



Hire a Venue

How to guide – Bookable

newcastle.nsw.gov.au



City of
Newcastle



City of
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Acknowledgement of Country

**We all sit on Awabakal and Worimi land 'Niirun Yalawa
Awabakal and Worimi burrei'**



City of Newcastle (CN) acknowledges its Local Government Area (LGA) sits within the Country of the Awabakal and Worimi Peoples. We acknowledge that Country for Aboriginal peoples is an interconnected set of ancient relationships. We acknowledge the custodianship of the Awabakal and Worimi peoples and the care and stewardship they have performed in this place since time immemorial.

**Always was, always will be Aboriginal land 'Wunyibu
wunyibu warra wunyibu wunyibu kuumba Guuri burrai'**

Introduction



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City of Newcastle utilises an online booking platform – Bookable.

Bookable allows our residents, community groups and organisations to:

- Search, view and book from a range of Council facilities including community halls and centres, library and museum spaces, Blackbutt Reserve and more.
- Check venue availability and explore venue spaces and amenities.
- Make single and reoccurring bookings.
- Manage, change and pay for your bookings easily online.



This guide, and our FAQs will provide all the steps to set up a user account, make and manage bookings, and pay online. If you require further information on how to book or need help to make a booking, please contact the relevant team:

Area	Email	Phone
Community Halls & Centres	communityfacilities@ncc.nsw.gov.au	(02) 4974 2000
Libraries	library@ncc.nsw.gov.au	(02) 4974 5300
Blackbutt Reserve	blackbuttadmin@ncc.nsw.gov.au	(02) 4904 3344
Newcastle Museum	nm-enquiries@ncc.nsw.gov.au	(02) 4974 1400

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How to register for an account

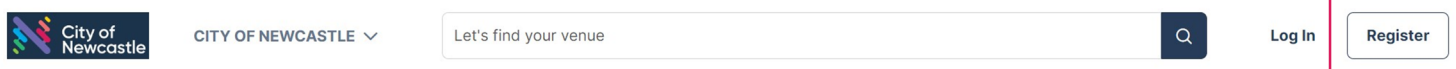


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You don't need an account to make a booking, however, it is recommended as guest accounts can't amend or cancel bookings.

Step 1. Visit CN's online booking portal at newcastle.bookable.net.au.

Step 2. Select '**Register**' at the top of the page.



Step 3. Select organisation or individual registration type.

A screenshot of the "Register with your email address" form. The form is titled "Register with your email address" and has a "Create account" button in the top right corner. It is divided into three main sections: "Account type", "Your account", and "Your Details".
The "Account type" section has two main categories: "I am an individual" and "I represent a company or organisation". Under "I am an individual", there are two buttons: "Private Hirer - Commercial" and "Private Hirer - Social". Under "I represent a company or organisation", there are several buttons: "Charity / Not for Profit", "Commercial", "Government Bodies", "Religious Entities", "Religious Entities - Charity / Not for Profit", "School / Education Provider", and "Sporting Club or Association".
The "Your account" section contains four input fields: "Email", "Confirm email", "Password", and "Confirm password". Below these fields is a checkbox labeled "Sign up to news and other helpful information from City of Newcastle".
The "Your Details" section contains a dropdown menu for "Title (optional)", input fields for "First name" and "Last name", and input fields for "Mobile Number" and "Landline (Optional)".
At the bottom of the form, there are several venue names: "Henderson Park Hall", "Henry Park Hall", "Jesmond Neighbourhood Centre", and "Maryland Conference".

Step 4. Complete the online registration form – based on your registration type, you may be required to upload documents (Not for Profit, School, etc.).

How to register for an account



Step 5. Based on your registration type, you may be required to upload documents.

Required documentation

*Make sure each document you upload is no larger than 30MB.
Registrations that do not include the required documents may be delayed or rejected.*

Public Liability Insurance

No documents uploaded.

[Choose a File](#)

Our terms of use

By creating an account, you agree to our [Terms](#) and have read and acknowledge our [platform privacy policy](#)

[Create account](#)

Step 6. Read the Terms of Use and Platform Privacy Policy. By clicking '**create account**' you accept the terms.

Once your registration has been verified, and account is created, you will be able to login and start making bookings.

