



Hire a Venue

How to guide – Bookable

newcastle.nsw.gov.au



City of
Newcastle



City of
Newcastle

Acknowledgement of Country

.....

**We all sit on Awabakal and Wormi 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



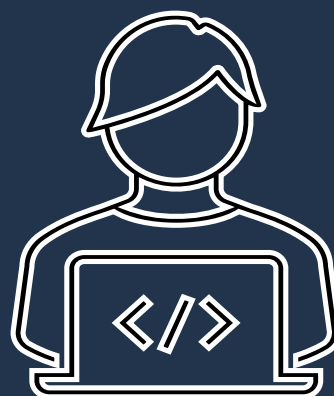
City of
Newcastle

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 you bookings easily online.



This guide, and our FAQ's 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

Contents



City of
Newcastle

.....

Table of contents	Page
How to register for an account	
How to log into your account	
How to make a booking	
How to make repeat bookings	
How to manage your account	
How to add additional contacts	
How to make a payment	

How to register for an account



To make a booking, you do not need to register for an account, however, it is recommended as you will not be able to amend or cancel your booking as a guest.

.....

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

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



CITY OF NEWCASTLE ▾

Let's find your venue



Log In

Register

Step 3. Select organisation or individual registration type

A screenshot of the 'Register with your email address' form on the City of Newcastle booking portal. 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 a radio button for 'I am an individual' (selected) and a radio button for '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 has fields for 'Email', 'Confirm email', 'Password', and 'Confirm password'. There is also a checkbox for 'Sign up to news and other helpful information from City of Newcastle'. The 'Your Details' section has a dropdown for 'Title (optional)', fields for 'First name' and 'Last name', and fields for 'Mobile Number' and 'Landline (Optional)'. The background of the screenshot shows a blurred view of the booking portal's main interface.

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 and Platform Privacy Policy. By clicking 'create account' you accept the terms.

Note: Depending on your registration type, you may need to be verified by Council prior to be able to place a booking. We may contact you if further information is required, otherwise you will receive an email once your registration has been verified.

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

How to login to your account



City of
Newcastle

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

Step 1. Visit Council'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. 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.

A screenshot of the City of Newcastle online booking portal. The header includes the City of Newcastle logo, a dropdown menu for 'CITY OF NEWCASTLE', a search bar with the text 'Let's find your venue', a search icon, a 'My bookings' link, and a user profile icon for 'Felicity'. Below the header, there is a 'Set a Date' button and a 'Filters' button. The main content area displays a grid of eight facility cards, each with a photo and a title: Adamstown Community Hall, Alice Ferguson Community Centre, Beresfield Community Hall, Carrington Community Hall, Digital Library, Elernmore Vale Community Centre, Elernmore Vale Community Hall, and Fletcher Community Centre. Each card has a 'Community Cent...' label in the top left corner.

Forgotten password?



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

Step 1. Visit Council'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?



City of
Newcastle

.....

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.

