



# Bookable User Guide

GRC Programming and Operations

Program to be released on 1 August 2024





# Booking Locations and Spaces

## Summary

1. Find a location (venue)
2. Find a Space
3. Refine your booking information
4. Pricing and Confirmation



# Finding a Location

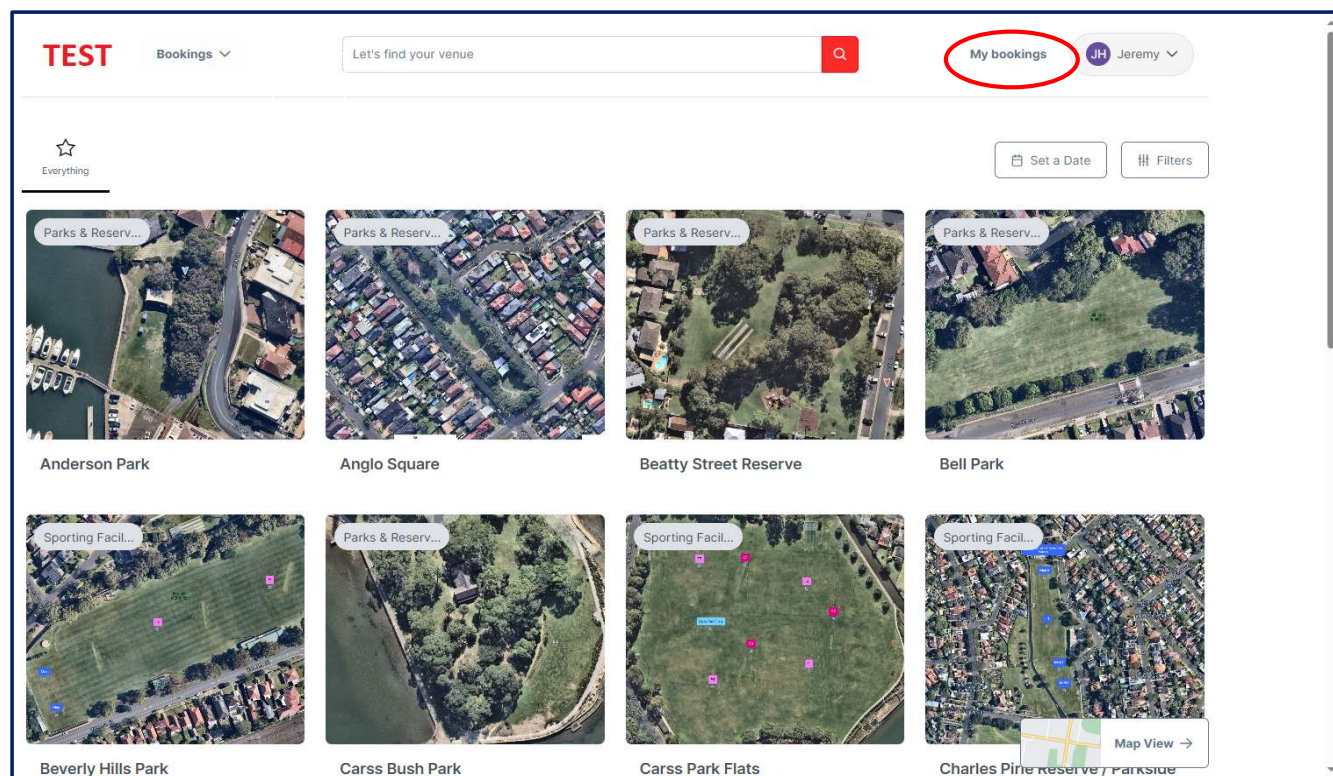
Find your location using:

- Search bar
- Scroll bar

Click on the text or picture to access bookable spaces

**Note:**

*Filters can be applied to narrow search options*






# Finding a Space

1. Choose a **date**
2. Scroll to find your preferred space
3. Click '**Book it**' to access space

🏠 > Olds Park



## Olds Park

Olds Park, located in Penshurst, has 3 playing fields, one of which is maintained as a premium facility. Additionally, this sporting precinct features five newly updated netball courts and a skatepark, catering to a diverse range of recreational interests.