How to login to your account

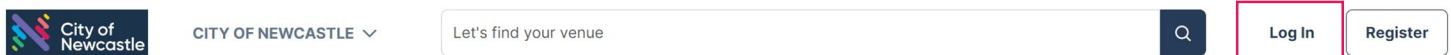


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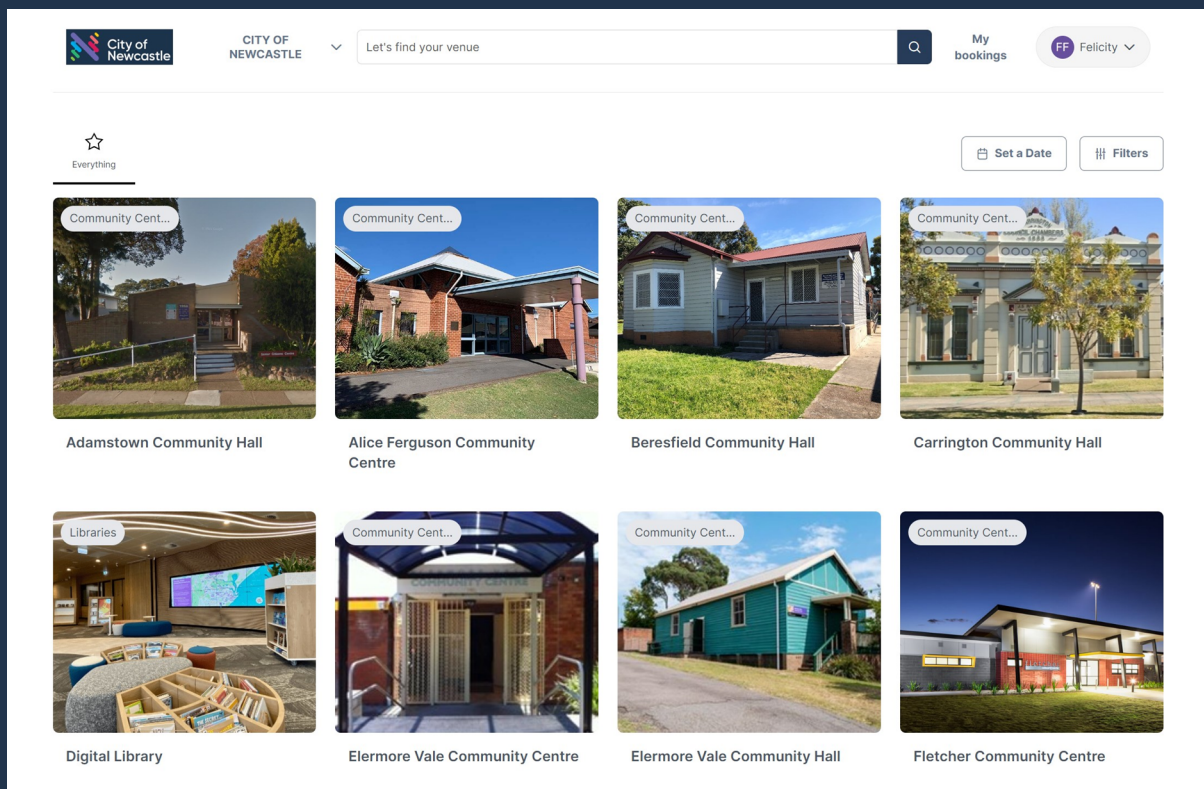
Login to your account to make a booking, amend or cancel any existing booking and make payments.

Step 1. Visit CN's online booking portal at newcastle.bookable.net.au.

Step 2. Select '**Log in**' at the top of the page.



Step 3. Sign in using your email address and password, select '**Login**'. You are now logged in and can browse and book our facilities and spaces for hire.



Forgotten password?



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Should you need to reset your password, please follow the instructions below.

Step 1. Visit CN's online booking portal at newcastle.bookable.net.au.

Step 2. Select '**Log in**' at the top of the page.



CITY OF NEWCASTLE ▾

Let's find your venue



Log in


Register

Step 3. Enter your email address and then select '**Log in with Email**'.

Step 4. Select '**Forgot your Password?**'. Re-enter your email address, an email will be sent to the nominated email address.

a. Click on the link in the email. This will take you back to the online portal to continue to reset password.

Reset Password

Enter New Password 

New Password

Password

Show Password
Our password policy requires a strong password. Your password should contain at least 8 characters. It should contain a combination of upper and lower case letters, numbers and special characters. The more characters, the stronger the password.

Confirm Password

Confirm Password

Show Password

Reset Password

Forgotten password?



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b. Enter a new password, then select '**Reset Password**'.

c. You will receive confirmation that your password has been reset and will be able to login to your account.

