

Frequently Asked Questions

Q: *How do I login to the system?*

A: All existing hirers have been setup with a user account, you may just need to reset your password. You can do this by clicking the [Forgotten your password?](#) link and answering a security question or over the phone by calling 03 9205 5577. If you have not hired from us before you can self-register by clicking the [Register new user](#) link.

Q: *Where are my existing bookings?*

A: They have all been migrated over to our new system

Q: *Are you sure my booking has been migrated? I can't see it when I login.*

A: If you cannot see your bookings:

- You may have two user accounts- please call us on (03) 9205 5577 and we can reset your password over the phone and disable your duplicate account so you can login and see your bookings OR
- The booking may not be under your name- please call us and we can check the booking exists and update the booking email address on file, or resend any confirmation emails.

Q: *Will there be any training?*

A: If you would like some help to make online bookings please call us on 03 9205 5577 and we can assist you over the phone. There will also be some training videos coming soon. If you would prefer to meet face to face please call us to make an appointment during business hours.

Q: *I am from a not for profit organisation – can I get a discount?*

A: Yes- not-for-profit organisations, charities and incorporated groups are eligible for discounted venue hire. If you have booked with us before, your organisation should already be setup to receive a discounted rate- if this is not the case please contact us.

If you haven't booked with us before, please call us to register your organisation. We will ask you for your ABN to verify how your organisation is registered.

Q: *The costs on my booking seem too high or incorrect- what do I do?*

A: When making an online booking, you are provided with an automated quote. This quote may include optional costs such as bonds and insurance charges. A Council Officer will review your charges before requesting payment. If you believe the fees are incorrect, please contact us and we can check and explain the applicable costs. We may need to verify your not-for-profit status (see above question.)

Q: *What is the fastest way to book a room? I know what room I want, I don't want to see all the options.*

A: If you know what space you want we recommend you clicking the **Advanced Search** button and selecting your preferred space.

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Q: I'm flexible on my date- how do I check availability?

A: When searching for venues you can enter an extended date range and click **Advanced Search** to check a certain day of the week.

E.g. - if you wanted to check all Saturdays in May, you would enter the date range 01/05/2020-31/05/2020 and tick Saturday. This will give you all the available venues for Saturdays in May.

Q: The booking types don't list my type of event?

A: We have listed the most common booking types- meetings, family gatherings etc. If you are planning something different please select Other and give us some more information in the Booking Notes field.

Q: How can I book on behalf of someone else?

A: You can book on behalf of your colleagues by booking under your Organisation, instead of under your name. You can also nominate the best email address and phone number within your booking.

Q: How do I book multiple rooms or multiple dates?

A: You can select **Make a Multiple Booking** from the home page or the menu. You can use this to select multiple spaces (eg. Bargoonga Nganjin Seminar 1 and Seminar 2) or multiple dates (eg. Three days in a row or a weekly/fortnightly/monthly booking.)

Q: Why am I being asked so many questions when I make a booking?

A: We have replaced our booking forms with an online form. This means we have all required information upfront to assess if a booking is suitable. When completing the online form if you are unsure of any of the answers please write TBC and an Officer will contact you to verify before confirming your booking.

Q: Why are there no venues available when I search?

A: Our venues are in high demand. If you are unable to find a suitable venue, and you are flexible with your plans please expand your search criteria and consider different dates or spaces. If your plans are not flexible and no suitable venues are showing please call us on 03 9205 5577- we will provide advice and recommendations for your event.

Q: How do I change the date/time/location of my booking?

A: Search for your booking via the Booking Search. Once you have located your booking click the Booking ID to open it. Click on **Move my Booking** in the top left of screen. You will be given options to edit your booking. If you have already paid for your booking, editing it may incur additional fees which will need to be paid in full before your booking is confirmed.

Q: How do I cancel my booking?

A: Search for your booking via the Booking Search. Once you have located your booking click the red **CANCEL** button on the far right. You will be asked to provide a cancellation reason. If you have already paid for your booking, cancelling it may prompt a refund. Check our cancellation policy in our [Conditions of Hire](#) for more information.

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Q: How do I pay for my booking/s?

A: Once your booking has been assessed by a Booking Officer, we will check the charges and issue a payment request via email. To pay for the booking/s please choose one of the following options:

Pay by mail:

Please print your payment request email and enclose a cheque payable to City of Yarra. Mail to PO Box 168, Richmond VIC 3121

Pay in person with cash or cheque:

Go to one of the following Council offices (open 8:30am-4:30pm Monday-Friday):

- 333 Bridge Rd, Richmond
- 140 Hoddle St, Abbotsford
- 160 Brunswick Street, Fitzroy
- 182 St Georges Rd, North Fitzroy

Pay online with a credit or debit card:

1. Go to the [Online Booking System](#) and log in using your login details
2. Choose "My Booking History"
3. Any bookings requiring payment will be listed on this page with a tick box beside them
4. Tick the boxes and choose Pay for Selected Bookings at the bottom of the list
5. Pay via credit or debit card and you will receive an instant email confirming receipt of your payment

Pay by BPAY:

Contact your bank or financial institution to make a payment from your cheque, savings, debit, credit card or transaction account. Your biller code and customer reference number are listed on your payment request email.

Q: How do I provide a copy of my public liability insurance?

A: If public liability insurance is required for your booking, there will be an option to upload your certificate of currency when creating your booking. If you do not have a valid copy available when requesting your booking, please email venuesandevents@yarracity.vic.gov.au to let us know it is coming prior to your booking. We will wait to confirm your booking until it is received.

Q: The system has refreshed and I wasn't finished making my booking! What do I do?

A: To ensure the search results are accurate, the system refreshes every 20 minutes. If you haven't completed your booking within this timeframe, the system will refresh and you may need to re-enter your booking request.

Q: How do I give feedback about the booking system?

A: Please email all feedback to venuesandevents@yarracity.vic.gov.au with **FEEDBACK** in the subject line. This is a new system which we will be improving over time so your feedback is very valuable to us.

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