[Read more](#)

[Book Now](#)

Find Availability  [📅](#)

Day Week **Month**

### Cricket Nets (4)

[👤 Up to 60 people](#) [🏏 Cricket Nets](#) [Book It >](#)

Olds Park features cricket nets. [Read more about the space](#)

Aug 2027

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
---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

### Midi Field 1

[👤 Up to 40 people](#) [💡 Lighting](#) [🏠 Open Space](#) [Book It >](#)

Midi Field 1 is located within Field 2 and marked for football during the winter sporting season. [Read more about the space](#)



# Refine your booking

1. Provide the following information:

- a) Name of Booking
- b) Purpose of Booking
- c) Number of People Attending

2. Check Your Booking Account is correct

**Booking Information**

Name of Booking  
Sports Organisation Test

Purpose of Booking  
Select a purpose  
Casual Sports Ground Hire  
Commercial Hire  
Private Coaching Clinic  
Associations

Number of People Attending

Not you? Log out

New Booking  
Starting Wednesday 2nd April 2025  
Olds Park  
Notes from the Booking Team

Purpose of Booking  
Select a purpose  
Purpose is required.

Number of People Attending

Your Booking Account  
Logged as:  
Jeremy Hasham at Sporting Org  
(Sporting / Recreation - Clubs and Associations)  
Not you? Log out



# Refine your booking

3. To book a space, use the **drop down list** or **scroll** to select

4. Adjust the booking time using the **drop down** or **timeline**



# Refine your booking – Add ons Part 1

## Multiple spaces on the same date

1. Select **'Add another'**
2. Proceed with space selection and time adjustment

**Note:**

**'Add another'** space only applicable for same date bookings

The screenshot shows a 'Booking Items' interface for Wednesday 02/04/2025. At the top, there are buttons for 'Add a Date' and 'Create a Series'. Below this is a 'Booking summary for Wednesday 02/04/2025' section. It shows the date '02/04/2025' and a list of bookings. The first booking is 'Playing Field 1 - Oval (Pr...)' from 11 AM to 1 PM. The second booking is 'Mini Field 2' from 9 AM to 11 AM. Below these, there is a red circle around the 'Add another' button. At the bottom, there is an 'Availability calendar for Wednesday 2nd April 2025' with a 'Day' tab selected. The calendar shows a green bar for the 11 AM to 1 PM slot on 'Playing Field 1 - Oval (Premium)'.



## Refine your booking – Add ons Part 2

### Multiple dates (not seasonal booking)

1. Select 'Add a Date'
2. Adjust preferred date
3. Proceed with venue selection and time adjustment

The screenshot shows a 'Booking Items' interface. At the top, there are buttons for 'Wednesday 02/04/2025', 'Thursday 17/04/2025' (highlighted in red), '+ Add a Date', and 'Create a Series'. Below this is a 'Booking summary for Thursday 17/04/2025' section. It includes a date picker set to '17/04/2025' and a 'You are booking' section with two rows: 'Playing Field 1 - Oval (Pr...' from 11 AM : 00 to 1 PM : 00, and 'Mini Field 2' from 11 AM : 00 to 1 PM : 00. Below the summary is an 'Availability calendar for Thursday 17th April 2025' with tabs for 'Day', 'Week', and 'Month'. The calendar shows a green bar for the 11 AM to 1 PM slot. A red arrow labeled '3' points to the 'Timeline' label at the bottom right, which is connected to the calendar's time axis.

1

2

3

3

Timeline





# Refine Booking – Making Changes

To make changes to:

1. **Booking Date** > Select booking item and adjust date
2. **Space** > Select booking item and adjust space
3. **Time** > Select booking item and adjust time

The screenshot shows a 'Booking Items' interface. At the top, there are two date buttons: 'Wednesday 02/04/2025' and 'Thursday 17/04/2025' (highlighted in red). To the right are buttons for '+ Add a Date' and 'Create a Series'. Below this is a 'Booking summary for Thursday 17/04/2025' section. It includes an 'On' field with the date '17/04/2025'. Underneath, it says 'You are booking' and lists two items: 'Playing Field 1 - Oval (Pr...)' and 'Mini Field 2', each with a time slot from 11 AM to 1 PM. There is an 'Add another' button below. At the bottom, there is an 'Availability calendar for Thursday 17th April 2025' with tabs for 'Day', 'Week', and 'Month'. The 'Day' tab is active, showing a timeline from 6am to 4pm. A green bar indicates a booking for 'Playing Field 1 - Oval (Premium)' from 11am to 1pm, with a 'midday' marker.



