You will need to be a registered user to be able to make a booking in Bookable.

Please contact Council to confirm if you have an existing user account.

The hirer must be 18 years of age or older, proof of age may be required. The applicant must be present at the time of hire of the facility. If the hirer is a Corporate Body, the applicant for the hire must be an authorised person.

Email correspondence generated from Bookable is sent from *donotreply@shellharbour.nsw.gov.au* Please check both inbox and junk folder, and add this address to your safe sender list.

For any further enquiries or questions, please contact:

Shellharbour City Council on:

P: (02) 4221 6111
E: council@shellharbour.nsw.gov.au

How to Register (new customers only)

1. Go to shellharbour.bookable.net.au
2. Select **Register** (top right corner)
3. Select Registration Type:
    3.1 **Organisation** (If someone else from your organisation has already created an account, you must contact Council to create additional contacts and logins) It is recommended that before you start to create an account that you have all the organisation details including:
    -   Registered entity name
    -   Address
    -   Email
    -   Phone
    -   ABN
    -   Evidence of valid Public liability Insurance and registration of Not for Profit (if applicable)
      3.1.1   Select Customer Type
    3.2 **Individual (Private Hirer)**
4. Enter all details and required fields

Organisations are required to upload the following documentation:
- Current Public Liability Insurance certificate (Organisations only)
- Registration of Not-for-profit status (if applicable)

- COVID-19 Safe Plan (must be provided by all customers prior to your first booking date).
5. Select **Create Account**

You are required to read and accept the Privacy Policy and Terms of Use. You will receive an email noting your interest to register.

Individuals a message will appear if your registration is successful. You are now able to login and start making bookings.

Organisations are required to be verified by Council. Once your account has been verified, you will receive an email.

Customer Login

1. Go to shellharbour.bookable.net.au
2. Select **Login** (top right corner)
3. Enter your Email Address and Password

If you have forgotten your password
1. Select **Forgot Password**
2. Enter your email address
3. You will be sent a password reset email. Follow instructions to create a new password.

If you need to update your account details

1. Login to your account
2. Select **My Account** (top right corner)
3. Select **My Details**

Make a Booking

Bookings must be made at least 72 hours in advance. If you require a venue within 72 hours, contact Council. Council officers have the discretion to decline a booking. In this instance, you will be contacted to discuss the proposed hire.

The venue hire fees may be subject to change as Council reviews its annual Fees and Charges. The Fees and Charges is available on Council's website.

One off booking

1. Go to shellharbour.bookable.net.au and Login
2. Select **Venue Type** – Community Centres & Halls
3. Select the Activity Type (optional) and the Date

4. If required, Select More Options and choose your Venue Capacity and Top Facilities (ie accessibility, parking, kitchen etc)
5. Select the Venue, and date required, then click **Submit**. Venues will appear, select **See availability & more** (this will display details regarding the venue and availability).
6. Select **Book this item**
7. Enter Booking Details including:
   - Booking Name
   - Number of attendees
   - Purpose
   - Description (including Booking Name)
   - Special Requirements
   - Times, including set up and pack up time
8. Select **Checkout**

NOTE: A message will appear if any booking dates fall on holiday dates. You have the option to delete the dates you wish to remove from your booking or click 'Accept' to proceed.

9. The Pricing Summary displays the venue hire fees excluding the Bond. This will be added by Council upon review of the booking.

10. Review your booking details

If you would like others to be notified about certain

updates to the booking. Click on [+ Add Existing Contact]

or [+ Add Manual Contact]

You have the option to Delete, modify, print quote or **Complete**

11. To complete, select **Complete**

Note: Hire Bond and key Bond (if applicable) will apply to the booking. This will be added by Council. The value of the hire bond value is at Council officers discretion and will appear within the Pricing Summary and Tax Invoice.

12. Complete checklist, select OK
13. Read the Terms & Conditions; it is recommended that you print a copy before ticking that you have read and accept the Terms & Conditions – Select **Continue**
14. The booking will be allocated a unique booking id. The status of your booking will be displayed as **Tentative** until it is reviewed by Council.
15. Click **Done** to complete your booking

NOTE: Payment is not required until booking is confirmed. Once confirmed, you will receive a booking confirmation email inclusive with a tax invoice.

