

Booking Stadiums on Bookable

Customer Guide

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Introduction

Wagga Wagga City Council has now changed its method of booking the Multi-Purpose Stadium into its booking management site, Bookable. This document outlines the process of registering users, making bookings on Bookable and thereafter managing these bookings.

Website

Click [here](#) to go to Wagga Wagga City Council's Booking system, Bookable.

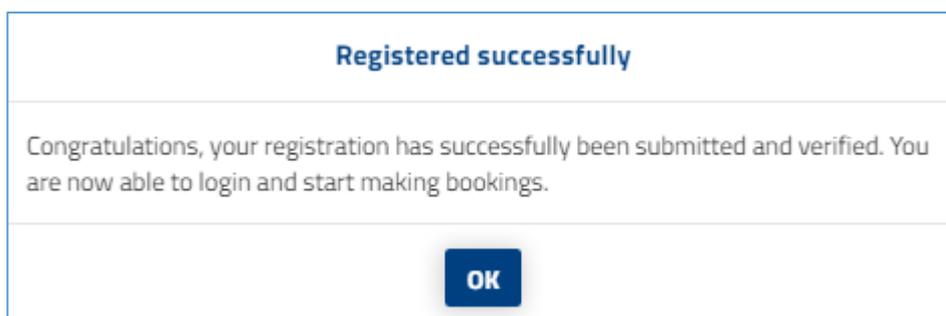
New users are required to register themselves & existing users may proceed to login using the 'Login' button at the top-right corner of your screen.



User Registration

Regular customers are required to register themselves into Bookable before booking stadiums or sections of Stadiums.

1. On the homepage, click on '**Register**' at the top-right corner of your screen.
2. Select your **Registration type** – Organisation or Individual & **Customer type**.
3. Enter all the generated form details and click '**Create Account**'.
4. You will receive a popup that the registration was successful. Click on 'OK'.



After registration, click on 'Login' at the top-right corner of your screen and enter the credentials that you registered with.

You may now proceed to make bookings.

Create a Booking

On the home page, use filters **Venue Type**, **Activity Type** and the **Date** to filter out venues that allow the type of sport for which you are making the booking. Ensure that the Venue Type is set as 'Stadiums' to book sections or section groups of the stadiums.

As an example, if you want to book a court from the Multi Purpose stadium for playing Netball from 10am to 11am on 10th April 2023, your filters will be as follows:

Filters

Venue Type
Stadiums

Activity Type
Netball

Search for a Venue or Suburb

Date
10/04/2023

[Clear All](#)

Search

Alternatively, if you know what the name of your venue is already, then you can type that in the 'Search for a Venue or Suburb' filter and select from the drop-down list.

Filters

Venue Type
 - Select Venue Type - ▼

Activity Type
 - Select Activity Type - ▼

Search for a Venue or Suburb

Multi-purpose Stadium (MPS)

Wagga Wagga (Suburb)

23/02/2023 📅

[Clear All](#)

Search

Click on 'Search' to filter out your venues that provide these services. A list of venues with detailed information will appear on the right. You may scroll down this list to find the venue that you are after.

If you want to clear all filters and start over, click on 'Clear All' above the Search button.

Once you decide on your venue,

1. Click on the 'Explore Venue' button next to the venue. This will expand out all sections that are bookable for that venue. Scroll down the page to explore your options.
2. Click on 'Book Venue' against that venue.



Multi-purpose Stadium (MPS)

Wagga Wagga's Multi-Purpose Stadium is a high-quality sporting and entertainment/event space located within the city's eastern sporting precinct. It is also used by a variety of sporting associations for matches and training purposes. The site has 4 different courts - a show court & 3 different courts, 3 meeting rooms, a foyer and a kitchen upon request.

It offers a multitude of flexible spaces for sports, community, and local events. Specialised courts for basketball, netball, volleyball and futsal cultivate an unrivalled community hub.

Available

BOOK VENUE

Alternatively, you could simply click on 'Book this item' for the section of the venue that you want to book.

Court 1 [Find out more](#) 

Multi-Purpose Stadium's courts are a high-quality sporting space and are used by a variety of sporting associations for matches and training purposes.

Specialised courts for basketball, netball, volleyball and futsal.

The court area is air-conditioned

Seating is also available.

