

Q. Can I fill in a booking form as I have previously?

- All promotional and busking activities must be made online via the booking system. Booking forms will no longer be accepted.
- Market Stall enquiries can fill in an application form available on our Markets page. It gives us all the information we need to decide if we have a place for you in our markets. If successful you will be asked to register and book online via the booking system.
- The online booking system enables you to create a personal account, making it easy for you to keep track of your bookings, payments and interactions with Council. Refer to the [Getting Started guide](#) for details on how to register.

Q. Can I make a tentative booking?

A. Due to the nature of the online booking system, all bookings will be sent through as a request only. If successful, full payment is required before the date of the activity. You will be notified by the events team. You will be required to pay the relevant fee in full before the date of the activity.

TIP: You will have 20 minutes to complete the booking process

Q. How is my booking confirmed?

A. Once you have completed your online booking request, you will receive an email outlining your booking, including your booking number.
If your booking is approved, the events team will send you a request for payment or a confirmation email if there is no payment required.
After payment is received you will receive an email confirming your booking.

Q. What payment methods do you accept?

A. Paying by credit card online is the easiest option to pay for your online bookings. The email you receive requesting payment will include a link to the online system so you can pay via credit card.
N.B. a 1% transaction fee applies. Visa and Mastercard accepted.

If you are unable to pay by this method, please contact the events team on 9777 100.
Alternate payments are cash in person or cheque.

Q. Can I change the date or time of my booking?

A. Changing your booking once it has been confirmed and paid is subject to availability and may incur additional fees. Check the [Cancellation Policy](#) for details.

Q. When I log on to my account my booking states it is provisional request. What does this mean?

A. All bookings are provisional, as the events team need to review all requests. An email within 5 business days to advise if your booking has been successful or if they require any further documentation for your booking.

Q. I'm not sure if my payment was accepted. What do I do?

A. If your payment was processed successfully you will receive a tax invoice email, shortly followed by a confirmation email. You can check the status of your booking any time by using the Booking Search option.

Q. The date or location I want to book for is not showing. Why is that?

A. Due to operational factors, some locations require bookings to be made in advance of the date of enquiry. Generally Markets, Promotion and Busking require 7 to 14 days advance booking. Please choose an alternate date or location or if you have a specific location in mind contact the events team on 9777 1000.

Q. I received an error screen when making my booking. What does this mean?

A. You may receive this message if you pressed the 'continue' button more than once. You will need to start your booking again, or try hitting the back arrow. If the problem remains, please try again after 20 minutes.

TIP: Only click 'continue' and 'pay now' once to avoid this issue.

Q. I have forgotten my password

A. Go onto the online booking portal and click 'logon'.

- Click on 'forgotten my password'.
- Put in your username and email address.
- You will then go to the next stage, which asks you for your security answer.
- Once you click reset, an email will be sent to your nominated email address.

TIP: If you enter your username or email address incorrectly more than 3 times, the system will prevent access to your account. You will need to contact the events team for assistance.