Repeat or a Booking or Add Date(s)

1. Follow Steps 1-6 from One off/Casual Booking instructions
2. Enter in booking details, then click **Create Repeat/Add Date**, you have the option to:
   2.1 Create Repeat
   Click on the drop down arrow to select the frequency of your bookings (i.e. daily, weekly, monthly). If your booking times vary, select **advanced timing** and enter dates/times required for each day/booking. Select the day required and enter an **End date** and click **Ok**.
3. All bookings will be listed as **Included Dates**. Scroll through and delete any dates that are not required or show as a clash and therefore cannot be booked
4. Select **Checkout**
5. Review your booking details
6. Select **Complete**
7. Complete checklist, select **OK**
8. Acknowledge & accept Terms & Conditions – Select **Continue**
9. The booking will be allocated a unique booking id. The status of your booking will be displayed as **Tentative** until it is reviewed by Council and bonds are added
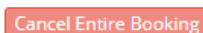10. Click **Done** to complete your booking

Once confirmed, you will receive a booking confirmation email.

Make changes to your Bookings

1. Log into your account
2. Select **My Account** (top right corner)
3. Your bookings are displayed under the **My Bookings** tab
4. Click on **Booking Name:**
5. **Cancel a Booking**
   Cancellations made within two weeks of the booking will incur a 20% cancellation charge of the hire fee. Any bond or key deposits paid will be returned in full to the applicant. Any accounts paid will be credited to another booking or refunded.

   5.1 **To cancel** your entire booking, click

   [Cancel Entire Booking]

   5.2 **To cancel a specific date** click [x] alongside the date that you wish to cancel.

An alert will appear requesting that you confirm the deletion, once agreed another message will appear advising you of the impacts of your cancellation e.g. costs

You will receive a cancellation email.

6. Date/Time/Area

6.1 Click alongside the date that you wish to amend; refer to colour key to confirm availability.

6.2 The status of your booking will revert to **Tentative** Council will review the change.

6.3 Once confirmed, you will receive a booking confirmation email.

Download a Tax Invoice

1. Click on (located above your pricing summary)
2. Select 'Download Invoice'

Make a Payment

Payment options are noted on the last page of your Tax Invoice.

These options are:

 Please ensure to apply Unique Biller Code and Reference as noted on the tax invoice. NOTE the Reference is unique to each Booking.

Online:

Using your Customer Login details to pay by Mastercard or Visa.

Select the booking that your wish to make payment on (Booking Id), select **Add Payment**

1. Enter details. You have the option to pay the full amount or a portion of the amount owed.
2. Select **Checkout**

You will receive a receipt for the transaction via email.

By phone:

Call Council on (02) 4221 6111
Hours: 8.30am to 4.30pm - Monday – Friday

NOTE: A merchant service fee will apply to all credit card payments.

In person:

You can pay by cash, cheque or EFTPOS at the Shellharbour Civic Centre. 76 Cygnet Avenue (Cnr Cygnet and College Ave) Shellharbour City Centre NSW 2529 Customer Service Hours: 8.30am to 4.30pm - Mon – Fri

Mail:

Please make all cheques payable to Shellharbour City Council. All cheques must be crossed 'Not Negotiable' and include a note with Booking reference ID.

Mail to:
Shellharbour City Council
Locked Bag 155
Shellharbour City Centre NSW 2529

Booking Refund

Money paid towards the bonds will be refunded generally within 21 working days of the conclusion of the hire period if:

- The hirer has fulfilled all of their obligations, there is no damage to the facility and has returned the keys within three business days of the booking.
- In the case of bond money, where the Council is satisfied that there is no damage and that the facility has been left in a clean and tidy state.

Refunds will only be issued to the name of the applicant/hirer. **Refunds can be issued by:**

- Cheque (posted to your nominated postal address or collected from Council's Civic Centre (during normal business hours)).
- Direct Deposit into your nominated bank account. Please send email to council@shellharbour.nsw.gov.au with a copy of blank bank deposit slip or top portion of the bank statement matching with the EFT details for verification purposes.
- If payment of the bond was received by Credit Card, refund will be returned to the same card/account.