Facilities include change rooms for players and coaches, a first aid room, a referee room & laundry.

For further information please contact Council's Booking Officer at stadium@wagga.nsw.gov.au

Please note that the prices are not finalised at the time of booking as they may be subjected to any additional fees or charges based on special requirements or add-ons.

Thu Feb 23, 2023

■ My booking
 ■ Booked
 ▨ Buffer
 □ Available
 ■ Closed
 ■ Closure

12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM












Activities
 AFL, Basketball, Competition,
 Event, Futsal, Netball, Other,
 Roller Skating, Rugby League, 

Book this item 

This will direct you to the Booking Refinement page where you will need to enter values for the following fields:

Fields	Explanation
1. Booking Overview	
Booking Name*	This will be a short name for your booking. Eg. Netball practice, Sports Meeting etc.
Attendee Numbers*	The number of persons that will be attending the session
Purpose*	The purpose for booking the session, this will define the cost of your booking e.g., Junior training, senior comp etc.
Customer	The person or organisation that is making the booking. If this is set as 'Guest', please log in with your credentials to change the Customer
2. Booking Items	
Date	This is the date for booking the session
Bookable Items*	These drop-down lists out all bookable items of the selected venue
From	This will be the start time for your booking

To	This will be the end time of your booking
----	---

Please note that fields marked with an asterisk (*) are mandatory fields.

Booking Refinement

1. Booking Overview

To start your booking, add a Name for the Booking, choose your purpose and login if you are registered

Booking Name: * (16/150 characters)

Attendee Numbers: *

Included Dates

Monday 10/04/2023

Purpose: *

Customer:

+ Additional Information

2. Booking Items

Add the items you wish to book, then choose the duration of your booking.

10/04/2023

	From	To
Court 1	10 : 00	11 : 00

Create Repeat/Add Date

Add Booking Item

✕

Once you have entered all the requested details in the Booking Refinement page, click on Checkout.

If you come across any error messages, then click on 'Modify' and change the details on the Booking Refinement page to see if this resolves it.

If there are no errors, you may proceed to enter the details of the booking under Description and request any additional services or facilities under Special Requirements. Click on the edit button next to the description to enter details and then click on Ok.

A summary of the pricing will be shown on the right.

Booking Details

Home

Booking Overview ☑

Venue:
Bolton Park Stadium (BPS)

Booking Name: ✎
Netball Practice

Description: ✎
Wagga Wagga Netball practise for women

Customer:
Multi-purpose (MPS)

Purpose:
Training (Seniors)

Special Requirements: ✎
We will require to use lockers to store belongings

Pricing Summary

Fees (Incl GST):	\$44.00
Bonds:	\$0.00
Total (Incl GST):	\$44.00
GST:	\$4.00
Payable:	\$44.00
Payable Now:	\$44.00
Payable Later:	\$0.00

If you would like to make any changes to the booking, you can do so by clicking on 'Modify' at the bottom of the screen.

If you would like others from your organisation to be notified about updates to your booking, you can do so by clicking on 'Add Manual Contact' button at the bottom of your screen.

You may click on 'Complete' at the bottom of the screen to finalise your booking.

You may be required to respond to a checklist and when you complete it you will be presented with the Terms & Conditions of booking. Once you have ticked the checkbox that you agree to these T&Cs, click on Continue.

Click on 'Done' to complete your booking.

Checkout

Your booking has been placed. You can press Done to complete your booking.

Done

Once a booking is completed, you will be given options to:

1. **Invoice/Receipt** - This will generate a copy of your invoice as a PDF.

2. **Manage Booking** – This option lets you manage all your bookings in a central location.
3. **Duplicate Booking** – This option duplicates the booking and will give you the option to make changes to the booking in session ie, change date to another day as it clashed with the original booking.
4. **Return to Search** – Returns the user to the home screen if they need to create a new booking.

Thank You!

Your booking is now complete. A copy of your Booking Confirmation and Tax Invoice/Receipt has been sent to: ██████████. You can also download these documents here or any time from (the booking details) of your Account.

Invoice/Receipt

Duplicate Booking

Manage Booking

Return to Search

Any bookings created will be automatically assigned a 'Tentative' status until the council's stadium manager confirms the booking.

Enter credentials to log in.

