

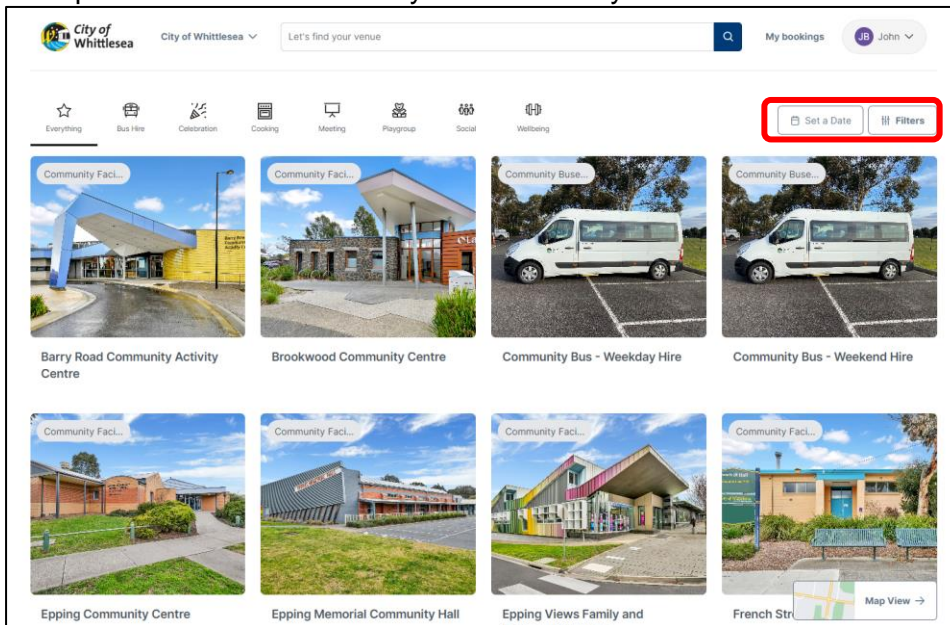
## Making a booking

Once your account has been registered and verified if required log into City of Whittlesea's online booking Customer Portal <https://whittlesea.bookable.net.au>

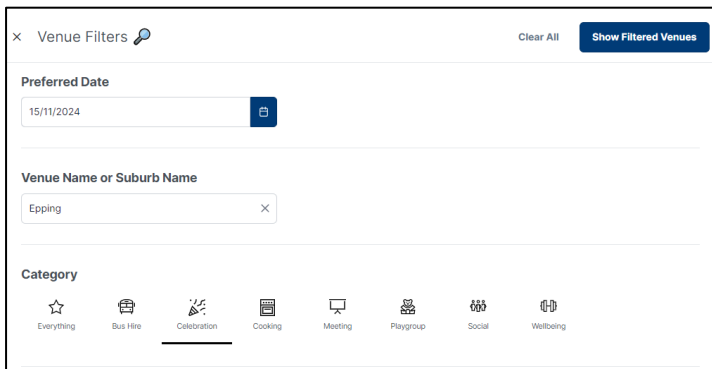
1. Click **'Login'** using the registered email address and password



2. Click **'Filters'** to narrow down your search, click **'Set a Date'** so show availability for that specific date or click directly on the venue you wish to view



3. Fill in the filter information and click **'Show Filtered Venues'**



The screenshot shows the "Venue Filters" form. At the top left, there is a close button (X) and a magnifying glass icon. At the top right, there are "Clear All" and "Show Filtered Venues" buttons. The form has three main sections:
 

- Preferred Date:** A date input field with the value "15/11/2024" and a calendar icon.
- Venue Name or Suburb Name:** A text input field with the value "Epping" and a clear button (X).
- Category:** A row of icons for "Everything", "Bus Hire", "Celebration", "Cooking", "Meeting", "Playgroup", "Social", and "Wellbeing". The "Celebration" icon is currently selected.

5. Based on the search criteria selected facility/facilities will be displayed. Click on the venue you wish to view/book

The screenshot shows the search results for 'Epping' in the City of Whittlesea. The search bar contains 'Epping' and the date is set to '15/11/2024'. There are 5 venues available. The results are displayed as a grid of four venue cards, each with a photo and a 'Some Availability' button. The venues are: Epping Community Centre, Epping Memorial Community Hall, Epping Views Family and Community Centre, and Galada Community Centre.

