

## Book a Facility

You can now book Council sportsgrounds, showgrounds, community halls and reserves online - *Search It | Compare It | Book & Pay*



To get started, you will first need to register an account. Both individual and organisation accounts are available, follow these simple steps to **Connect Better** at your convenience. Note: not all facilities will be online.

- 1 Go to [shoalhaven.nsw.gov.au/bookafacility](https://shoalhaven.nsw.gov.au/bookafacility)
- 2 Register an individual or organisation account

**Individual accounts:** Complete the details requested in the online form.

**Organisational accounts:** Can only be set up by someone with a registered individual account. Once your representative has completed an individual registration, follow these steps:

- Go to *Organisation Management*
- Select *Create New Organisation*
- Enter organisation details
- Select *Create*
- Go to *Upload Document* - upload your relevant documents eg. Public Liability Insurance, NFP Registration, Liquor Licence etc.

- 3 **Booking**
  - Search facilities
  - Have your event details and dates ready
  - Enter requested details
  - Accept Terms and Conditions

- 4 **Making a payment**

Once you have confirmed your facility and dates, you will proceed to the payment page, full or part payment is accepted. Select payments you DO NOT wish to pay for up front. All bookings will be visible on this page. Upon making payment, you will receive an email. Contact Council to discuss alternative payment options.

For further information, see our FAQs available online.

# TIPS

## User Tips

### Changing Times/Dates

You can make changes up to seven days prior to your event.

To make a change:

Log in → View History →

Select booking → Move/Delete

### Bond

Some events will require you to pay a bond for use. Payment is required prior to issue of the hire permit. Council will inspect the facility after your event. Any extra costs incurred for additional cleaning or repairs will be deducted from the bond. Council will notify you if extra fees will be charged against the bond prior to refund.

### Equipment

Some facilities have equipment available for use such as whiteboards, projectors, tables etc. Please note fees may apply for some equipment. You can search within the system for facilities that have equipment.

### Cancellation and Refunds

Hire fees and bonds will be refunded if you cancel your booking up to seven days before the booking date. As per the *Fees and Charges Policy*, no refund will be issued after this time.

If you are unable to honour your booking, you can cancel online or contact Council on (02) 4429 3111.

# FAQ

## Frequently Asked Questions

### Why is Council making changes to their facility bookings system?

Booking online allows you to make bookings 24 hours a day from the comfort of your own home, using any digital device. In addition, you can now easily compare features and prices across available facilities to ensure you can find the venue that best meets the requirements of your event.

### Will there still be support available via phone for making bookings?

Yes. You are still able to phone for assistance with your booking and speak directly with one of Council's helpful staff members during business hours.

### Can I still book over-the-counter?

Yes. You can come into the Nowra or the Ulladulla Administration Centre to do so.

### Can I make multiple bookings?

Yes. Simply select *Multiple Booking* and set your desired reoccurrence pattern or select specific dates and times.

### What details do I need to provide online in order to make a booking?

You simply need to provide your Name, DOB, Email, Phone and Address.

### Will I receive a receipt and booking confirmation?

Upon payment of your booking you will receive acknowledgement by email, including contact details for the Council Booking Officer and a link to important information such as your Hirer Information Pack. Bookings will only be confirmed once all fees are paid and documentation has been checked by staff.

## Further Information

Contact Council on:



Nowra (02) 4429 3111

Ulladulla (02) 4429 8999



email [council@shoalhaven.nsw.gov.au](mailto:council@shoalhaven.nsw.gov.au)



## Book online

You can now book a range of sportsgrounds, showgrounds, community halls and reserves across the Shoalhaven online.

### Map Key

Reserve

Sportsfield

Showground

Community Hall