Click on 'My Account' at the top right corner of your screen. This will list all your bookings.

Book multiple items within a single booking

Enter all the required details in the Booking Refinement page.

Booking Refinement

1. Booking Overview To start your booking, add a Name for the Booking, choose your purpose and login if you are registered 🔍

Booking Name: * (15/150 characters.)
Futsal training

Attendee Numbers: *
Attendee Numbers

Included Dates
Tuesday 14/03/2023

Purpose: *
Training (Seniors) ▼

Customer:
Reema Sport Association (regular)

+ Additional Information

2. Booking Items Add the items you wish to book, then choose the duration of your booking. 🔍

14/03/2023 📅

	From	To
Court 1 ▼	09 ▼ : 00 ▼	10 ▼ : 00 ▼

Create Repeat/Add Date

🗑️

Add Booking Item

Book in multiple sections for the same day

Click on 'Add Booking Item' and choose a section from the drop down and pick a start and end time to book it. You may choose to add in multiple sections as long as the 'Purpose' is the same for all these bookings.

For booking items with a different purpose, you will have to create those bookings separately as a new booking.

Click on 'Save' to save your changes.

Book in multiple sections for different days

Create Repeat/Add Date

Create Repeat or **Add Date(s)**

Choose your Date, then From and To times, Press 'Add' to add multiple dates.

Date	From	To
14/04/2023	15 : 00	16 : 00

Add

OK Cancel

Click on 'Create Repeat/Add date' button.

In the popup window that appears, click on 'Add Date(s)'.

Enter other dates that you want to the same booking purpose to apply. You can choose to change the start and end times.

Click on 'Add' and click on 'OK'.

Book in a Repetitive booking

Create Repeat/Add Date

Create Repeat or **Add Date(s)**

Choose your Date, then From and To times, Press 'Add' to add multiple dates.

Date	From	To
14/04/2023	15 : 00	16 : 00

Add

OK Cancel

Click on 'Create Repeat/Add date' button.

In the popup window that appears, click on 'Create Repeat' and choose whether you want the booking to repeat on a daily, weekly or monthly basis.

Review details and click on 'OK' and then click on 'Checkout' and proceed with the booking as usual.

Manage Bookings

Customers can modify bookings themselves by logging into Bookable. Click on 'Login' at the top right corner of your screen.

Enter credentials to log in.

Click on 'My Account' at the top right corner of your screen. This will list all your bookings with a summary of the sections, venues, booking date, created date, price & status of the booking.

Click on the 3 dots button for each booking to see the options available.

My Bookings All Bookings								Outstanding : \$95.00 Add Payment
Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status	
847	Netball practice	Multi-purpose Stadium (MPS)	Court 1	10/Apr/23	23/Feb/23	\$55.00	Tentative	
843	booking	Multi-purpose Stadium (MPS)	Court 1	28/Feb/23	23/Feb/23	\$40.00		

...

- [Send Invoice](#)
- [Download Invoice](#)
- [Download Confirmation](#)
- [Calendar URL](#)
- [Duplicate Booking](#)

1. **Send Invoice** – This lets you send out an invoice to your registered email address.
2. **Download Invoice** – This lets you download a PDF copy of the invoice for the selected booking.
3. **Download Confirmation** – This lets you download a PDF copy of the booking confirmation for the selected booking.
4. **Calendar URL** – This lets you download booking details to save to your calendar
5. **Duplicate booking** - This option duplicates the booking and will give you the option to make changes to the booking in session ie, change date to another day as it clashed with the original booking.

Change Booking Details

Customers can modify bookings themselves by logging into Bookable. Click on 'Login' at the top right corner of your screen.

Enter credentials to log in.

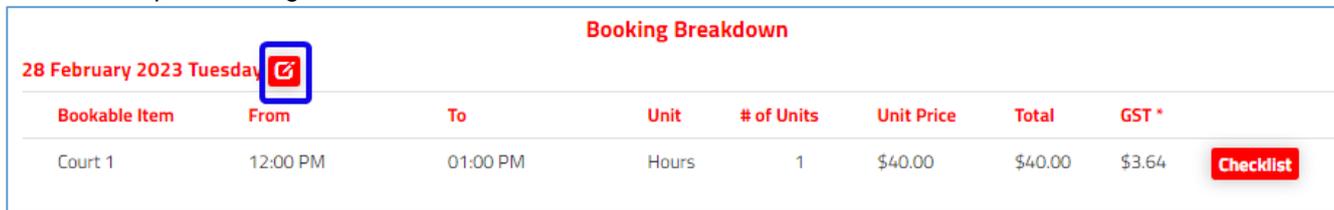
Click on 'My Account' at the top right corner of your screen. This will list all your bookings with a summary of the sections, venues, booking date, created date, price & status of the booking.