How to make a booking

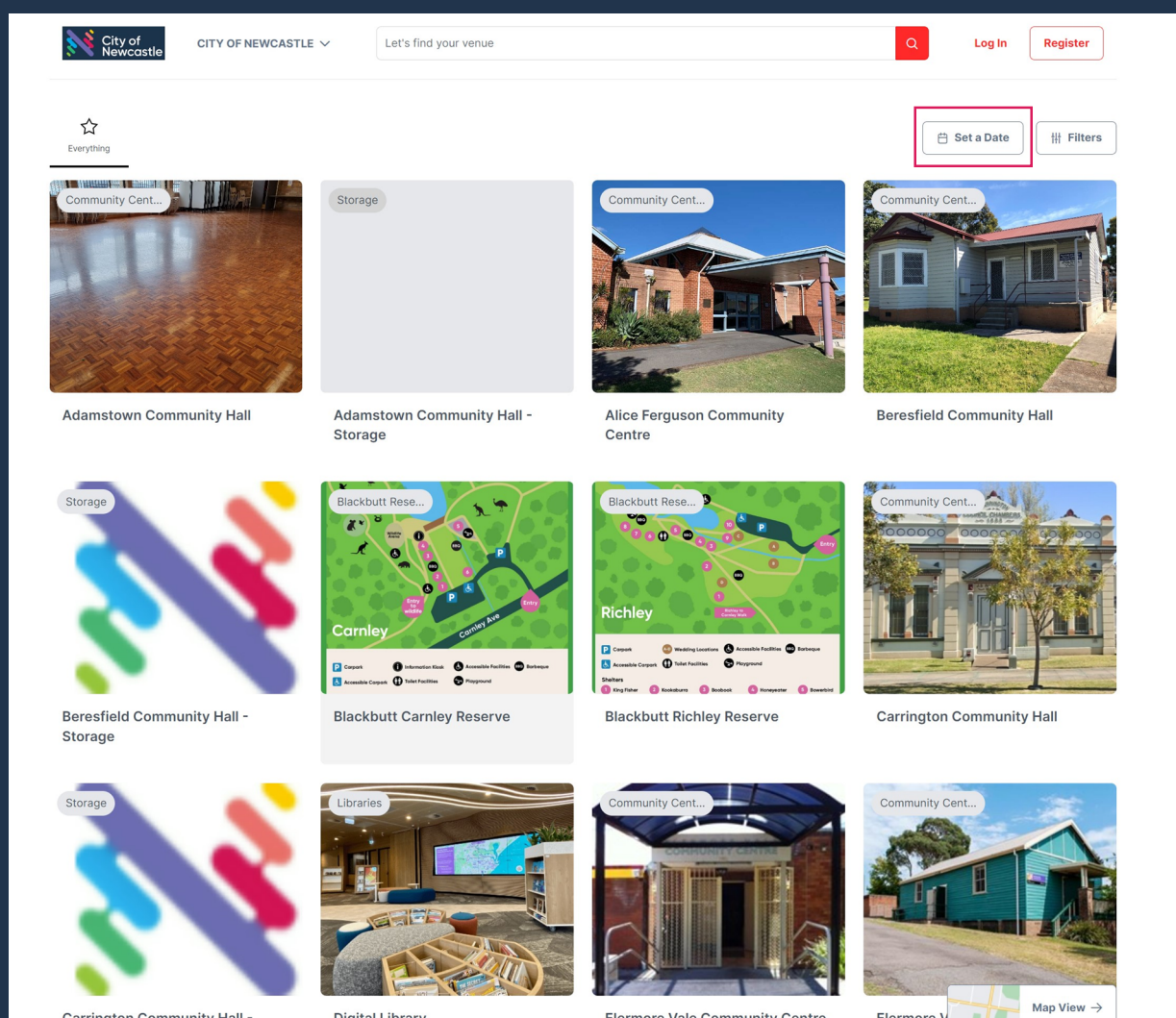


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Follow the below instructions to complete a booking online via the Bookable platform.

Step 1. Visit CN's online booking portal at newcastle.bookable.net.au.

Step 2. Either select the desired venue, or filter through 'Set a Date'.