# Pricing and Confirmation

1. Select '**Continue to Pricing & Confirmation**' to view booking summary

Top page

**TEST** Cancel [Continue to Pricing & Confirmation >](#)

1 Find      2 Refine      3 Confirm & Checkout

### Booking Information

Name of Booking  
Sports Organisation Test

Purpose of Booking: Commercial Hire      Number of People Attending: 50

Your Booking Account  
Proceed as  
Jeremy Hasham at Sporting Org (Sporting / Recreation - Clubs and Associations) [Not you? Log out](#)

### New Booking

Starting Wednesday 2nd April 2025  
Olds Park

Notes from the Booking Team

Bottom page

[Netball Grass Court 6 - Queensbury Rd](#)

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

[Netball Grass Court 7 - Queensbury Rd](#)

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

[Playing Field 3 \(Soccer Field\)](#)

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

[Continue to Pricing & Confirmation >](#)



# Pricing and Confirmation – Select Extras

## Optional – Select Extras

If you wish to have sports ground lighting, please **'Add'** to your booking (*fees are applicable*).

1. Select location and time the lighting is required
2. Click **'Save'** to keep changes

### Note:

*Lighting may not be available if it is not requested and paid for*

Select Extras

Please select any optional extras you'd like to include with your booking. Included Dates  
Wednesday 02/04/2025  
Thursday 17/04/2025

Name	Description
<b>Add</b> Sports Ground Lighting	Sports Ground Lighting

[← Back](#) [Review and Finalise >](#)

Select Extras

Please select any optional extras you'd like to include with your booking. Included Dates  
Wednesday 02/04/2025  
Thursday 17/04/2025

Name	Description
<b>Sports Ground Lighting</b>	Sports Ground Lighting

Booking Item Name	Time From	Time To	# of Units	Unit Cost	GST	Total
<input type="checkbox"/> Mini Field 2	11 AM : 00	1 PM : 00	1	\$20.00	\$1.82	\$20.00
<input type="checkbox"/> Playing Field 1 - Oval (Premium)	11 AM : 00	1 PM : 00	1	\$20.00	\$1.82	\$20.00

[← Back](#) [Review and Finalise >](#) [Save](#) [Cancel](#)



# Pricing and Confirmation

## Check your Booking Information:

- Description (add info if necessary)
- Special requirements (if required)
- Applicable Booking fees

**TEST** Cancel Complete Booking >

1 Find 2 Refine 3 Confirm & Checkout

Confirm Booking Information

Name of Booking

Purpose of Booking

Number of People Attending

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

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

**Sports Organisation Test**  
Your booking is tentatively reserved whilst you complete everything  
📅 Starting Wednesday 2nd April 2025  
📍 Olds Park  
👤 Jeremy Hasham  
[Modify Booking](#) [Download Quote](#)

**Pricing Summary**

Fees	\$970.00
Bonds	\$0.00
Booking fees	\$970.00
Total incl. GST	\$970.00
Payable now	\$0.00
Payable later	\$970.00



# Pricing and Confirmation

## Fees are calculated based on:

- Account type
- Purpose of hire
- Duration of hire
- Extras: i.e Sports ground lighting

Booking Breakdown								
Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
▼ Wednesday 2nd April 2025								
Mini Field 2	11:00 AM	01:00 PM	Days	1	\$330.00	\$330.00	\$30.00	
Sports Ground Lighting	11:00 AM	01:00 PM	Days/Units	1	\$20.00	\$20.00	\$1.82	
Playing Field 1 - Oval (Premium)	11:00 AM	01:00 PM	Hours	2	\$135.00	\$270.00	\$24.55	
▼ Thursday 17th April 2025								
Mini Field 2	11:00 AM	01:00 PM	Days	1	\$330.00	\$330.00	\$30.00	
Sports Ground Lighting	11:00 AM	01:00 PM	Days/Units	1	\$20.00	\$20.00	\$1.82	



# Pricing and Confirmation

## ***Mandatory documentation:***

- Organisations must upload a current Public Liability Insurance (within your account)

## ***Additional documentation may be requested:***

### **Example:**

- Risk assessment
- Traffic management plan
- Mud map

### Documentation

Make sure each document you upload is no larger than 30MB

Public Liability Insurance - Minimum \$20 Million  
Mandatory documentation to proceed with your booking.

