

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

A. No, all bookings must be made online via the booking system. Booking forms will no longer be accepted. The new system enables you to create a personal account, making it easy for you to keep track of your bookings, payments and interactions with Council.

Q. Do I need to be a registered user of the system to make an online booking?

A. Yes, to make a booking you do need to register. Simply [register here](#) and follow these steps:

- On the Home page click on Log On
- Click on → Click here to register new user
- Enter your details
- Click on Register

This is all it takes to become a registered user for our online booking system. This will allow you to log in and out as you wish, upload documents, keep track and make payment on your bookings in a matter of minutes.

Q. Can I browse the online system as a guest?

A. Yes, you can browse and check availability of our venues without being a registered user. If you decide to book you will be prompted to register as a user or log in if you have an existing account to continue with the booking process.

Q. Can I register the organisation I represent?

A. For details on how to setup an organisation please refer to the online [Getting Started Guide](#)

Q. How is my booking confirmed?

A. When you complete your booking request online you will receive an email outlining your booking, this email will also contain your booking number and an email contact address for the booking office/r.

When all the documentation for your booking is finalised the bookings office/r will send you a request for payment email.

After payment has been made you will receive an email confirming your booking, this will include a link to Important Information including your Hirer Information pack.

Q. I would like to hire a data projector for my meeting.

A. Some of our venues have equipment available for hirer use e.g. whiteboards, projectors, tables etc., however equipment availability varies amongst our venues. Use the new advanced search button in the booking search to check availability of equipment for your activity. Both chargeable facilities and non-chargeable facilities will appear. If a fee is applicable to this equipment it will also be indicated in the search.

Q. What payment methods do you accept?

A. Online payment may be made by selecting **Credit Card** or **PoliPay** (fee free, secure internet banking). Click on the link in your payment request email and log in to your account to pay by these methods.

- N.B. a 1% transaction fee applies on credit card payments. **Only Visa and MasterCard accepted.**

If you are unable to pay by either of these methods please contact the booking office via the details on your email. The booking office can assist you with other methods of payment.

Q. When I log on to my account my booking shows as 'request without payment', what does this mean?

A. All bookings made are provisional, as the bookings team need to review all requests. The bookings team will provide you with an email within 5 business days if they require any further documentation for your booking.

Q. Can I make a tentative Booking?

A. **Tentative bookings will not be accepted.**

Due to the nature of the online booking system, all bookings must be sent through as a request. If successful, full payment is required immediately. You will be notified by the venues team.

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

Q. I am trying to book a Venue, within 5 business days, and it won't let me.

A. Due to operational factors, some Council venues require bookings to be made more than 5 business days from today's date. You may like to continue your search for a different venue or if you have a specific venue in mind contact the relevant bookings office.

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

A. You will receive an email confirming your booking and payment after payment is processed. If you do not receive this email please contact your booking office/r.

Q. I got an error screen associated with an error warning when making my booking, what does this mean?

A. This screen may appear to identify that an error has occurred. You may have reached this page if you pressed the 'continue' button more than once. You will need to start your booking process again, or try hitting the back arrow. If the problem remains please try again after 20 minutes.

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

Q. I have read the [WCC Hire Policy](#) and my organisation is eligible to apply for a concessional hire rate, how is this setup in the online system?

A. The bookings team will set up all organisations to be charged the correct fee. If your organisation is not already registered in the system you will need to follow the process referred to in the online [Getting Started Guide](#). If your organisation wishes to apply for a concessional rate the bookings office will supply you with a link to our online Concessional Hire application.

Q. Will I be charged a bond?

A. Some venues will require a bond to be paid. This will appear on your final confirmation page when you process your booking. The bond will be refunded after the return of the keys and venue inspection.

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

A. A transfer of dates or times will be accepted once only and will need to be submitted in writing to the booking office via email. Additional amendments may incur an administration fee. Please check the [Cancellation Policy](#) in the Terms and Conditions of Hire for costs associated with changes made within the cancellation period.

Q. I have decided to cancel my booking, how do I get a refund?

A. You can cancel your event at any time, but please note the cancellation terms outlined in Council's WCC Community Facilities - Terms and Conditions of Hire.

To cancel your booking you are required to email the bookings office/r with the following information:

- Booking reference number (this is located on all email correspondence)
- Contact Name
- Contact Number

You will receive an email confirming any refund you are entitled to.

NB: Refund of any hire fees and bond may take up to a month to process.

Q. I have forgotten my password

A. Go onto the online booking portal and then click 'log on'.

- Click on 'forgotten my password'.
- Put in your username or email address.
- You will then go to the next stage, which prompts you to answer your security question
- Once you click reset, an email will be sent to your nominated email address with a temporary password
- Once you have logged in with the temporary password we recommend you change it to something memorable by going into 'amend my details'.

TIP: If you enter your username or password more than 5 times incorrectly the system will prevent access to your account. You will need to contact the bookings team for assistance.