BOOKADE SPORTSGROUND & FACILITY BOOKING

User Guide



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Cabonne Community Centre, Molong

Bookable SPORTSGROUND & FACILITY BOOKING



Dr. Ross Memorial Recreation Ground, Molong



LOGGING IN (EXISTING USER)

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



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





Select Login at the top of the page

CARONNE COLINCEL Regular Seasonal		Login Register	
1. Search	2. Refine	3. Confirm & Pay	



SPORTSGROUND & FACILITY BOOKING USER GUIDE

3 Sele	ect forgot password		
		Login	
	Customer Login		ô
	Email	Password	
	Login		Eorgot.password? Active Directory Login
		_	
4 Enter	your email address then	select OK to reset you	ır password
		Forgot Password?	
	Please enter your email to reset	t password.	
		Cancel	
(5) Enter	new password		
Enter	vour email address and r	password, then select	Loain
	Customer Login		<u></u>
	Email	Password	
	Login		Eorgot password? Active Directory Login
	logged in, you can view (Cabonne Council venu	ies 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

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

		23/512 110/50242
1. Search	2. Refine	3. Confirm & Pay
Filters		
enue Type	Welcome to Cabonne Council's ve Here you can search our available venues, see bookable sp	enue booking website. paces, request bookings and submit payments.
- Select Venue Type - 🗸 🗸	$ \longrightarrow $	
ctivity Type		
- Select Activity Type - 🗸 🗸		
earch for a Venue or Suburb	REGISTER LOG IN	SPORTS COMMUNITY FACILITIES FACILITIES
ate	Please register befo	vre booking
08/08/2023	Cabonne Council requires all hirers to be registered. Our private h registered or logg	tire fees will be shown to all customers who have not ged in.
Clear All Search	Community and not for Community users and not for profit organisations may be eligible for and verified	r profit users discounted fees and can only view these once registered J.
More Options	Help with book If you require assistance making a booking, please contact Council or	xings n 02 6392 3200 or email bookings@cabonne.nsw.gov.au.



CARONN FOUNCE Regular Seasonal		Login Register
1. Search	2. Refine	3. Confirm & Pay



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

Complete the New Customer form below and start booking all your favourite venues ...once your registration is verified!

Registration Type

Please choose one of the following

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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	
		Private Hirer	

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	~	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 I School (Educational Institution) - within LG Sporting Club or Association	5A A



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Complete the required registration and contact detail fields

Individual		~	Private Hirer - Inside LG	A
Create Account				ð
Email*		Confirm Em	ail*	
Password*		Confirm Pa	ssword*	
Show Password		Show Pass	word	
ar parsoword policy requires a stro containation of at least 7 upperca recording the stores. The more charac soword will be accepted once the Personal Details	ng password. Your password should contain on and lowercase letters, numbers and ters, the stronger the password. Your strength indicator turns green.			ß
ur passward policy requires a stor combination of al least 7 uppersa- ceidid duranters. The more chara nonword will be accepted once the Personal Details Title*	ng porssend. Your password should contain on and lowercase letters, numbers and three, the strongen the password. Your strength indicator turns green.		Family Name*	۵
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ar password policy requires a store consideration of all load. 7 appears a consideration of all load. 7 appears receive drawards with the accepted once the Personal Details Title*	eg passend. Your passeerd should contain or and lowercase letters, number and cristics, the stronger the passward. Your strength indicator turns green.	Phone Num Address Lin ate*	Family Name* iber (Optional) (inc Region a e 2 (Optional) Australia	Q nd Country

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

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



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

D Enter the landing page at <u>Bookable</u>



Select Login at the top of the page

CARONN COUNCIL Regular Seasonal		Login Register
1. Search	2. Refine	3. Confirm & Pay



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Use the filters on the left-hand side to search by venue type, activity type, venue name or available date



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All matching venues to your search will be populated on the right-hand side. Click on the venue which you would like to view.





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Select Explore Venue to view availability, bookable items, venue details, images and documents (T&C's, floor plans, cleaning requirements etc).

Select Book Venue once you have decided on your venue



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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 b	ooking, add a Name for the Book	ring, choose your purpose and select the Custome	er 🔽
Booking Name: (150 characters.)		Attendee Numbers:	Included Dates
Example: "Dance Classes" or "Sports tra	iining"		Tuesday 08/08/2023
Purpose:	Customer:		
Purpose	✓ Guest	2	
+ Additional Information			
2. Booking Items Add the items you v	vish to book, then choose the du	ration of your booking.	
08/08/2023			Create Repeat/Add Date
Bookable Items	From	То	
Please select an item	✓ 09 ✓: 00 ✓	10 💙 : 00 💙	a



SPORTSGROUND & FACILITY BOOKING USER GUIDE

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

Add Booking Item																										
Cabonne Community Centre	Dai	ly Vi Aug 08	ew \ 3. 2023	Neel	dy vi	ew	Mont	hly v	iew Boso	nued	CI-	arb 📕	Boo	ked	Buf	for	Over	rhooku		Avail	lable	Cle	ored	Close	150	
Auditorium	GAM	ZAM	BAM	9AM	10AM	11AM	12PM	Mdf	Mdz	MM	Wd	MAS	EPM 6PM	Wdz	Md8	Mde	MdOL	Md11	OAM	1AM	ZAM	3AM	4AM	SAM	16	
Mitchell Room	6AM	7AM	BAM	9AM	10AM	11AM	12PM	1PM	2PM	BPM	4PM	SPM	6PM	7PM	8PM	Md6	10PM	11PM	OAM	1AM	2AM	3AM	4AM	SAM		
New Search																								Ch	eckout 🕽	

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.