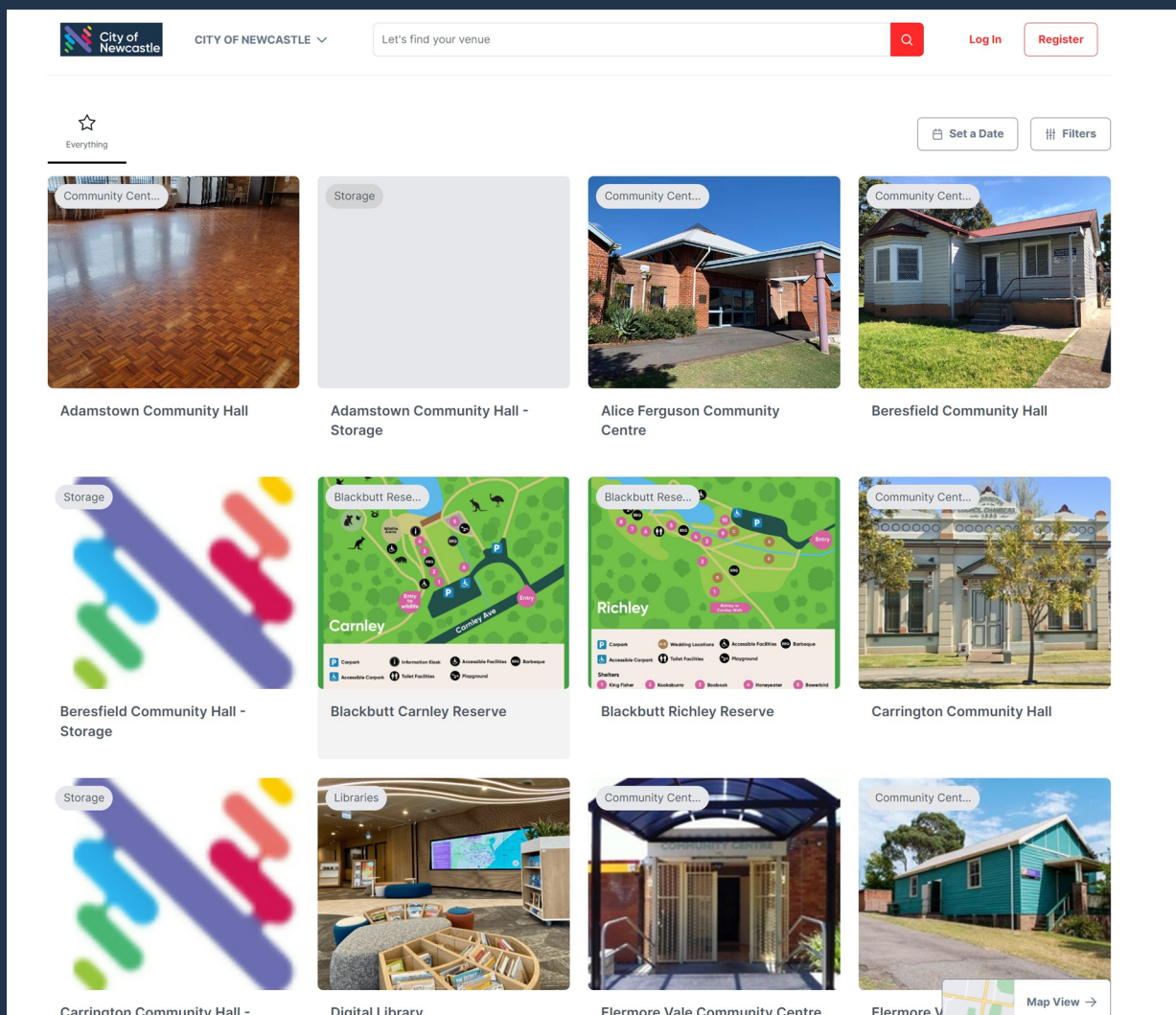
How to make a booking



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

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

Step 2. Either select the desired venue, or filter through 'set date'. This will allow you to see availabilities across all of our spaces and to suit your event needs.



How to make a booking



Step 2. cont.

A screenshot of the City of Newcastle website showing the "Venue Filters" modal. The modal is open over a background of venue tiles. The filters include: "Preferred Date" with a calendar for October 2024; "Venue Type" with a dropdown menu; "Activity Type" with a dropdown menu; "Number of People" with a text input field; and "What Venue Facilities do you Need?" with a grid of checkboxes for various amenities like Kitchen, Wheelchair Accessible, BBQ, etc. The modal has a "Clear All" link and a "Show Filtered Venues" button.

City of Newcastle CITY OF NEWCASTLE Let's find your venue

× Venue Filters Clear All Show Filtered Venues

Preferred Date

October 2024

Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Venue Type

Select venue types from the drop down

Activity Type

Select activity types from the drop down

Number of People

What Venue Facilities do you Need ?

<input type="checkbox"/> Kitchen Available	<input type="checkbox"/> Wheelchair Accessible	<input type="checkbox"/> BBQ
<input type="checkbox"/> Lighting	<input type="checkbox"/> Parking Available	<input type="checkbox"/> Air Conditioning
<input type="checkbox"/> Drinking Water	<input type="checkbox"/> Heating	<input type="checkbox"/> Audio Visual Equipment Available
<input type="checkbox"/> Picnic Facilities	<input type="checkbox"/> Credit card	<input type="checkbox"/> Wifi
<input type="checkbox"/> Tables / Chairs	<input type="checkbox"/> Fan	<input type="checkbox"/> Lift / Bike / Footpath

Step 3. 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



City of
Newcastle

Step 4. Select 'Book It'

CARNLEY SHELTERS Enquire

[Read more about the space](#)

[Choose from the Shelters below](#)

Shelter 1 (Blackbutt) Book It >

[Up to 50 people](#) [Wheelchair Accessible](#) [BBQ](#) [Parking Available](#) [View all 12 facilities](#)

The Blackbutt Shelter is the first shelter from the carpark. For more information on the location of our shelters, please view the... [Read more about the space](#)

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm 5pm 6pm 7pm

Shelter 2 (Blue Gum) Book It >

[Up to 50 people](#) [Wheelchair Accessible](#) [BBQ](#) [Parking Available](#) [View all 12 facilities](#)

The Blue Gum Shelter is the second shelter from the carpark. For more information on the location of our shelters, please view the... [Read more about the space](#)

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm 5pm 6pm 7pm

Shelter 3 (Ironbark) Book It >

[Up to 50 people](#) [Wheelchair Accessible](#) [BBQ](#) [Parking Available](#) [View all 12 facilities](#)

The Ironbark Shelter is the third shelter from the carpark. For more information on the location of our shelters, please view the ... [Read more about the space](#)

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm 5pm 6pm 7pm

Shelter 4 (Red Gum) Book It >

[Up to 50 people](#) [Wheelchair Accessible](#) [BBQ](#) [Parking Available](#) [View all 12 facilities](#)

The Red Gum Shelter is the fourth shelter from the carpark. For more information on the location of our shelters, please view the ... [Read more about the space](#)

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm 5pm 6pm 7pm

Step 5. Enter your booking details, including booking name and number of people attending.

Step 6. 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.