Click on the booking that you would like to modify.

If you wish to modify the booking Booking Name, Description, Special Requirements or Attendee Numbers, you may do so by clicking on the edit button next to the corresponding fields, make the required changes and then clicking on Ok to save changes.

If you wish to make major changes on your booking like the date, time, purpose, venue etc, then scroll down to the bottom of your screen and click on the edit button next to the booking date.

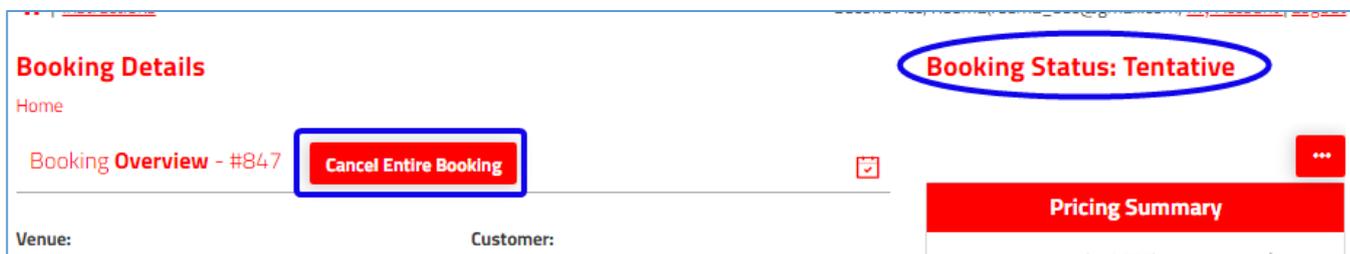
Make the required changes and click on Save.



The screenshot shows a 'Booking Breakdown' table. At the top left, the date '28 February 2023 Tuesday' is displayed with a blue square icon containing a white pencil, which is circled in blue. The table has the following columns: Bookable Item, From, To, Unit, # of Units, Unit Price, Total, and GST *. The first row contains the data: Court 1, 12:00 PM, 01:00 PM, Hours, 1, \$40.00, \$40.00, and \$3.64. A red 'Checklist' button is located at the bottom right of the table.

Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Court 1	12:00 PM	01:00 PM	Hours	1	\$40.00	\$40.00	\$3.64

If you wish to cancel your booking, click on 'Cancel Entire Booking' at the top to delete it.



The screenshot shows the 'Booking Details' page. At the top left, there is a 'Home' link. Below it, the text 'Booking Overview - #847' is followed by a red button labeled 'Cancel Entire Booking', which is circled in blue. To the right, the text 'Booking Status: Tentative' is circled in blue. At the bottom right, there is a red button labeled 'Pricing Summary'. A red button with three dots is also visible on the right side.

Change Account Details

Customers can change their account details themselves by logging into Bookable. Click on 'Login' at the top right corner of your screen.

Enter credentials to log in.

1. Click on 'My Account' at the top right corner of your screen.
2. Click on the second tab 'My details'.
3. Click on the green edit button. This is where you can change your account details and click 'Save'.

[Instructions](#)
(MPS), Multi-purpose(reema_sec@gmail.com) [My Account](#) [Logout](#)

My Account

[My Bookings](#)
[My Details](#)
[My Organisation](#)
[Go to My Event Registrations](#)

My Personal Information

Personal Details 

Title: Ms **Given Name(s):** Multi-purpos **Surname:** (MPS)

Contact Details 

[+ Add Contact](#)

Name	Address	Position	Mobile	Documents	Main
Multi-purpose (MPS)	xyc abc Wagga Wagga NSW 2650 Australia	Booking officer	159847632		true

Change Password

Click on 'Login' at the top right corner of your screen.

Enter credentials to log in.