No documents uploaded.

[Choose a File](#)

Additional Documents  
Provide any further documentation that will help us review your booking.

No documents uploaded.

[Choose a File](#)

---

### Subscribe Others to Booking Notifications

[Add Contact](#) ▼

Name	Email	Mobile
<small>Add a contact to subscribe other people to booking notifications.</small>		

[Complete Booking](#) >



# Pricing and Confirmation

**Optional Subscribing:** Add a contact to the booking  
Booking creator can added a contact so others may  
receive the same notification and updates

1. Click '**Complete Booking**' to finalise booking
2. Review Terms and Conditions
3. Check Public Liability Insurance document is  
uploaded
4. Accept Terms and Conditions

The screenshot shows a booking confirmation page with a modal overlay. The modal is titled "Terms and Conditions" and contains the following text:

**Terms and Conditions:**

1. Any damage to public property arising from the activities of the applicant is to be repaired solely by Council or as agreed to by both parties, at the cost of the hirer;
2. The hirer must cease activities if directed to do so by Council due to park closures or otherwise;
3. The hirer is responsible for regularly checking Council's website for updates to

**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 - Minimum \$20 Million \*

- No documents uploaded.

**Upload Document**

have read and accept the Terms and Conditions.

**Continue**

The "Continue" button is circled in red. Below the modal, there is a section for "Subscribe Others to Booking Notifications" with an "Add Contact" button and a table with columns for Name, Email, and Mobile. At the bottom right of the page, the "Complete Booking" button is circled in red.