How to make a booking



Step 6. Cont.

The screenshot shows the 'Refine' step of the booking process. At the top, there are three numbered steps: 1. Find, 2. Refine (active), and 3. Confirm & Checkout. The main content area is divided into two columns. The left column contains 'Booking Information' with fields for 'Name of Booking' (filled with 'Wildlife Encounter Session 1: 11:45am-12:30pm'), 'Purpose of Booking' (dropdown menu showing 'General Shelter Hire/Encounter'), and 'Number of People Attending' (input field with '20'). Below these is a 'Your Booking Account' section with a message: 'Account required This Venue requires you to log in or register to proceed'. The right column contains a 'New Booking' summary showing 'Starting Saturday 21st September 2024' and 'Blackbutt Carnley Reserve'. Below this is a 'Notes from the Booking Team' section titled 'Completing your booking request' with explanatory text and a 'Read the full instructions' link. The bottom section, 'Booking Items', shows a 'Saturday 21/09/2024' date selector, 'Add a Date', and 'Create a Series' buttons. It then displays a 'Booking summary for Saturday 21/09/2024' with a date picker set to '21/09/2024'. Under 'You are booking', there are two time slots: '11:45am - 12:30pm - Crit...' and 'Shelter 1 (Blackbutt)', each with a 'from' and 'to' time and a delete 'X' button. An 'Add another' button is at the bottom.

Step 7. 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 'Holiday Dates' dialog box is shown. It has a title bar 'Holiday Dates' and a message: '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:'. Below this is a table with three columns: 'Date', 'Holiday Name', and 'Delete'. The table contains one row: '18/01/2025', 'Term 4 School Holidays', and a checkbox. At the bottom are two buttons: 'Cancel' and 'Accept Holiday Dates'.

How to make a booking



Step 8. Confirm booking details, here you can add a description or special requirements to your booking (e.g. accessibility requirements, etc.)

A screenshot of the City of Newcastle booking confirmation page. The page is divided into three main sections: "Find", "Refine", and "Confirm & Checkout". The "Confirm & Checkout" section is active, showing a "Confirm Booking Information" form. The form includes fields for "Name of Booking" (with a "Birthday" placeholder), "Purpose of Booking" (a dropdown menu showing "General Shelter Hire/Encounter"), "Number of People Attending" (a numeric input field with "25"), "Description" (a text area with a placeholder), and "Special Requirements" (a text area with a placeholder). To the right of the form is a "Pricing Summary" table. Below the form is a "Booking Breakdown" table. The "City of Newcastle" logo is in the top left corner, and a "Complete Booking" button is in the top right corner.

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 9. Upload any mandatory documentation. Each venue will have its own requirements, please ensure to research prior to booking via newcastle.nsw.gov.au

Step 10. Select 'Complete Booking'

How to make a booking



City of
Newcastle

.....

Step 11. Read the Terms and Conditions, and select '**Continue**'

A screenshot of a web application showing a 'Terms and Conditions' modal window. The modal has a title bar with a close button (X). The main content area is divided into two sections. The first section, 'Terms and Conditions', contains two paragraphs: 'Cancellation Policy' and 'Rescheduling Policy'. The 'Cancellation Policy' states that bookings can be cancelled up to 24 hours prior to the event start time by logging into the Bookable account or emailing blackbuttadmin@ncc.nsw.gov.au, with a \$50.00 refund applicable for cancellations provided 24 hours' notice is supplied. The 'Rescheduling Policy' states that bookings can be rescheduled up to 24 hours prior to the event start time by logging into the Bookable account or by emailing blackbuttadmin@ncc.nsw.gov.au. The second section, 'Specific Booking Requirements', states that any documents specified below must be uploaded as part of the booking. It lists 'Public Liability Insurance \$20 million *' with a bullet point indicating 'No documents uploaded.' and an 'Upload Document' button. At the bottom of the modal, there is a checkbox labeled 'I have read and accept the Terms and Conditions.' which is checked, and a 'Continue' button. A 'Print' link is also visible next to the 'Rescheduling Policy' text.

Terms and Conditions

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

[Print](#)

Specific Booking Requirements

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 *

- No documents uploaded.

[Upload Document](#)

☒ I have read and accept the Terms and Conditions.

[Continue](#)

