

**If you are not registered on Willoughby City Council's online booking system you will need create a user account:**

Register yourself as a new user via this link: [eBookings registrations](#)

- Click on "to register please use this link"
- Enter your details
- Password must be at least 8 characters, contain one number and one uppercase letter.
- Please note most of the fields are mandatory – denoted with an asterisk.
- Click on Register

This will register you as a user for the system. This means that you can log in and out of the system to make bookings at your convenience

You will also be able to upload all relevant documents to the 'My Documents' tab in your account.

If your organisation is not registered you will need to fill in an organisation form – see below.

**If you are an organisation you will need to do the following:**

If you are an organisation that has not been registered, you will need to complete an organisation setup form. Please contact the appropriate [booking office](#) to request this form.

All organisations need to be registered within the system to be able to self-manage bookings. The system allows you to set up a Nominated User and 2 Registered Users (members).

The users will be able to make bookings and payments on behalf of the organisation.

If these users wish to make a personal booking within the system they will need to register again with their personal information and manage those bookings through their personal account.

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.

**Before you start your booking process, make sure you have the following:**

- Date/s of your booking request
- Details of venue required
- Required documentation which could include public liability insurance.

If you have any further questions, please look at our [Frequently Asked Questions](#) document.

**Making a payment.**

You will receive an email requesting payment which will provide a link to the online system so you can pay by credit card or secure internet banking via PoliPay. N.B. a 1% transaction fee applies for credit card payments. **Visa and MasterCard only accepted.**

If you are unable to pay by either of these methods please contact the booking office via the details provided on your email for further options.

### **Paying for an organisation.**

When you go in to pay for a booking you will see any bookings made by the organisation and any registered users that are associated to the organisation. Please be careful to select only the bookings you wish to pay for – check the amount shown on the Select Payment Method page and on your email against the amount shown before selecting payment

### **Changing Times/Dates**

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 to booking dates and times 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.

### **Cancellation and Refunds**

You can cancel your event at anytime, but please note the Terms and Conditions of Hire for Council Venues.

Then email the bookings team with the following information:

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

### **Bonds**

Some venues require a Bond or Damage/Cleaning/Key Deposit to be paid. If applicable this charge will appear in the payment summary page of your booking. The bond will be refunded after the return of keys and venue inspection.

### **Equipment**

Some venues have equipment available for hirers use e.g. whiteboards, projectors, tables etc. You can search within the system for venues that have the “facilities” you require 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.

### **Uploading documents**

Documents such as a Certificate of Currency can be uploaded to an organisation or registered user for easier access during the eBookings process.

- Log in using your user name and password
- Click on My Documents in the menu
- Select Upload Document Link
- Available users – here you can select to upload documents to a user or an organisation
- Please name your documents clearly eg. Your name or organisation name, document type, for example public liability and year of upload