6. You will be provided with more information regarding the venue and be able to view availability. Click 'Book It' on the room you would like to book

The screenshot shows the details page for the Galada Community Centre. The page includes a large photo of the building, a description, and a 'Book It' button. The 'Book It' button is highlighted with a red box. Below the main content, there is a 'Find Availability' section with a date selector set to '15/11/2024'. The availability section shows a calendar view with a 'Book It' button highlighted in green.

**Galada Community Centre**

Located at Aurora Village Shopping Centre, this facility provides residents with a modern facility that offers an extended range of services as well as our many bookable spaces for hire. The building was inspired by Aboriginal inhabitants of the local Galada creek.

**Weekend regular hire only available until 12.30pm.**

[Read more](#)

**Book It**

Find Availability: 15/11/2024

**a. Community Hall & Kitchen** **Book It >**

Up to 200 people | Kitchen | Parking Available | Air Conditioning | View all 9 facilities

Accommodates 150 people seated or 200 [Read more about the space](#)

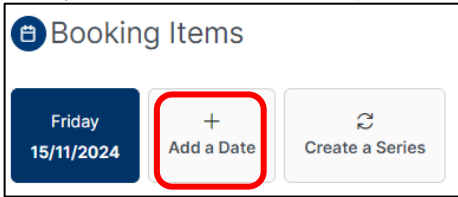
7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm 5pm 6pm 7pm 8pm

7. Complete the booking details below.
  - a. **'Booking Name'** e.g. 1<sup>st</sup> Birthday, Wedding Anniversary
  - b. **'Purpose of Booking'** – select from drop down provided
  - c. **'Number of people attending'** enter the number of expected attendees

8. Using the drop-down menu to select **'Room'** and **'From'** and **'To'** times

Note: Times unavailable due to an existing booking will show greyed out and unavailable

- Click **'Add Date'** to add an additional date at the same facility. Repeat this process until you have added all requested dates.



- Check all dates required are included

- Click **'Checkout'**



- The **'Confirm Booking Information'** and **'Booking Breakdown'** will summarise your booking, bond and fees.

The screenshot shows the 'Confirm Booking Information' form. The form includes the following fields:

- Name of Booking** (13/150 characters): 21st Birthday
- Purpose of Booking**: Birthday 13th - 50th
- Number of People Attending**: 100
- 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

On the right side, there is a 'Pricing Summary' section:

Category	Amount
Fees	\$225.50
Bonds	\$1,000.00
Booking fees	\$225.50
<b>Total incl. GST</b>	<b>\$1,225.50</b>
Payable now	\$0.00
Payable later	\$1,225.50

The screenshot shows the 'Booking Breakdown' table with the following data:

Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
Friday 15th November 2024								
a. Community Hall & Kitchen	06:00 PM	11:30 PM	Hours	5.5	\$41.00	\$225.50	\$20.50	

13. Scroll down to Additional questions and ensure you understand the 'Child Safe Standards'. Tick the 'I Understand' box

Additional questions

Child Safe Standards

Acknowledge the following statement if applicable.

If your organisation provides services or facilities for children, you are required by law to implement [Child Safe Standards](#) in order to protect children from abuse and harm. \*

I Understand

14. Click 'Complete Booking'

Complete Booking >

15. The 'Terms and Conditions' will pop up. Take the time to read through

16. If you agree to 'Terms and Conditions' click the 'Tick box' and click 'Continue'

Terms and Conditions

The Terms and Conditions detail your obligations as a Hirer of a City of Whittlesea Community Facility. Failure to comply will result in additional charges and/or suspension of future bookings.

For further information contact Community Hubs via phone (03) 9217 2170 or email [communityfacilities@whittlesea.vic.gov.au](mailto:communityfacilities@whittlesea.vic.gov.au)

To make, view or edit a booking visit our customer portal.

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.

Party Safe Registration \*

- No documents uploaded.

Upload Document

I have read and accept the Terms and Conditions.

Continue

17. A Bookings officer will review your booking and will contact you if required. An invoice will be sent to your email with payment details once approved.

Your booking has been received! 🎉

Your booking is now in review, and we have emailed a copy of everything to [johnbookable@gmail.com](mailto:johnbookable@gmail.com)

- View and manage your booking >
- Duplicate this booking and make another >
- Explore other venues available to hire >
- Download a copy of your receipt >

Booking #8897

21st Birthday

- Galada Community Centre
- Starting Friday 15th November 2024
- John Bookable