Booking fees

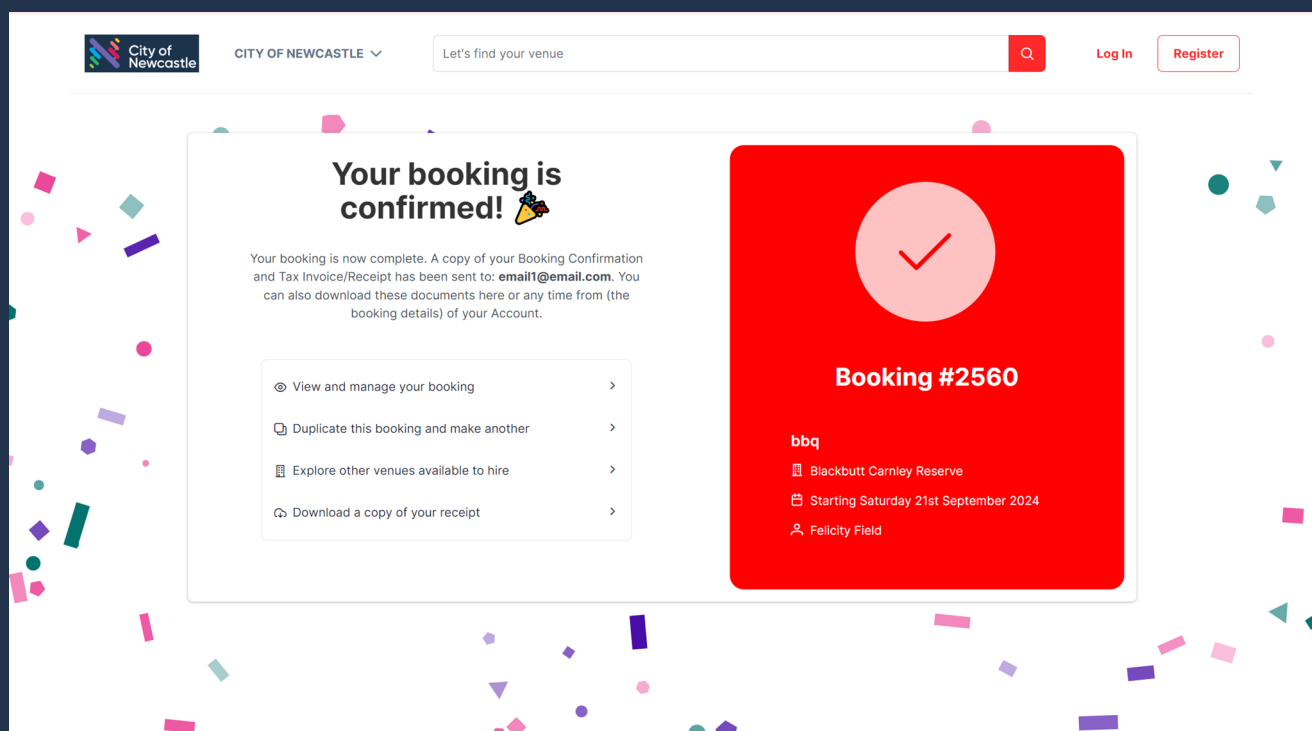
Step 12. You will be prompted to complete payment or finalise your booking.

a. for bookings that

How to make a booking



Step 13. Booking confirmed! Depending on the venue booked, your booking may need to be reviewed by the bookings team.