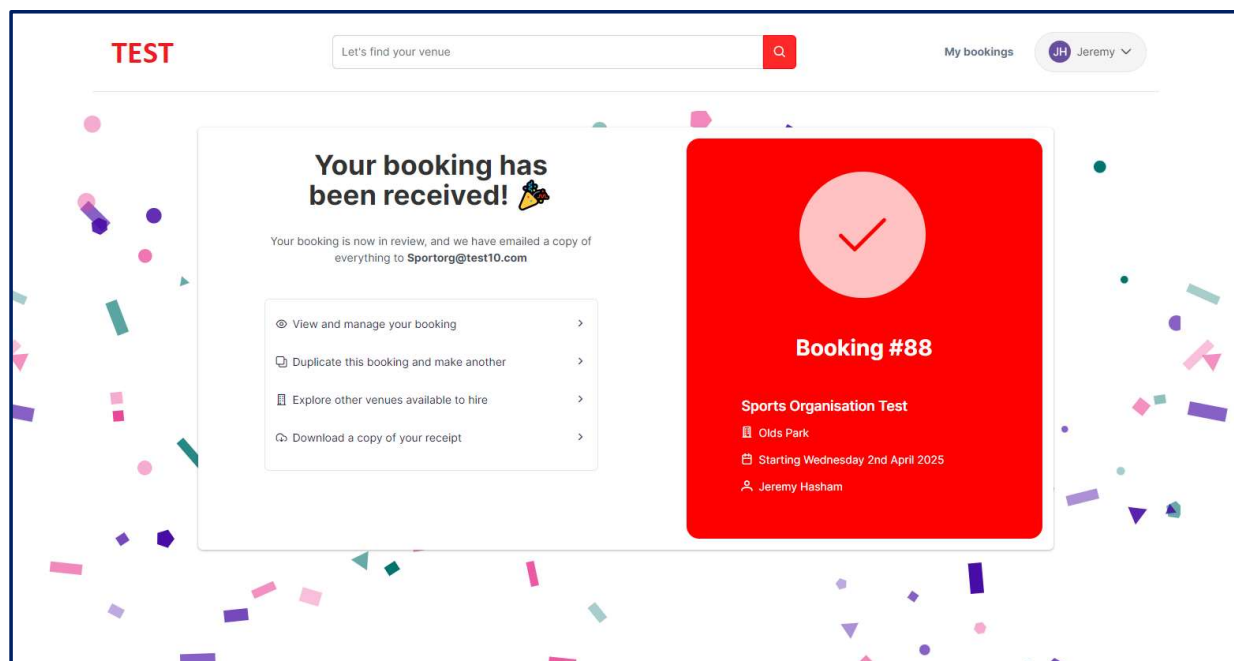


# Completed Booking

Your **Booking ID** will now appear in your account under '**My Bookings**'

Your booking status is **tentative**

Council staff will review your booking and advise the outcome via email







# Editing Bookings

## Summary

1. Login to Account
2. Click 'My Bookings'
3. Click on the three dots for Booking actions
4. Select the Booking Name to edit
5. Click on prompts (purple textboxes) to adjust booking information
6. Select 'Save' to keep or 'Cancel' to discard changes



# Access Bookings

My Bookings tab will provide you access to view and manage your bookings:

- Bookings status  
i.e Cancelled, tentative, confirmed
- Date of booking created
- Total booking fees
- Date of future/upcoming booking

The screenshot shows a user interface for managing bookings. At the top right, a user profile 'JH Jeremy' is visible with a dropdown menu containing 'My Account', 'My Transactions', 'My Bookings', 'All Bookings', and 'Log Out'. The 'My Bookings' option is highlighted with a red box. Below this, the main content area is titled 'TEST' and includes a search bar 'Let's find your venue'. A navigation bar shows 'My Bookings', 'My Details', 'My Organisation', and 'My Transactions', with 'My Bookings' selected. A summary bar indicates 'Outstanding : \$1,150.00' and an 'Add Payment' button. The main table lists bookings with columns: Id, Booking Name, Venue, Items, Next Booking Date, Date Created, Price, and Status. A red box highlights the header row of this table. Each row ends with a red three-dot menu icon.

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
90	<a href="#">Sports Organisation T...</a>	Evatt Park	Playing Field 3 (Modified)	10/Apr/25	22/Jul/24	\$180.00	Tentative
88	<a href="#">Sports Organisation T...</a>	Olds Park	Mini Field 2 Playing Field 1 - Oval (Premium) Sports Ground Lighting	02/Apr/25	19/Jul/24	\$970.00	Tentative
72	<a href="#">naomi test EOI booking</a>	Anglo Square	Cricket Nets Grass Space (Middle Section)	09/Sep/24	18/Jul/24	\$0.00	Tentative
70	<a href="#">naomi test EOI booking</a>	Anglo Square	Cricket Nets Grass Space (Middle Section)		18/Jul/24	\$0.00	Cancelled by Applicant
68	<a href="#">Sport Org EOI Test 3</a>	Olds Park	Playing Field 1 - Oval (Premium) Playing Field 2 - Oval Sports Ground Lighting	09/Sep/24	18/Jul/24	\$0.00	Tentative
67	<a href="#">Sport Org EOI Test 1</a>	Anglo Square	Grass Space (Middle Section) Cricket Nets	07/Sep/24	18/Jul/24	\$0.00	Tentative



# View Booking and Actions

1. Select the three dots to show actions
2. Select the booking name to view the following:
  - Booking status
  - Pop up message for any actions required i.e documents to be uploaded
  - Fees
  - Booking Dates

## Note:

Words with an underline can be selected

i.e an action or opens a new window

All booking documentation can be redownloaded and accessed in 'My Bookings'

My Bookings							
My Bookings							All Bookings
							Outstanding : \$1,150.00
<a href="#">Add Payment</a>							
Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
90	<u>Sports Organisation T...</u>	Evatt Park	Playing Field 3 (Modified)	10/Apr/25	22/Jul/24	\$180.00	Tentative
88	<u>Sports Organisation T...</u>	Olds Park	Mini Field 2 Playing Field 1 - Oval (Premium) Sports Ground Lighting	02/Apr/25	19/Jul/24	\$970.00	Tentative
72	<u>naomi test EOI booking</u>	Anglo Square	Cricket Nets Grass Space (Middle Section)	09/Sep/24	18/Jul/24	\$0.00	Tentative

