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: *What has changed?*
A: Our user interface on how to book has improved! We have streamlined the bookings process to create the best possible user experience . The bookings system itself and all user profiles and current bookings have not changed or been adjusted at all.

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 are also some training videos and "how To" guides available on our website.

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: *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 cancel my booking?
A: Search for your booking via the **View your Bookings** option. Once you have located your booking click into the booking and select the red **CANCEL** button. You will be asked to provide a cancellation reason. Check our cancellation policy in our **Conditions of Hire** for more information.

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.