Booking Details		ſ	
Booking Overview			Pricing Summary
Venue:	Customer:		Fees (Incl GST):
Cabonne Community Centre	Guest		Bonds:
Title:	Purpose:		Total (Incl GST):
Meeting	Event/Private Function - No Alcohol		GST:
Description	Special Requirements		
			Payable:
			Payable Now:
			Payable Later:
	<u> </u>		



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.

		Delete	Modify	Print Quote	Complete	
11	Select complete	when you	ı are ready	to finalise your b	ooking.	
				Enter Checklist.		
12	Complete check	list if prom	npted.	Name Halls, Gardens and Sports Checklist Instruction Please complete details.		
				1. Will there be alcohol at your event?	□ Yes - BYO Only □ Yes - Alcohol Sold [□No

Save Cancel



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(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.

Terms and Conditions:	
If these conditions aren't adhered to deposit may not	be refunded.
1. Pay all charges in full prior to usage.	
2. Be responsible for the security of all the hall three	oughout the hiring period. This includes ensuring
that all panic bolted doors are correctly locked p 3. Leave the ball and its entire surrounds in a clean	rior to the function and locked on departure.
kitchen facilities. Garbage must also be removed	d immediately after function.
4. Be responsible for all setting up prior to the fund	tion and all packing away after the function.
5. Return all hall equipment to its allocated storage	e area. (Tables and chairs are not to be dragged
across the floor) 6. Be responsible for repair or replacement of any (damage caused to the ball, its fixtures and / or
equipment.	warning causes to one nan, its incores and y or
	Prin
Specific Booking	g Requirements
Public Liability *	Upload Document
 No documents uploaded. 	
	he Terrer and Candibiana

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



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



Once complete, you will be prompted with the following options. Select the one you would like to do.





AMEND A BOOKING



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





Select Login at the top of the page

CABIONNE COUNCIL		
Regular Seasonal	7 Define	Login Register
1. Search	2. Reinie	S. Commin & Pay



Once logged in, select my account.

CARONNE COURCE Regular Seasonal		My Account Logout
1. Search	2. Refine	3. Confirm & Pay



Bookable SPORTSGROUND & FACILITY BOOKING USER GUIDE



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

My M	Bookings My Details I y Bookings	My Transactions			Outs	standing : \$30	.00 Add Payment
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	<u>Camping - caravan</u>	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



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

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.



MAKE A PAYMENT



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





Select Login at the top of the page

CABONNE COUNCIL		
Regular Seasonal		Login Register
1. Search	2. Refine	3. Confirm & Pay



Once logged in, select my account.

CABONNE COLINCIE		
Regular Seasonal		My Account Logout
1. Search	2. Refine	3. Confirm & Pay





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Select add payment.



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)	



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



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

	Invoice	Outstanding	Due Date	Amount Payment
VINV-32	[INVOICE] Cudal Community Centre Main Hall 29/08/2023 17:00 to 29/08/2023 19:00	\$30.00		\$30.00
	Checko	out Cancel		



Select Checkout.

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



DOWNLOAD YOUR INVOICE



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





Select Login at the top of the page

CARCINE COUNCIL		
Regular Seasonal		Login Register
1. Search	2. Refine	3. Confirm & Pay



Once logged in, select my account.

CADONNE COUNCIL		
Regular Seasonal		My Account J. ogout
1. Search	2. Refine	3. Confirm & Pay





SPORTSGROUND & FACILITY BOOKING USER GUIDE

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Select the three dots next to your booking.

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









FAQ'S

FREQUENTLY ASKED QUESTIONS



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)'.



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



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.



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.

	<u>ns</u>		
Му Ассо	unt		
My Bookings	My Details My Transactions		
My Person	al Information		
Personal D e	etails		ß
Title:	Given Name(s):	Surname:	



FAQ'S

FREQUENTLY ASKED QUESTIONS



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.

My Bookings My Transactions My Bookings Outstanding : \$30.00 Add Payment							
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	<u>Camping - caravan</u>	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

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



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	



SPORTSGROUND & FACILITY BOOKING USER GUIDE



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.

M	My Bookings My Details My Transactions						
My Bookings Outstanding : \$30.00 Add Payment							
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	<u>Camping - caravan</u>	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

Click Cancel Entire Booking.

Booking Details	
Booking Overview - #75	ncel Entire Booking
Venue:	Customer:
Cudal Community Centre	Jane Citizen
Booking Name: 🕑	Purpose:
Meeting	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.







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.



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).

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.





99-101 Bank St, Molong, NSW, 2866 council@cabonne.nsw.gov.au (02) 6392 3200 www.cabonne.nsw.gov.au