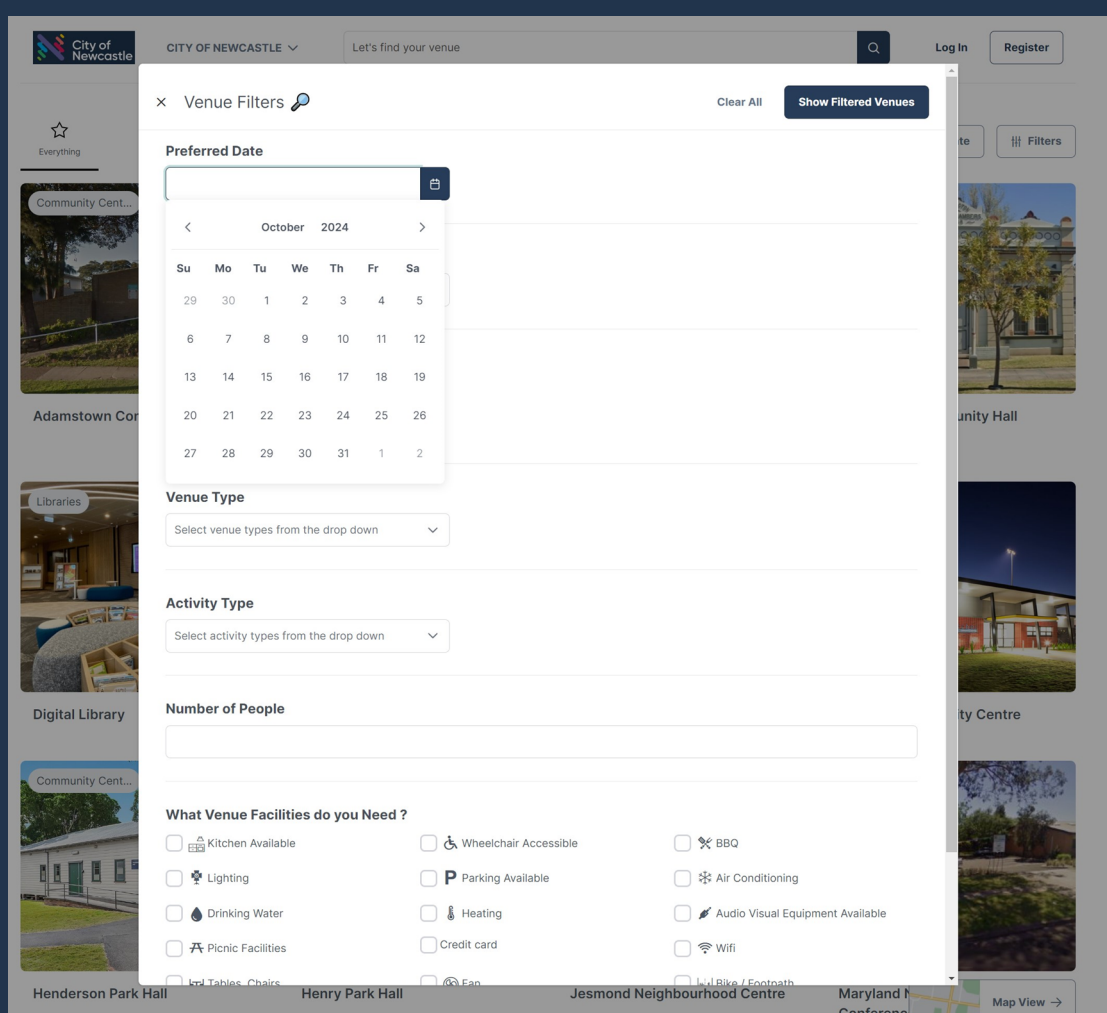


How to make a booking



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Step 3. Enter date or venue filters. This will allow you to see availabilities across our spaces and to suit your event needs.



Step 4. Select the tile/venue. This will provide more information on the facility, and you will be able to look at availability.

How to make a booking



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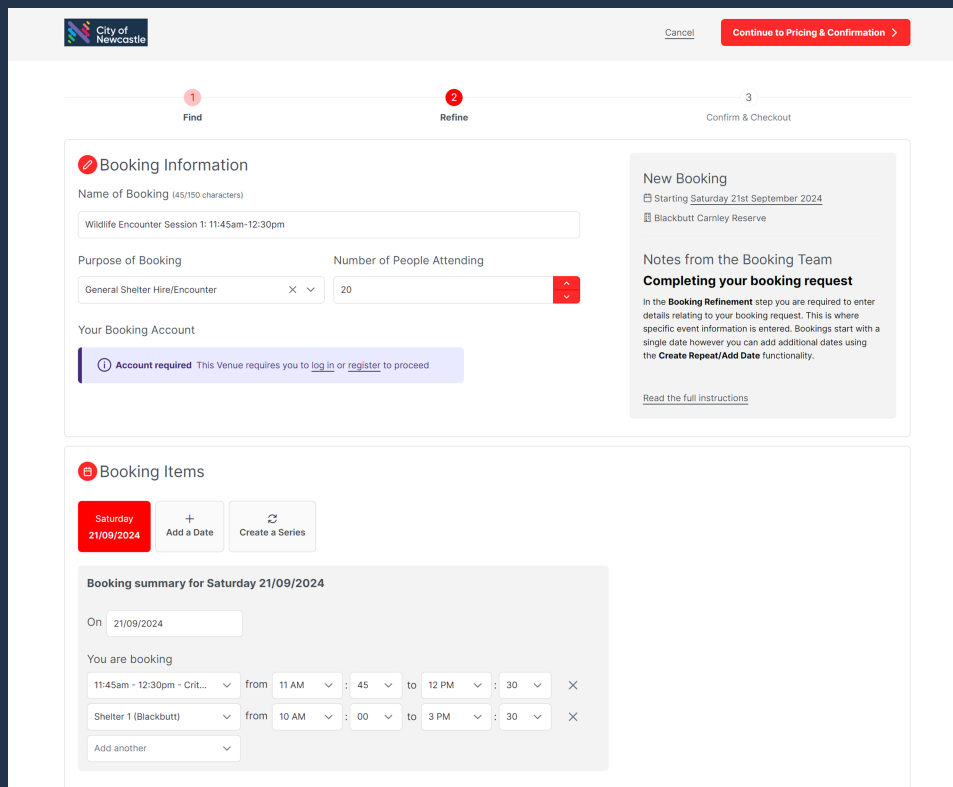
Step 5. Select 'Book It'.

The screenshot displays the 'CARNLEY SHELTERS' booking page. At the top, there is an 'Enquire' button and a link to 'Read more about the space'. Below this is a dropdown menu labeled 'Choose from the Shelters below'. The page lists four shelter options, each with a 'Book It' button and an 'Enquire' button. Each shelter entry includes a search icon, capacity ('Up to 50 people'), and icons for 'Wheelchair Accessible', 'BBQ', and 'Parking Available', along with a 'View all 12 facilities' link. Below each shelter name is a description and a link to 'Read more about the space'. At the bottom of each entry is a calendar grid showing availability from 6am to 7pm, with a 'midday' marker. The 'Book It' buttons are green and positioned to the right of each shelter's calendar.

Step 6. Enter your booking details, including booking name and number of people attending.

Step 7. Confirm your booking date and times. Note: for items that have a specific booking time (e.g. Blackbutt Reserve animal encounters) you will need to ensure the times in your booking items match the bookable item. The times will be included in the booking information within the venue.

How to make a booking



The screenshot shows the 'Refine' step of a booking process. At the top, there are three steps: 'Find', 'Refine', and 'Confirm & Checkout'. The 'Refine' step is active. The main content area is divided into two sections: 'Booking Information' and 'Booking Items'.

