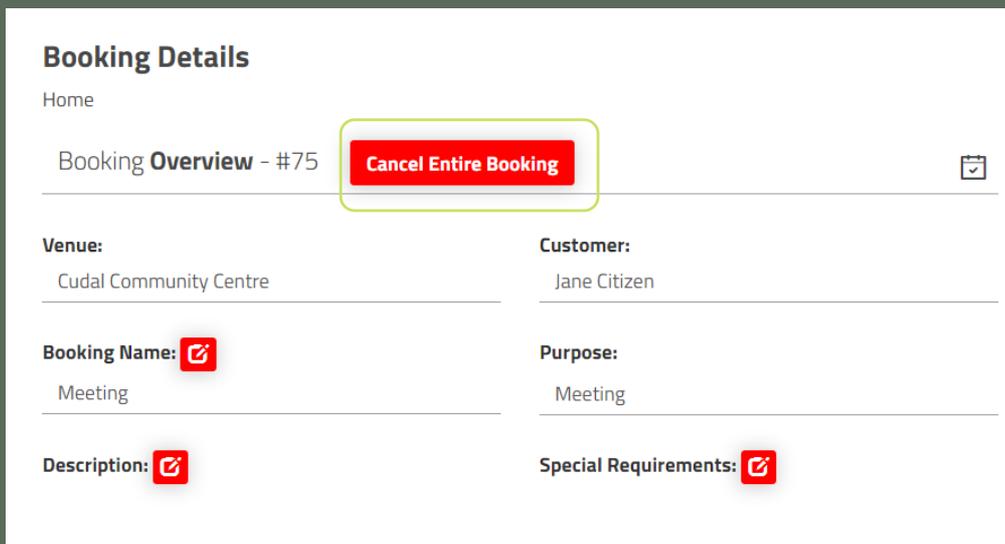
Surname :

Email :

Mobile :

Add Contact   Close

**(6)** **Can I cancel my booking?**
Once logged in, select My Account at the top of the page, then select
your booking link under the Booking Name.

| Id | Booking Name | Venue | Items | Next Booking Date | Date Created | Price | Status | |
|----|--------------|-------|-------|-------------------|--------------|-------|--------|---|
| 75 | Meeting | Cudal Community Centre | Main Hall | 29/Aug/23 | 16/Aug/23 | $30.00 | Tentative | ... |
| 73 | Camping - caravan | Cudal Caravan Park | Powered Site | | 16/Aug/23 | $70.00 | Confirmed | ... |
| 67 | Book club | Cabonne Community Centre | Mitchell Room Kitchen | 28/Aug/23 | 16/Aug/23 | $1,000.00 | Confirmed | ... |

My Bookings   My Details   My Transactions

My **Bookings**                    Outstanding : **$30.00**  **Add Payment**

Click Cancel Entire Booking.

**Booking Details**

Home

Booking **Overview** - #75    **Cancel Entire Booking**

**Venue:**
Cudal Community Centre

**Customer:**
Jane Citizen

**Booking Name:**
Meeting

**Purpose:**
Meeting

**Description:**

**Special Requirements:**

Please note Cabonne Council's Cancellation terms:
- Where the hirer seeks to cancel the hire 30+ days from the hire, then 100% of fees will be returned.
- If cancelled 14-29 days from hire, then 50% of hire fees will be returned.
- If cancelled less then 14 days from hire, then 0% of hire fees will be returned.
- All cancellations or transfers of bookings should be completed via Bookable.

**7** **I have received an email from Bookable requesting payment for the full amount of my booking. How do I make a part payment?**

Payment reminder emails are automatically generated and sent to your email address. Select the first link in the email and you will be taken to your account. You will then be able to select the amount you wish to pay.
The second link in the email will take you to your booking which requests the amount in full.

**8** **What payment methods are available?**

Online Card (BPoint) is the preferred method, which accepts both debit and credit, Visa and Mastercard. We are offering BPAY as an alternative payment method (please refer to your invoice for your payment reference).

**9** **Who can I contact for assistance?**

You can contact Administration at Cabonne Council on 6392 3200, or email bookings@cabonne.nsw.gov.au.

For after hours emergencies, call 6392 3234.

Canowindra Sports Trust Ground

Australia's Food Basket
CABONNE COUNCIL

99-101 Bank St, Molong, NSW, 2866
council@cabonne.nsw.gov.au
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www.cabonne.nsw.gov.au