1. Click on 'My Account' at the top right corner of your screen.
2. Click on the second tab 'My details'.

Contact Details 

[+ Add Contact](#)

Name	Address	Position	Mobile	Documents	Main
Wagga Wagga Sport Association	123 Wagga NSW 2650 Australia	Sports Booking officer	124578963		true

[Change Password](#)
[Deactivate Account](#)

Forgot Password

If you have forgotten your login details, use the 'Forgot Password' button.

Forgot Password?

Please enter your email to reset password.

Cancel OK

Enter your registered email address and click OK.

You will receive an email to the registered email where you will be able to reset your password.

Change Organisation Details

Click on 'Login' at the top right corner of your screen.

Enter credentials to log in.

1. Click on 'My Account' at the top right corner of your screen.
2. Click on the third tab 'My Organisation'.
3. Click on 'Modify'.
4. Change the required details.
5. Click on 'Save'.

Home | [Instructions](#) Associatio

My Account

[My Bookings](#) [My Details](#) **[My Organisation](#)**

My Organisation Details

Organisation **Details**

Organisation/Trading Name: Sporting Association	ABN: ABN
Phone: 124578963	Email: a_sport@gmail.com
Address: 123 Wagga NSW 2650 Australia	
Customer Type: Sporting Associations	Verified: Yes
Debtor ID: Debtor ID	

Modify

Add other users under your organisation

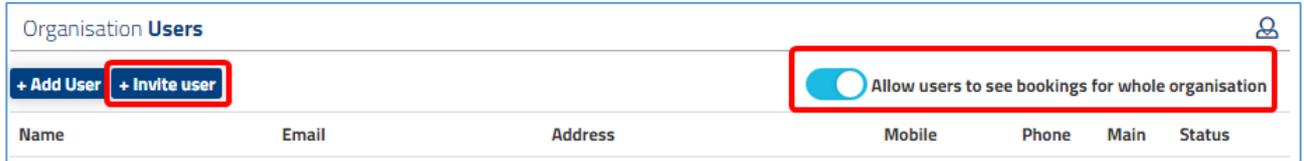
If you would like other users from your organisation to view all your bookings, then you can add them as a user.

From the Bookable homepage, click on 'Login' at the top right corner of your screen.

Enter credentials to log in.

1. Click on 'My Account' at the top right corner of your screen.
2. Click on the third tab 'My Organisation'.

3. Click on 'Invite User'.
4. Enter the email address of the user and then click on Submit.
5. An invite will be sent to the user so that the user may register with their details under your organisation.
6. Click on the button 'Allow users to see bookings for the whole organisation'. If this button is set as 'off', then they will not be able to view all the organisation's bookings. This will give them access to view all bookings under My Bookings -> All Bookings.



You can also choose to set another person as a primary user but be aware that the previous person will lose their ability to manage bookings, and this will be transferred to the new primary user. This option will be ideal to use when the primary user is leaving the company.

Make a payment

Customers can make a debit or credit card payment themselves by logging into Bookable. Click on 'Login' at the top right corner of your screen.

By Credit or Debit card

Enter credentials to log in.

1. Click on 'My Account' at the top right corner of your screen.
2. At the top right, click on 'Add payment'.
3. Choose payment type as 'Credit Card' from the drop down menu.
4. Select the type of card (eg. Whether it is a VISA or a Mastercard or Amex)
5. For multiple bookings or items within a booking, you can choose to click on the tick box on the right to make payments against the corresponding invoices.
6. Click on 'Checkout'.
7. Enter card details in the following screen and click on 'Submit'

Add Payment

1. Please choose payment type: Payment Amount: **\$35.00**

Credit Card

Internal Recharge

Booking 8387 - Testing this booking (Amount Due: \$35.00) **Pay**

	Invoice	Outstanding	Due Date	Amount	Payment
<input checked="" type="checkbox"/>	INV-5425 [INVOICE] Glenfield Community Centre Indoor Court 11/03/2023 11:00 to 11/03/2023 12:00	\$35.00		\$35.00	35

Checkout
Cancel

If you do not have a credit or debit card then you may choose to make payments using BPAY.

Please find below details to make a BPAY payment.



BPAY

Biller Code: 378885
Ref: 90137000083874

Telephone & Internet Banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

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