Booking Information

- Name of Booking (45/150 characters): Wildlife Encounter Session 1: 11:45am-12:30pm
- Purpose of Booking: General Shelter Hire/Encounter
- Number of People Attending: 20
- Your Booking Account: Account required. This Venue requires you to log in or register to proceed.

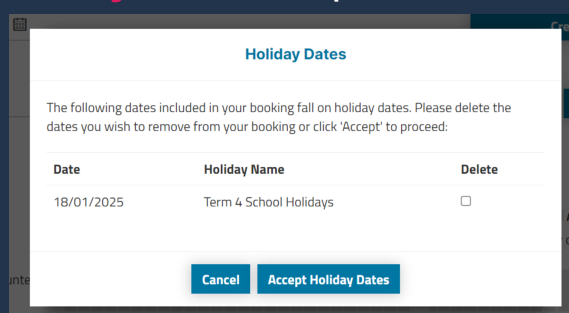
Booking Items

- Selected date: Saturday 21/09/2024
- Buttons: Add a Date, Create a Series
- Booking summary for Saturday 21/09/2024:
 - On: 21/09/2024
 - You are booking:
 - 11:45am - 12:30pm - Crit... from 11 AM : 45 to 12 PM : 30
 - Shelter 1 (Blackbutt) from 10 AM : 00 to 3 PM : 30
 - Add another

On the right side, there is a 'New Booking' section with details: Starting Saturday 21st September 2024, Blackbutt Carnley Reserve. Below this is a 'Notes from the Booking Team' section with the heading 'Completing your booking request' and a paragraph of text explaining the 'Booking Refinement' step. A 'Read the full instructions' link is provided.

Step 8. Once you have entered your bookable items and confirmed details, date and times, select **'Continue to Pricing & Confirmation'** to finalise your booking.

a. Bookings that fall on a public holiday or during school holidays will be asked if they would like not proceed with all booking dates. Select **'Accept Holiday Dates'** to proceed.



The dialog box is titled 'Holiday Dates'. It contains the following text: 'The following dates included in your booking fall on holiday dates. Please delete the dates you wish to remove from your booking or click 'Accept' to proceed.'

Date	Holiday Name	Delete
18/01/2025	Term 4 School Holidays	<input type="checkbox"/>

At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Accept Holiday Dates'.

How to make a booking



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Step 9. Confirm booking details, here you can add a description or special requirements to your booking (e.g. accessibility requirements, etc.).

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Cancel Complete Booking >

1 Find 2 Refine 3 Confirm & Checkout

Confirm Booking Information

Name of Booking (8/150 characters)
Birthday

Purpose of Booking
General Shelter Hire/Encounter

Number of People Attending
25

Description (1000 characters)
You can optionally leave a description to help you remember what the booking is for, and to guide our bookings team.

Special Requirements (1000 characters)
Let us know special requirements you have, such as accessibility needs, dietary restrictions, or technical requirements

Birthday
Your booking is tentatively reserved whilst you complete everything
Starting Saturday 28th September 2024
Blackbutt Carnley Reserve
Felicity Field
Modify Booking Download Quote

Pricing Summary

Fees	\$395.00
Bonds	\$0.00
Booking fees	\$395.00
Total incl. GST	\$395.00
Payable now	\$0.00
Payable later	\$395.00

Booking Breakdown

Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
Saturday 28th September 2024								
11:45am - 12:30pm - Critter Encounter	11:45 AM	12:30 PM	Days	1	\$195.00	\$195.00	\$17.73	
Shelter 1 (Blackbutt)	10:00 AM	03:30 PM	Days	1	\$200.00	\$200.00	\$18.18	

Step 10. Upload any mandatory documentation. Each venue will have its own requirements regarding to cancellation and refund policies, please ensure to research prior to booking via newcastle.nsw.gov.au.

Step 11. Select 'Complete Booking'.

How to make a booking



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Step 12. Read the Terms and Conditions. If you are happy to accept the Terms and Conditions, complete the check box and select '**Continue**'.

A screenshot of a 'Terms and Conditions' modal form. The form has a white background and a red 'X' close button in the top right corner. It contains the following sections:

- Terms and Conditions**: A scrollable area containing:
 - Cancellation Policy:** Bookings can be cancelled up to 24 hours' prior to the event start time by either logging into your Bookable account, or by emailing blackbuttadmin@ncc.nsw.gov.au. A refund of \$50.00 will be applicable for cancellations, provided that 24 hours' notice is supplied.
 - Rescheduling Policy:** Bookings can be rescheduled up to 24 hours' prior to the event start time by either logging into your Bookable account or by emailing blackbuttadmin@ncc.nsw.gov.au. These bookings can be rescheduled to an
- Specific Booking Requirements**: A section with the text: "Any documents specified below must be uploaded as part of your booking. Bookings that do not include the required documents may be delayed or rejected."
 - Public Liability Insurance \$20 million ***: A red 'Upload Document' button is next to this section. Below it, a bullet point states: "No documents uploaded."
- I have read and accept the Terms and Conditions.**
- Continue**: A red button at the bottom of the form.