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

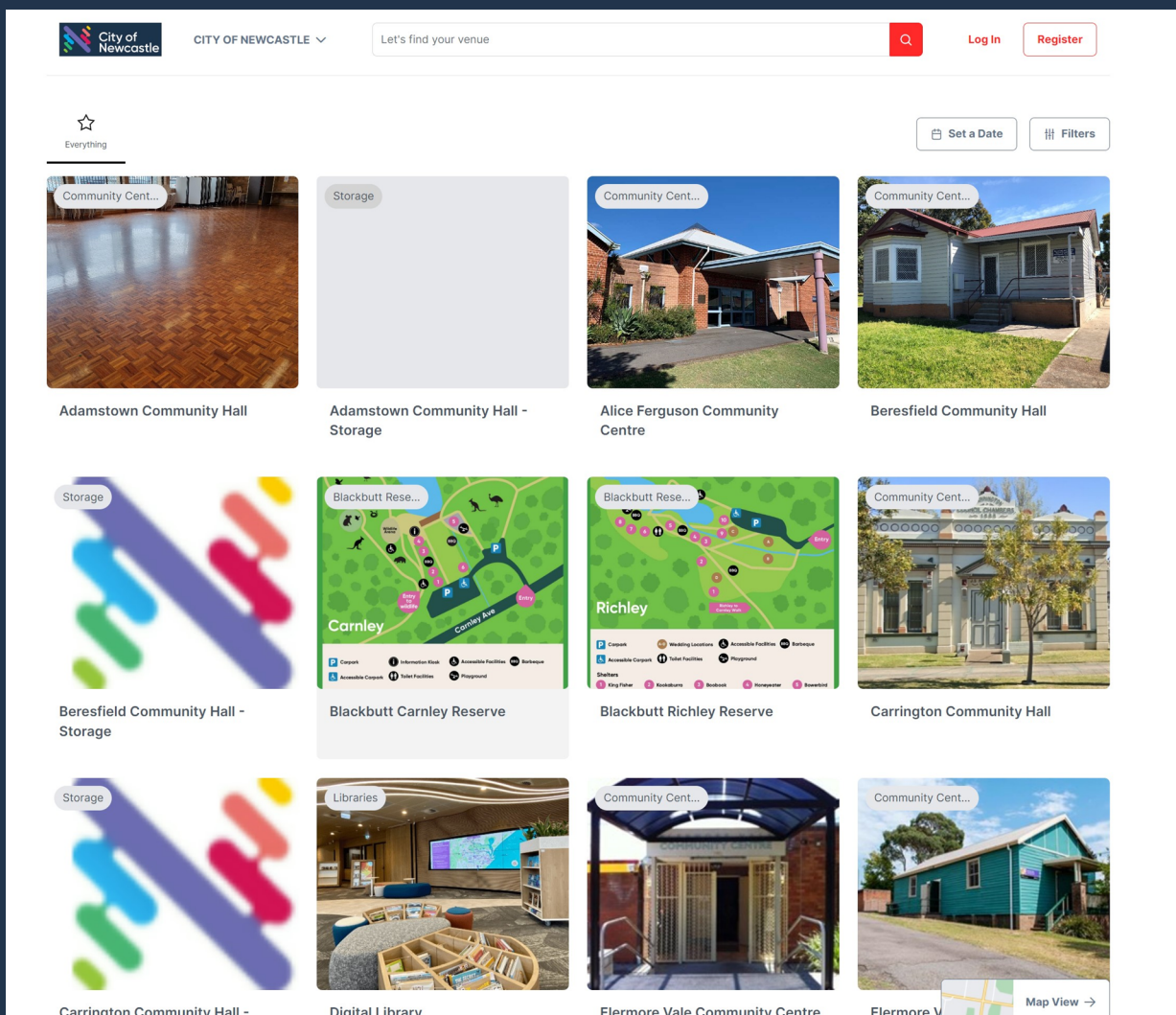
How to make a repeat booking



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

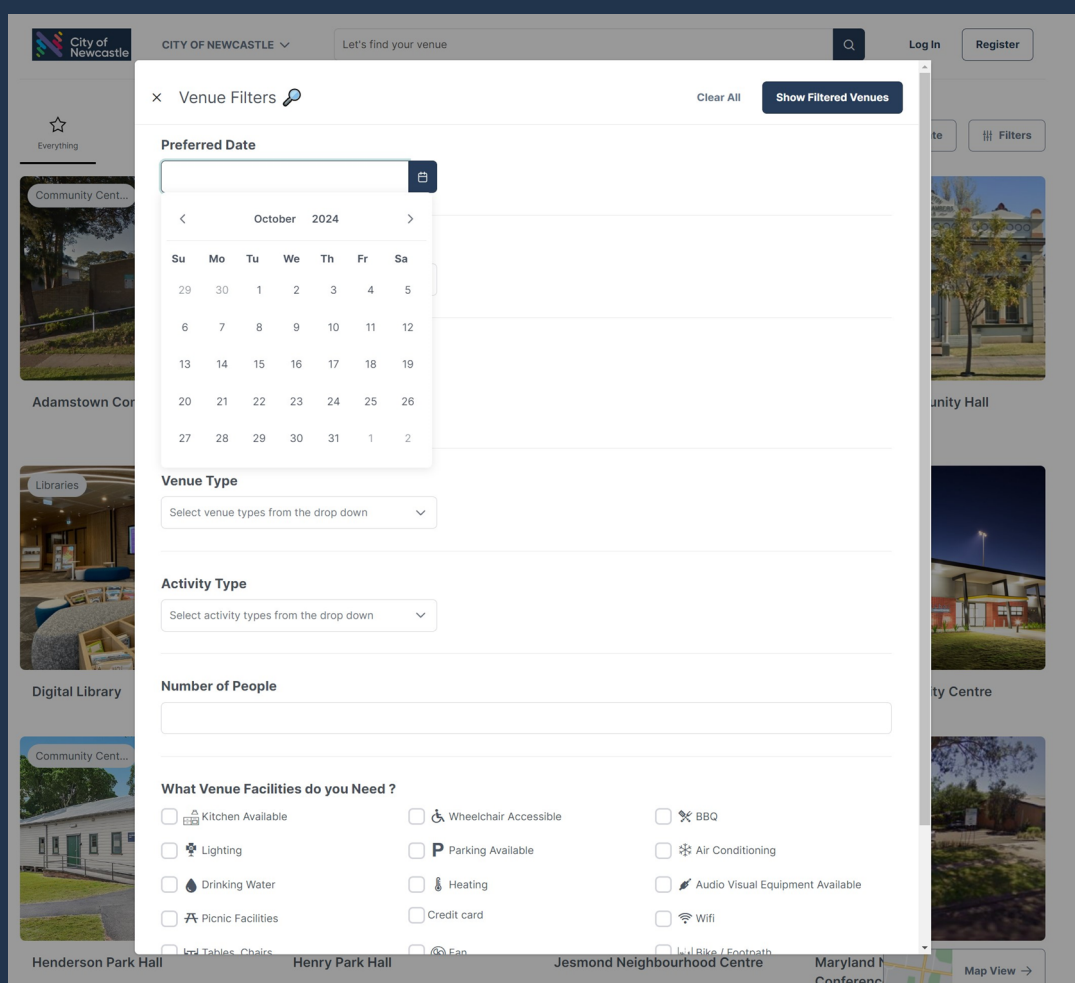
Step 1. Visit Council's online booking portal at newcastle.bookable.net.au

Step 2. Either select the desired venue, or filter through 'set date'. This will allow you to see availabilities across all of our spaces and to suit your event needs.



