

## Make a Booking Guide

*Shoalhaven City Council has upgraded its online booking system which enables hirers to view facility availability and to make and manage bookings*



This Factsheet will assist users with navigating the booking process and should be read in conjunction with [Council's Terms and Conditions of Hire](#) and [Fees and Charges](#). If you experience any issues or have any questions, please contact Council on (02) 4428 7206 to speak with a Customer Experience Booking Officer directly.



### Book online

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

#### Map Key

-  Reserve
-  Sportsfield
-  Showground
-  Community Hall
-  Accommodation

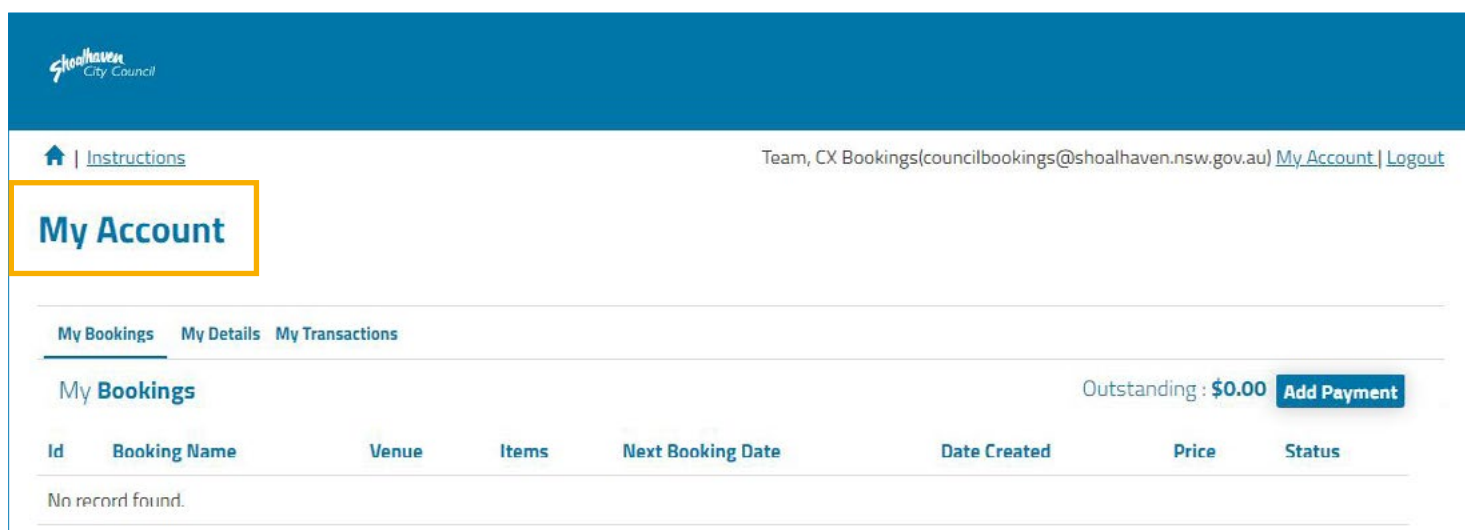
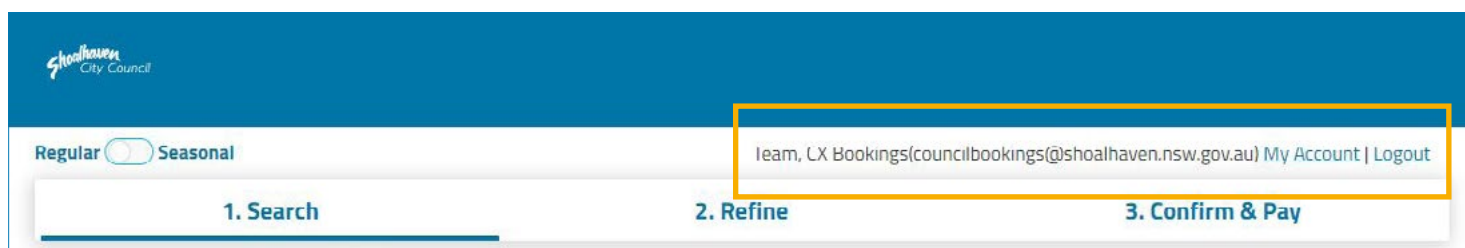


# Account Registration and Logging in

- 1 To register for a new account, go to <https://shoalhaven.bookable.net.au> (Chrome is the best browser) and click on "Register" in the top right-hand side of the screen. Follow the prompts to create your account.



- 2 To log in, select "Login" and enter your email address and password. Once logged in you will be able to view your booking history and account details. Select "My Account" from the top right-hand side of the screen.



- 3 You can then navigate through the tabs to complete the following:

## My Bookings

- View booking and status
- Download invoices
- Make payments
- Duplicate bookings
- Click into your booking

## My Details

- Edit your personal details
- Change your password

## My Organisation

- (Visible to Organisation profiles only)
- Edit your organisation details
  - Add or invite other members of your organisation to be approved user

## My Transactions

- View historical transactions

# How to see if a venue is available?

- From the Bookable landing page enter the search filter options or simply type in the venue name in "Search for a Venue" and click on "Search". Venues will load based on the filter criteria.