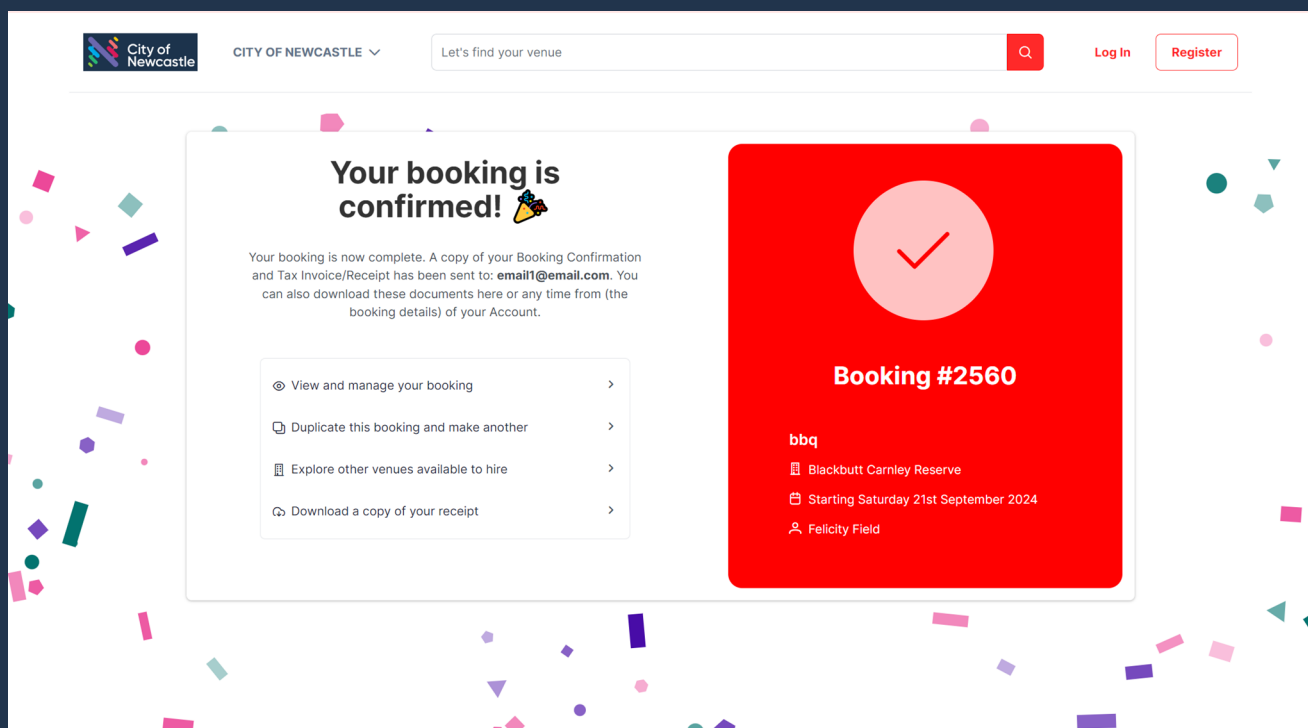
Step 13. You will be prompted to complete payment or finalise your booking.

How to make a booking



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Step 14. Booking confirmed!



You can view your booking and its status by clicking **'Manage Booking'**.

How to make a repeat booking



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Follow the below instructions to complete a repeat booking online via the Bookable platform.

Step 1. Follow steps 1-6 "how to make a booking" (page 10-12).

Step 2. In booking items, select create a series by adding in required details.

A screenshot of the 'Booking Items' interface. At the top, there is a red button labeled 'Saturday 28/09/2024', a white button with a plus sign labeled 'Add a Date', and a yellow button with a refresh icon labeled 'Create a Series'. Below this is a grey box titled 'Booking summary for Saturday 28/09/2024'. Inside the box, there is a date input field with '28/09/2024'. Below that, it says 'You are booking' followed by a dropdown menu showing 'Shelter 2 (Blue Gum)'. To the right of this is the word 'from', followed by a time input field showing '12 PM', a colon, a minute input field showing '30', the word 'to', another time input field showing '1 PM', a colon, and a final minute input field showing '30'. At the bottom of the box is another dropdown menu labeled 'Add another'.

How to make a repeat booking



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Step 3. Enter details of reoccurring or repeat booking.

A screenshot of a web form titled "Add new date or repeat". The form has a "Save" button in the top right corner. It features two tabs: "Repeating series" (selected) and "Individual dates". Under "Repeating series", there are fields for "Booking date to copy" (Friday 06/09/2024), "Start repeating on" (06/09/2024), and "Repeat every" (1 weeks). A "Repeat on" section has radio buttons for days of the week, with "Friday" selected. Below this is a "Repeat times" section with radio buttons for "The same time on each day" (selected) and "Varying times on different days". The "End series" section has radio buttons for "after 2 time/s" (selected) and "On".

Step 4. Your events will show under booking items.

A screenshot of the "Booking Items" interface. At the top, there's a header "Booking Items" with a calendar icon. Below it, there are two date buttons: "Saturday 28/09/2024" and "Saturday 05/10/2024" (highlighted in red). To the right are buttons for "+ Add a Date" and "Create a Series". Below the date buttons are trash icons. A section titled "Booking summary for Saturday 05/10/2024" contains a date field "On 05/10/2024", a "You are booking" section with a dropdown menu showing "Shelter 2 (Blue Gum)", and a time range "from 12 PM : 30 to 1 PM : 30". There is also an "Add another" dropdown menu.