How to make a repeat booking

Step 2. cont.



The screenshot shows the 'Venue Filters' modal on the City of Newcastle website. The modal is titled 'Venue Filters' and includes a 'Clear All' button and a 'Show Filtered Venues' button. It contains several filter sections:

- Preferred Date:** A calendar for October 2024. The dates are displayed in a grid with columns for the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and rows for the weeks. The dates 29, 30, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 1, 2 are visible.
- Venue Type:** A dropdown menu with the text 'Select venue types from the drop down'.
- Activity Type:** A dropdown menu with the text 'Select activity types from the drop down'.
- Number of People:** A text input field.
- What Venue Facilities do you Need ?** A section with various checkboxes for facilities:
 - ☐ Kitchen Available
 - ☐ Lighting
 - ☐ Drinking Water
 - ☐ Picnic Facilities
 - ☐ Tables / Chairs
 - ☐ Wheelchair Accessible
 - ☐ Parking Available
 - ☐ Heating
 - ☐ Credit card
 - ☐ BBQ
 - ☐ Air Conditioning
 - ☐ Audio Visual Equipment Available
 - ☐ Wifi
 - ☐ Fan
 - ☐ Bike / Footpath

Step 3. 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 repeat booking



Step 4. Select 'Book It'

Step 5. Enter your booking details, including booking name and number of people attending.

Step 6. 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.

Step 7. In booking items, select create a series by adding in required details

A screenshot of a web form titled 'Add new date or repeat' with a red 'Save' button in the top right corner. The form has 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 shows checkboxes for days of the week, with 'Friday' selected. Below this is a 'Repeat times' section with two radio button options: 'The same time on each day' (selected) and 'Varying times on different days'. At the bottom, an 'End series' section has two radio button options: 'after 2 time/s' (selected) and 'On'. The form is set against a white background with a grey border.

How to make a repeat booking

A screenshot of the City of Newcastle booking system interface. The interface is divided into three steps: 1. Find, 2. Refine, and 3. Confirm & Checkout. The 'Refine' step is currently active. It contains a 'Booking Information' section with fields for 'Name of Booking' (Wildlife Encounter Session 1: 11:45am-12:30pm), 'Purpose of Booking' (General Shelter Hire/Encounter), and 'Number of People Attending' (20). There is a note about an account requirement. To the right, there is a 'New Booking' section with details about the start date (Saturday 21st September 2024) and location (Blackbutt Carnley Reserve), and a 'Notes from the Booking Team' section. Below this is the 'Booking Items' section, which shows a 'Booking summary for Saturday 21/09/2024' with a table of booked items: '11:45am - 12:30pm - Crit...' and 'Shelter 1 (Blackbutt)'. At the top right of the interface, there are 'Cancel' and 'Continue to Pricing & Confirmation' buttons.

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.

A screenshot of a 'Holiday Dates' dialog box. The dialog box contains the 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:'. Below this text is a table with three columns: 'Date', 'Holiday Name', and 'Delete'. The table has one row with the date '18/01/2025', the holiday name 'Term 4 School Holidays', and a checkbox in the 'Delete' column. At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Accept Holiday Dates'.

How to make a repeat booking



Step 8. Confirm booking details, here you can add a description or special requirements to your booking (e.g. accessibility requirements, etc.)

A screenshot of the City of Newcastle booking confirmation page. The page has a header with the City of Newcastle logo and a "Complete Booking" button. Below the header, there are three tabs: "Find", "Refine", and "Confirm & Checkout". The "Confirm & Checkout" tab is active. The main content area is divided into two columns. The left column contains the "Confirm Booking Information" section, which includes fields for "Name of Booking", "Purpose of Booking", "Number of People Attending", "Description", and "Special Requirements". The right column contains the "Pricing Summary" section, which includes a table with fees, bonds, booking fees, and totals. Below the pricing summary is a "Booking Breakdown" section with a table showing the details of the booking, including the date, time, unit, and price.

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

Birthdays
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 9. Upload any mandatory documentation. Each venue will have its own requirements, please ensure to research prior to booking via newcastle.nsw.gov.au

Step 10. Select 'Complete Booking'

How to make a repeat booking



City of
Newcastle

.....

Step 11. Read the Terms and Conditions, and select '**Continue**'

A screenshot of a 'Terms and Conditions' modal window. The window has a title bar with a close button (X). The main content area is divided into two sections. The first section, 'Terms and Conditions', contains two paragraphs: 'Cancellation Policy' and 'Rescheduling Policy'. The 'Cancellation Policy' states that bookings can be cancelled up to 24 hours prior to the event start time by logging into the Bookable account or emailing blackbuttadmin@ncc.nsw.gov.au, with a \$50.00 refund applicable for cancellations with 24 hours' notice. The 'Rescheduling Policy' states that bookings can be rescheduled up to 24 hours prior to the event start time by logging into the Bookable account or emailing blackbuttadmin@ncc.nsw.gov.au. The second section, 'Specific Booking Requirements', states that any documents specified below must be uploaded as part of the booking. It lists 'Public Liability Insurance \$20 million *' with a bullet point indicating 'No documents uploaded.' and an 'Upload Document' button. At the bottom, there is a checkbox labeled 'I have read and accept the Terms and Conditions.' which is checked, and a 'Continue' button. A 'Print' link is also visible next to the 'Rescheduling Policy' text.