My Account > Bookings > Sports Organisation Test (#88)

## Sports Organisation Test

Tentative Booking #88

Olds Park

Starting Wednesday 2nd April 2025 [subscribe to calendar feed](#)

Booked by Jeremy Hasham

[Duplicate this booking and make another](#)

[Download a copy of your booking confirmation](#)

[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	\$970.00
Adjustments	\$0.00
Bonds	\$0.00
Total incl. GST	\$970.00



# Edit Bookings

3. To edit the booking, click on **purple boxes** to follow through with action  
i.e 'Update Booking Information', 'Edit'

## What can I change on my booking?

- Number of Attendees
- Description
- Special Requirements
- Upload Documents
- Change booking time and date
- Cancel bookings

Booking Information

Number of People Attending  
15

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

Special Requirements  
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
▼ Wednesday 2nd April 2025								
Mini Field 2	11:00 AM	01:00 PM	Days	1	\$330.00	\$330.00	\$30.00	<b>Edit</b>
Sports Ground Lighting	11:00 AM	01:00 PM	Days/Units	1	\$20.00	\$20.00	\$1.82	
Playing Field 1 - Oval (Premium)	11:00 AM	01:00 PM	Hours	2	\$135.00	\$270.00	\$24.55	
▼ Thursday 17th April 2025								
Mini Field 2	11:00 AM	01:00 PM	Days	1	\$330.00	\$330.00	\$30.00	<b>Edit</b>
Sports Ground Lighting	11:00 AM	01:00 PM	Days/Units	1	\$20.00	\$20.00	\$1.82	

ⓘ No additional fees are due for this booking



# Edit Bookings

1. Click **Edit** to open individual Booking details
2. Edit information
3. Select **Save** to keep edits

**If the booking was previously confirmed, any edits will automatically change the status to tentative.**

*GRC booking staff will be notified of the changes*

## Note:

*If changes are not required, click 'Cancel'*

Booking : 02 April 2025 Wednesday

Date: 02/04/2025 Attendees: 15

+ 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	
Mini Field 2	02/04/2025	15 mins	11 AM : 00	1 PM : 00	15 mins		Cancel
Add Resource							
Sports Ground Lighting	02/04/2025	15 mins	11 AM : 00	1 PM : 00	15 mins	1	Cancel
Add Resource							
Playing Field 1 - Oval (Premium)	02/04/2025	15 mins	11 AM : 00	1 PM : 00	15 mins		Cancel
Add Bookable Item							

Mini Field 2 - Apr 2, 2025

Sports Ground Lighting - Apr 2, 2025

Playing Field 1 - Oval (Premium) - Apr 2, 2025

Show all venue items

Save Cancel

**Change Booking**


You have made changes and the status of your booking is now tentative pending approval and confirmation by Council. If you have changed dates or times for your booking, all previous dates and times will not be reserved. Press Yes to proceed or No if you do not want to proceed.


Yes No




# Canceling a Booking

1. Select the booking
2. Select '**Cancel this booking**' on the right
3. Confirm cancellation > **Yes** .
4. If paid, a refund request will go to Council to action and be cancelled immediately.
5. If not paid, booking will be immediately cancelled
6. The booking history will be in '**My Transactions**'

 Duplicate this booking and make another >

 Download a copy of your booking confirmation >

 Download a copy of your receipt >

**X** Cancel this booking >

### Cancel Booking

Are you sure you wish to cancel your booking?

**Yes** **No**

### Cancellation Impact

Based on your cancellation terms you will be charged **\$0.00**. This will result in a refund of **\$970.00** , if you have already paid for the booking. This amount does not include any Bond amounts that may be refunded.

To continue with your cancellation, click **OK**. Otherwise, click **Cancel**.

Note: Additions that have been manually added to a booking, or for repeat bookings where there are dates in the past, Additions will need to be manually removed from the booking in order to create a refund for these amounts.

**OK** **Cancel**