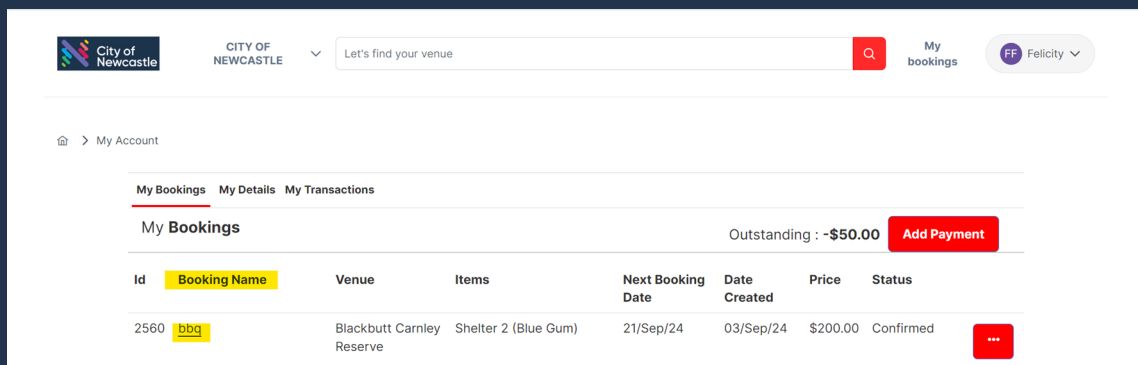
Step 5. Follow steps 8-13 "how to make a booking" (pages 12-16).

How to manage your account & bookings



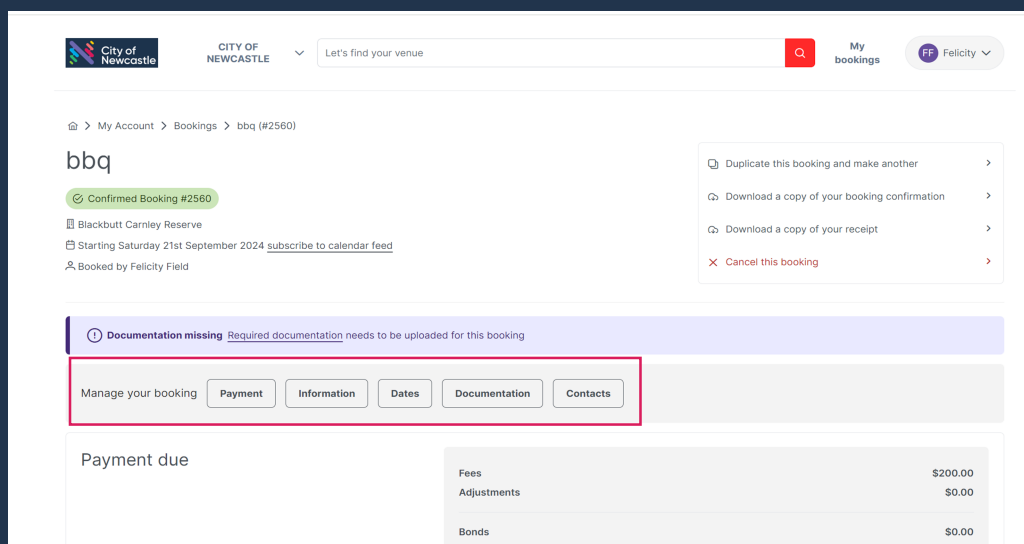
If you need to view, change or cancel your booking, you can do this online by logging into your Bookable account.

Step 1. Once you are logged in, select 'My bookings'.



You can view your booking and its status by clicking on the booking name.

Step 2. Once you have opened the booking, you will have quick access buttons under 'manage your booking' or can cancel entire booking using the menu on the right-hand side.



How to manage your account & booking



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Step 3. To amend your booking by going down to the booking dates and selecting 'Edit'.

Number of People Attending

25

Description (1000 characters)

You can optionally leave a description to help you remember what the booking is for, and to guide our bookings team.

Special Requirements (1000 characters)

Let us know special requirements you have, such as accessibility needs, dietary restrictions, or technical requirements

[Update Booking Information](#)