Terms and Conditions

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

[Print](#)

Specific Booking Requirements

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 *

- No documents uploaded.

[Upload Document](#)

☒ I have read and accept the Terms and Conditions.

[Continue](#)

Booking fees

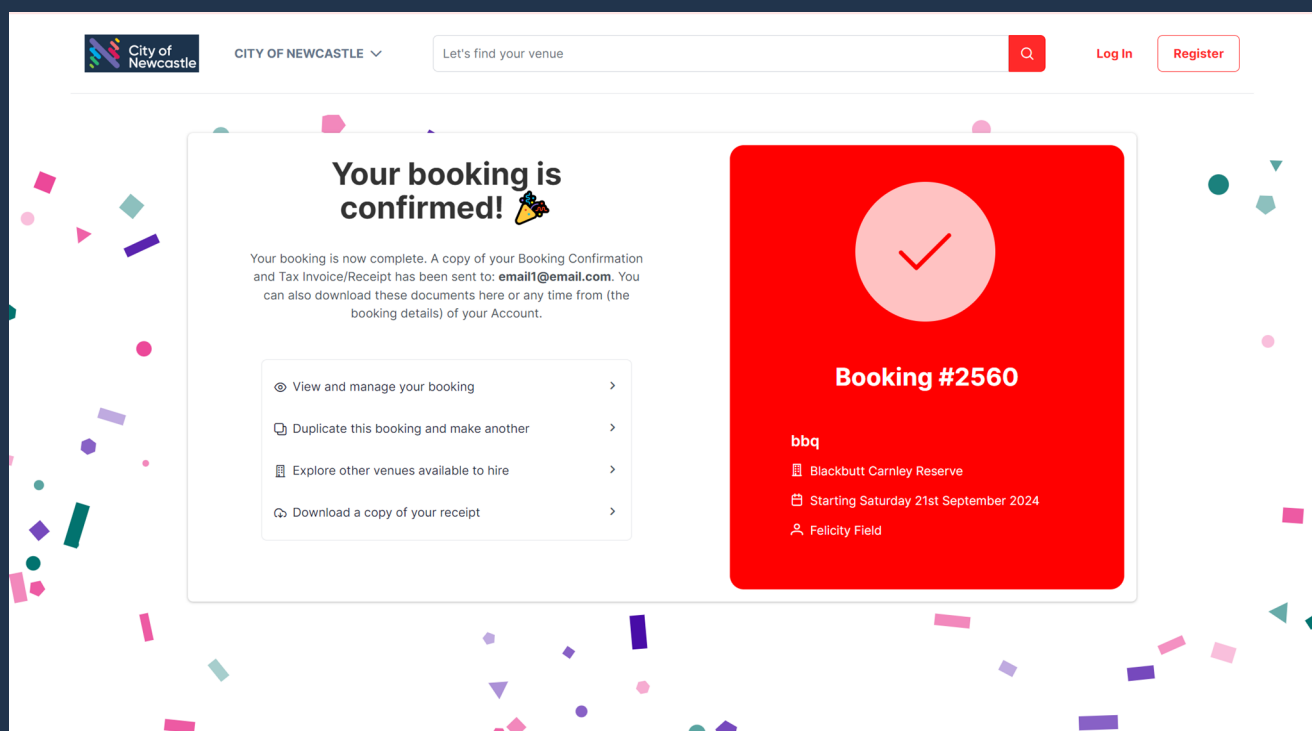
Step 12. You will be prompted to complete payment or finalise your booking.

a. for bookings that

How to make a repeat booking



Step 13. Booking confirmed! Depending on the venue booked, your booking may need to be reviewed by the bookings team.



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

How to manage your booking



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

Step 13. Once you are logged in, select '**My bookings**'

A screenshot of the 'My Bookings' page in the City of Newcastle Bookable account. The page shows a table of bookings with columns: Id, Booking Name, Venue, Items, Next Booking Date, Date Created, Price, and Status. A booking with Id 2560 and name 'bbq' is listed. The status is 'Confirmed'. To the right of the table, it says 'Outstanding : \$345.00' and there is a red 'Add Payment' button. The top navigation bar includes the City of Newcastle logo, a search bar, and a 'My bookings' link.

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

Step 14. 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.

A screenshot of the 'Manage your booking' page for booking #2560. The page shows the booking details, including the venue 'Blackbutt Carnley Reserve' and the start date 'Saturday 21st September 2024'. There is a 'Documentation missing' warning. Below the details, there is a 'Manage your booking' section with tabs for 'Payment', 'Information', 'Dates', 'Documentation', and 'Contacts'. The 'Payment' tab is selected, showing a 'Payment due' section with a table of fees and payments. The table has two columns: the item name and the amount. The total amount due is \$200.00.