- A listing of venues will load that match the search criteria. Select "Explore Venue" or "Find out more" to load availability.

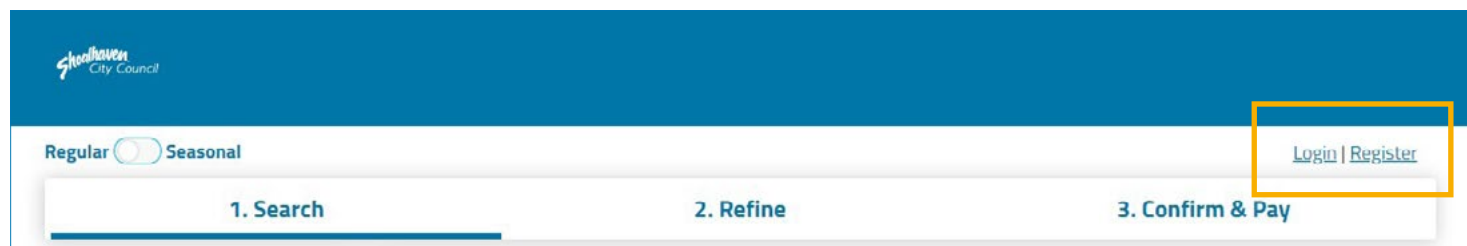
- You can then see if the facility is available
- You can also view a weekly or monthly calendar for other dates
- View images of the venue

# Booking the Venue

- 1 Once you have found the date and time you would like for your booking, click on the time or "Book this item".



- 2 The booking refinement screen will load. If you have an account and have not yet logged in, select "Login" and enter the username and password you have been provided.

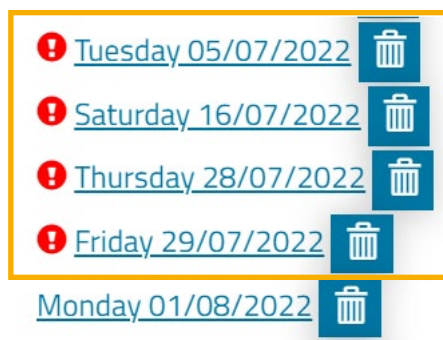


- 3 After logging in continue to fill in all the booking required information. To add another date to the booking or a repeat weekly/fortnightly/monthly booking click on the "Create Repeat/Add Date" button.

**Create Repeat/Add Date**

- 4 If you add a date that already has a booking, the date will highlight as a clash. Click into the date that has the clash to view. You may be able to change your booking times, or the date may not be available at all. If not available, click on the bin icon to delete that date.

**Included Dates (⚠ Clashes Exist)**



- 5 Once you are happy with the dates and times added click "Checkout".

- ⑥ The Booking details overview screen will load. This is where you check over your booking to ensure your venue, dates and times are correct. If they are not correct you can select "Modify" and it will take you back a screen where you can edit.
- ⑦ You can also add additional contacts to a booking, so they get email notifications regarding the booking. If you would like someone to receive these notifications enter their details into the contact section.
- ⑧ Once all changes and contacts are added select "Complete". A booking checklist will now load, as per the paper application form. Tick the boxes as required and select "Save". Council's Terms and Conditions will then need to be accepted. Review and tick the box and select "Continue". The booking has now been added!
- ⑨ Yourself and any additional contacts added will then receive an automated email advising that Council has received your booking and will process. Once Council reviews and confirms your booking if any fees are required to be paid you can then make payment.

# FAQ

## Frequently Asked Questions

### Do I have to use the online booking system?

Yes, this is our preferred way of booking our facilities. You secure your dates in a tentative status until an officer reviews the booking.

### Do I need to have an account, or can I just make a booking?

It is beneficial for regular hirers to register for an account as having an account will enable you to view all your bookings in the one place. If your booking is a one-off event (wedding, party) you can complete a booking as a "Guest User".

### What happens if I need to change my booking?

Once a booking has been entered it can be changed, as long as that change is completed more than 5 business prior to the start of the booking. When you make a change, your booking will no longer be "Confirmed" and will change to a "Tentative" status. The booking will then be reviewed by Council and if approved the booking will be reconfirmed. If any additional charges apply due to the change they will need to be paid.

### 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.

### How can I make payment?

Payment is to be made via credit card through Bookable. If a refund is required Council can place monies straight back on your credit card.

### What if the time I want is booked?

Unfortunately, if the time you would like is booked out then you will need to look at hiring another venue. As per Council's terms and conditions if the booking is for a major event Council may reschedule bookings in preference.

### If I need to cancel my booking, will I get a refund?

A refund may be applicable if it is within cancellation terms in Council's terms and conditions.

### How can I remove users that are no longer with my Organisation?

Log into your account and go to the "My Organisation" tab. You can add, remove and invite new users from this page.

### What if I forget my password?

In the log in page there is a link for "Forgot Password". Click and follow the prompts to reset your password. You can also call Council and we can reset it for you.