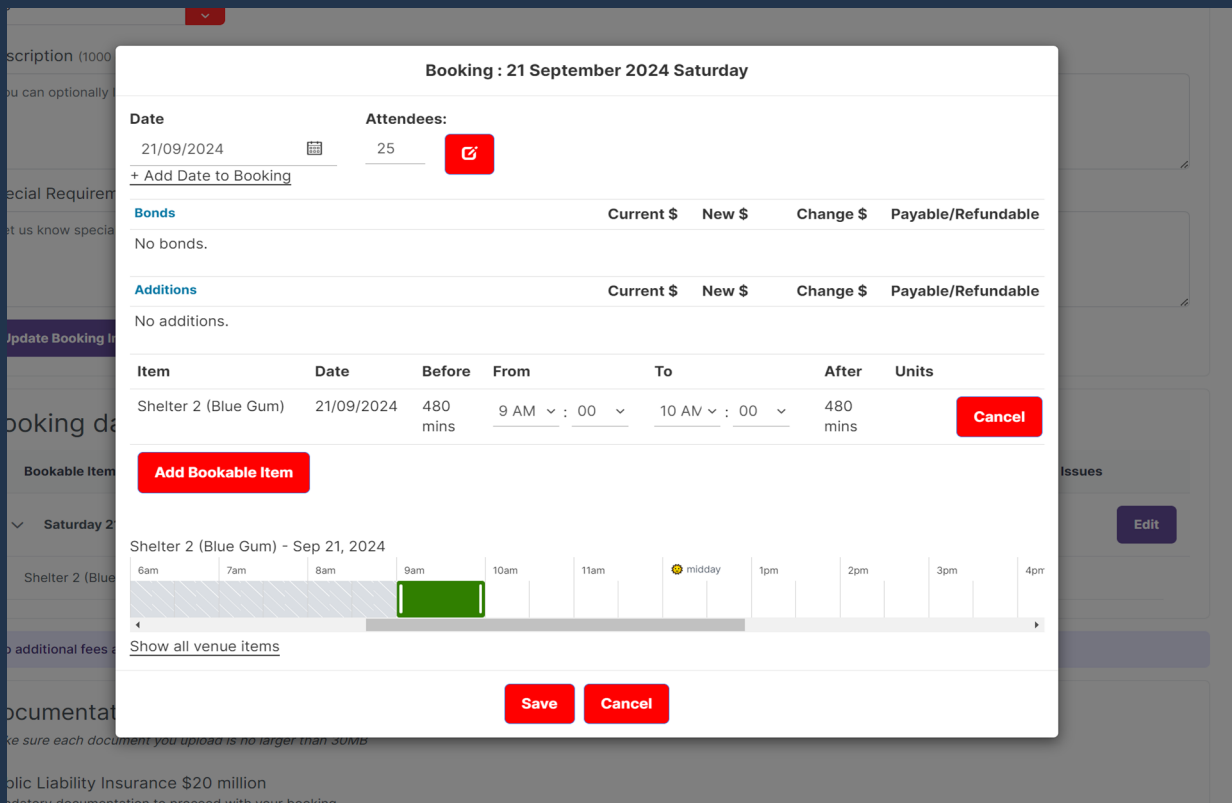
Booking dates

Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
Saturday 21st September 2024								
Shelter 2 (Blue Gum)	09:00 AM	10:00 AM	Days	1	\$200.00	\$200.00	\$18.18	Edit

[No additional fees are due for this booking](#)

How to manage your account & booking

Step 4. Make amendments as necessary, note this may result in additional fees to be payable. If you have any questions regarding the fees, please reach out to the relevant department.



Booking : 21 September 2024 Saturday

Date 21/09/2024 **Attendees:** 25

+ Add Date to Booking

Bonds	Current \$	New \$	Change \$	Payable/Refundable
No bonds.				

Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units
Shelter 2 (Blue Gum)	21/09/2024	480 mins	9 AM : 00	10 AM : 00	480 mins	Cancel

Add Bookable Item

Shelter 2 (Blue Gum) - Sep 21, 2024

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm

Show all venue items

Save **Cancel**

Step 5. Once amendments have been added, select '**Save**'. This will make requested to your booking. Note: these changes may attract additional fees and charges or need to be confirmed by relevant department prior to confirmation.

How to add an additional contact



You can add additional contacts to the booking, this allows them to receive notifications and updates.

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Step 1. Log into your account.

Step 2. Select '**My Bookings**' and once in the booking, at the bottom of the page in 'Subscribe Others to Booking Notifications', there is an add contact option where you can select a user that has a Bookable account or enter details manually.

A screenshot of a web interface titled "Subscribe Others to Booking Notifications". It features a table with three columns: "Name", "Email", and "Mobile". Below the table is a text input field with the placeholder "Add a contact to subscribe other people to booking notifications." To the right of the table is a vertical menu with an "Add Contact" dropdown button and two options: "+ Add existing contact" and "+ add manual contact".

Name	Email	Mobile
Add a contact to subscribe other people to booking notifications.		

Step 3. Add details and select '**Add Contact**'. Your nominated person will now be added to receive booking updates!

How to make a Payment



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Follow the below instructions to make a payment on your account.

Step 1. Log into your account.

Step 2. Select **'My Bookings'** and once in the booking, you will see in the **'Payment Due'** section a breakdown of the outstanding balance. Select **'Make Payment Now'**.

The screenshot shows a user's account page for a booking titled "Birthday" (#2559). The booking is confirmed and scheduled for Saturday, 28th September 2024, at Blackbutt Carnley Reserve. A "Payment due" notification is displayed, along with a "Documentation missing" warning. The "Payment due" section includes a table with the following data:

Fees	\$395.00
Adjustments	\$0.00
Bonds	\$0.00
Total incl. GST	\$395.00
Paid	\$0.00
Payable now	\$395.00
Payable later	\$0.00

A red "Make payment now" button is located at the bottom of the table.

Step 3. Add payment information and select **'Checkout'**.

Step 4. Input credit card details as listed and **'Submit'**. Payment will process and confirmation provided in booking screen.