Item	Amount
Fees	\$200.00
Adjustments	\$0.00
Bonds	\$0.00
Total incl. GST	\$200.00
Paid	\$200.00
Payable now	\$0.00
Payable later	\$0.00

How to manage your booking



Step 13. Once you are logged in, select **'My bookings'**

CITY OF NEWCASTLE

Let's find your venue

My bookings

FF Felicity

My Account

My BookingsMy DetailsMy Transactions

My Bookings

Outstanding : \$345.00Add Payment

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
2560	bbq	Blackbutt Carnley Reserve	Shelter 2 (Blue Gum)	21/Sep/24	03/Sep/24	\$200.00	Confirmed

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

a. 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.

CITY OF NEWCASTLE

Let's find your venue

My bookings

FF Felicity

My AccountBookingsbbq (#2560)

bbq

Confirmed Booking #2560

Blackbutt Carnley Reserve

Starting Saturday 21st September 2024

Booked by Felicity Field

Duplicate this booking and make another

Download a copy of your booking confirmation

Download a copy of your receipt

Cancel this booking

Documentation missing

Required documentation needs to be uploaded for this booking

Manage your booking

Payment

Information

Dates

Documentation

Contacts

Payment due

Fees	\$200.00
Adjustments	\$0.00
Bonds	\$0.00
Total incl. GST	\$200.00
Paid	\$200.00
Payable now	\$0.00
Payable later	\$0.00

How to manage your booking



b. you can 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	<div>Edit</div>

No additional fees are due for this booking

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	<div>Cancel</div>

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

How to manage your booking



City of
Newcastle

.....

b cont. 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.

c. your booking should be amended!

How to add an additional contact



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

.....

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.

Subscribe Others to Booking Notifications

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

Add Contact ▾

+ Add existing contact

+ add manual contact

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

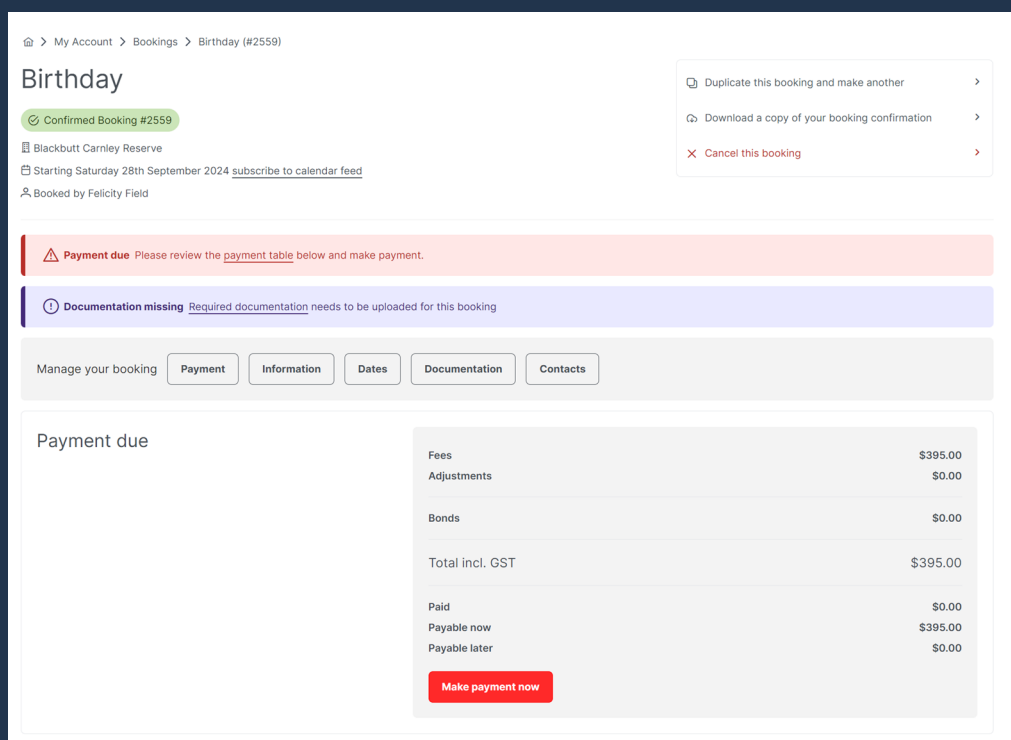
How to make a Payment



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 web interface for a booking system. At the top, there's a breadcrumb trail: "My Account > Bookings > Birthday (#2559)". The main heading is "Birthday". Below it, there's a green badge "Confirmed Booking #2559", a location "Blackbutt Carnley Reserve", a date "Starting Saturday 28th September 2024" with a link "subscribe to calendar feed", and a note "Booked by Felicity Field". On the right, there are three action links: "Duplicate this booking and make another", "Download a copy of your booking confirmation", and "Cancel this booking". Below these, there are two warning banners: a red one for "Payment due" and a purple one for "Documentation missing". A navigation bar contains tabs: "Manage your booking", "Payment", "Information", "Dates", "Documentation", and "Contacts". The "Payment due" section is active, showing a table with fees, adjustments, bonds, and totals. A red "Make payment now" button is at the bottom.

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

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.