

HOW TO BOOK A VENUE ONLINE

1. Go to the [login page](#) of the booking system
2. Login (if you haven't registered before refer to the [registering a new hirer](#) work instruction)
 - ❖ If you are from a registered not-for-profit organisation, incorporated group or charity you will need to contact us via phone (03 9205 5577) or email (venuesandevents@yarracity.vic.gov.au) to get verified before placing any bookings.
 - ❖ You will need to provide your ABN, incorporation number or a letter of auspice to access a discounted rate.
 - ❖ Until this has happened all your bookings will defer to the full commercial rate.
3. Under **Make a new booking select Book a Venue**
4. Enter Booking Category: **Council Venue**
5. Select your Booking Type (family gathering, meeting etc)
 - ❖ If none of the listed booking types apply to you select Other.
6. Enter your date
 - ❖ If you want to search over an extended timeframe you can enter a different end date
7. Enter capacity (number of people attending)
8. Filters – if needed, you can add relevant filters to booking (location, facilities, or day) – this is not mandatory and will assist in filtering your search to relevant venues only
9. Click **Search**
10. Suitable venues that have availability on that date will appear. Click **Select and then Continue** (down the bottom of the page) to book your chosen venue.
 - ❖ Click **view availability** to see the exact timeframe they are available for
 - ❖ While on this screen, you can also look at the costs, opening times and information on each venue
11. Under **About Event**, enter an **Event Name**
12. Choose the relevant booking start and end time and then click **Select**. Once this is completed, please click **Continue**
 - ❖ You will see the option **Copy Time Down** – this is only relevant if you are making a multiple booking across many dates and/or venues, and would like all the times to be the same on each/certain dates (will only copy down onto the selected dates)
13. Click **Select Organisation** (for a booking for an organisation/business), **search for a person** (for a private function you are booking on behalf of someone else) or click **Book Myself** if you are booking your own event
14. Check your contact details are accurate and click **Continue**
15. You will be asked some questions relating to your booking. Keep clicking **the TAB key on your keyboard** to proceed once question has been answered, or **Skip** if the option is there and the question is not relevant to you. Click **Submit** once done.
 - ❖ Some of these questions are optional and can be skipped if they don't relate to you. If in doubt click Yes or write TBC and a Booking Officer can follow up.

16. Review the booking summary of information, read and accept the Conditions of Hire and then click **Complete Booking**.
 - ❖ If needed, you can edit details from this page
17. You will get a success message and some important information to read. You will also receive an automated email from us acknowledging your request.
18. We will send a payment request via email, please pay by the nominated deadline to proceed with your booking.
 - ❖ You may be asked to provide further details such as public liability insurance details or a liquor license before your event is confirmed.

HOW TO BOOK A VENUE OVER THE PHONE

1. Call 9205 5555 and ask for the Venues Team
2. We will ask you the following questions upfront:
 - ❖ **What is your name**
 - ❖ **What kind of event are you looking to book?**
 - ❖ **When is your event?**
 - ❖ **Do you know which venue you are interested in or are you flexible?**
 - ❖ **Have you booked with us in the last 12 months?**
 - ❖ **Are you from an organisation?**
 - ❖ **Would you like to book a single date or multiple dates?** Ideally if you are booking multiple dates, it may be easier to email a list through to venuesandevents@yarracity.vic.gov.au as this can take a while over the phone.
3. If you are clear about your preferred venue and date, we will check availability first.
4. We will then check if you are already registered in our system
 - ❖ If you are not registered we can set you up with a temporary password over the phone – this will add 5 minutes to your phone call. If you are in a rush the Booking Officer can send you a link & work instruction via email to self-register & book online.
5. We will ask the number of attendees and date
 - ❖ If you don't have a specific date in mind, you can provide a day of the week and date range (eg Saturdays in May)
6. We will advise suitable and available venues and costs
 - ❖ If you are not ready to book yet, the Booking Officer can send you a link & work instruction via email to self-register & book online. This may mean that we accept another booking in the interim.
7. We will ask your booking times.
 - ❖ All venues have a minimum of three hour booking period.
8. We will ask what your booking is called (eg. Katie's first birthday or Work Inc Meeting)
9. We will double check your phone number and email are accurate
10. We will let you know about our Conditions of Hire
 - ❖ You are responsible for reading the conditions of hire and accepting them if you wish to confirm your booking.
11. We will ask you a series of booking questions
 - ❖ Some of these questions are optional and can be skipped if they don't apply. If in doubt we will answer Yes and followup before confirming your booking.
12. We will give you a final quote and explain your charges.
 - ❖ Bond, insurance and equipment hire charges are optional and may not be applicable to you.
13. We will relay some important information regarding next steps. You will also receive an automated email acknowledging your request.
14. We will send a copy of the Conditions of Hire via email.

15. We will send a payment request via email, please pay by the nominated deadline to proceed with your booking.

- ❖ You may be asked to provide further details such as public liability insurance details or a liquor license before your event is confirmed.

HOW TO BOOK A VENUE VIA EMAIL

1. Send an email to either venuesandevents@yarracity.vic.gov.au or info@yarracity.vic.gov.au
2. We require the following information to create a booking on your behalf:
 - **Full Name**
 - **Phone Number (mobile preferred)**
 - **Full address (inc street or PO Box, Suburb/City & Postcode)**
 - **Name of organisation (if applicable)**
 - **ABN, incorporation # or letter of auspice for organisation (if applicable)**
 - **Type of booking (meeting, training, family gathering etc)**
 - **Date**
 - **Number of attendees**
 - **Times (including setup and packup)**
 - **Booking Title**
 - **Event Description**
 - **Will food be served at your event?**
 - **Will there be people under the age of 25 attending your event?**
 - **Will alcohol be served at your event?**
 - **Do you have your own public liability insurance policy? (if applicable)**

TOWN HALL EVENTS

- **Have you had a site visit before?**
- **Will you be the main point of contact for this booking?**
- **Do you require use of the Commercial Kitchen?**
- **Are you planning on utilising areas outside the venue as part of your event, such as marquees, food trucks, BBQs or promotional stalls?**
- **Will you be bringing any structures or staging into the venue for your event?**
- **Will your event include the use of amplified sound?**
- **Will your event include the use of projection?**
- **Do you intend to apply for discounted use of the venue?**

- ❖ If any of the information above is missing or unclear we will contact you via phone or email a link & work instruction via email to self-register & book online.
3. You will receive an automated email acknowledging your request with a quote.
 - ❖ Bond, insurance and equipment hire charges are optional and may not be applicable. We will verify these charges before sending your payment request. Please contact us if any of these charges are incorrect.
 4. We will send a copy of the Conditions of Hire and a payment request via email, please pay by the nominated deadline to proceed with your booking.

- ❖ You are responsible for reading these conditions of hire and accepting them if you wish to confirm your booking.
- ❖ You may be asked to provide further details such as public liability insurance details or a liquor license before your event is confirmed.