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Introduction

Follow these steps to submit bookings for your activities on the Council’s Online Booking Portal.

- **Time Estimate:** 20-45 minutes per booking, depending on the number of venues/dates.
- **Tip:** Book multiple venues and sessions in one go, as bookings cannot be edited once submitted. If needed, you can submit multiple separate bookings.

Preparation:

- Read the instructions fully before going online.
- Have a second screen or a printed copy of these instructions for reference.

Booking Tips:

- The system allows booking one venue area per date at a time. For multiple areas within one venue or regular sessions (e.g., every Monday in March), you must make separate entries.
- Venues have a maximum attendance number. If more attendees are needed, consider booking additional areas.
- To book multiple areas at the same venue you must add each facility individually (e.g., Clontarf Reserve Areas 1-3 would be three separate entries in your booking)

Booking Methods:

- **List View:** Easy for single venue/date bookings, but slower for multiple venues/dates.
- **Calendar View:** Ideal for viewing availability across multiple venues at once, recommended for bulk bookings.

Use either method for one-off or multi-venue/date bookings.

1. Log-in to the Online Booking Portal

Go to: <https://bookings.northernbeaches.nsw.gov.au/Booking/Casual#/client/login>

Enter your unique username and password, then click **Sign In**.

If you do not have an account, you can create one before signing in.

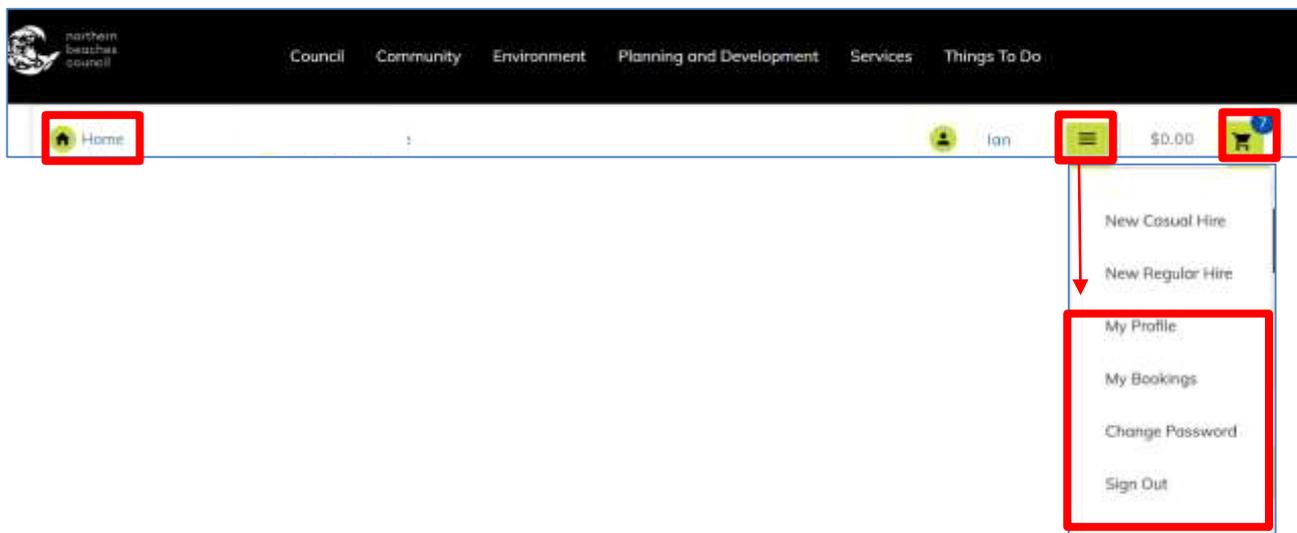
Navigating the Online Portal

Once logged in, the screen will default to the venue search page.

If at any time you wish to perform an action on a different page to your current one, you can select either the **Home** or **Cart** buttons:

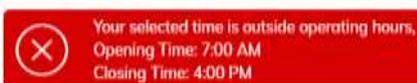
- **Home**: located in the top left corner and will take you to the venue search page to add more fields/dates.
- **Cart**: located in the top right corner and will take you to the booking overview page which will show any fields you have already added.

You can also see existing submitted bookings, edit your profile/password, or sign out by selecting the hamburger symbol located immediately left of the Cart symbol at the top of the screen. This will open a drop-down list for you to make your selection and follow the prompts as required.



Troubleshooting

- It can take up to 30 seconds to load different pages, please do not refresh your browser or continue clicking during loading times.
- If cannot see any venues, you may need to clear your cart, by clicking on the cart and then press new casual hire..
- Always complete all input boxes or questions. Outstanding requirements may appear in red text.
- Look for an error message such as the one pictured below.



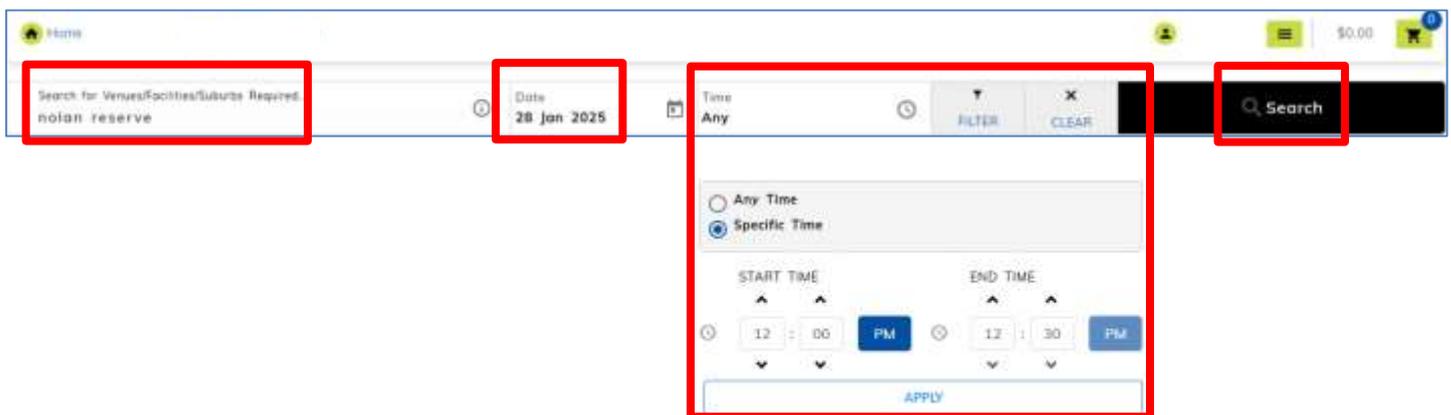
If are experiencing issues using the Online Booking Portal do not hesitate to contact Open Space Bookings on 02 8495 5009 or email OpenSpaceBookings@northernbeaches.nsw.gov.au for assistance.

2. Enter Search Requirements

- i. Type your requested venue/suburb in the Search field.

(**Note:** For a Filming or Working on a Reserve hire just write the word filming or working on reserve - choose any one of the spaces listed, please do not try to search for a location it will not provide you any options for filming or working on a reserve.)

- ii. Select the date you wish to book
- iii. Select the time you wish to book – this can be left set to ‘Any’ at this stage or click on a select ‘Specific Time’ to customise. We recommend selecting ‘Any’ as this provides some flexibility if the exact times are not available.
- iv. Click ‘**Search**’.

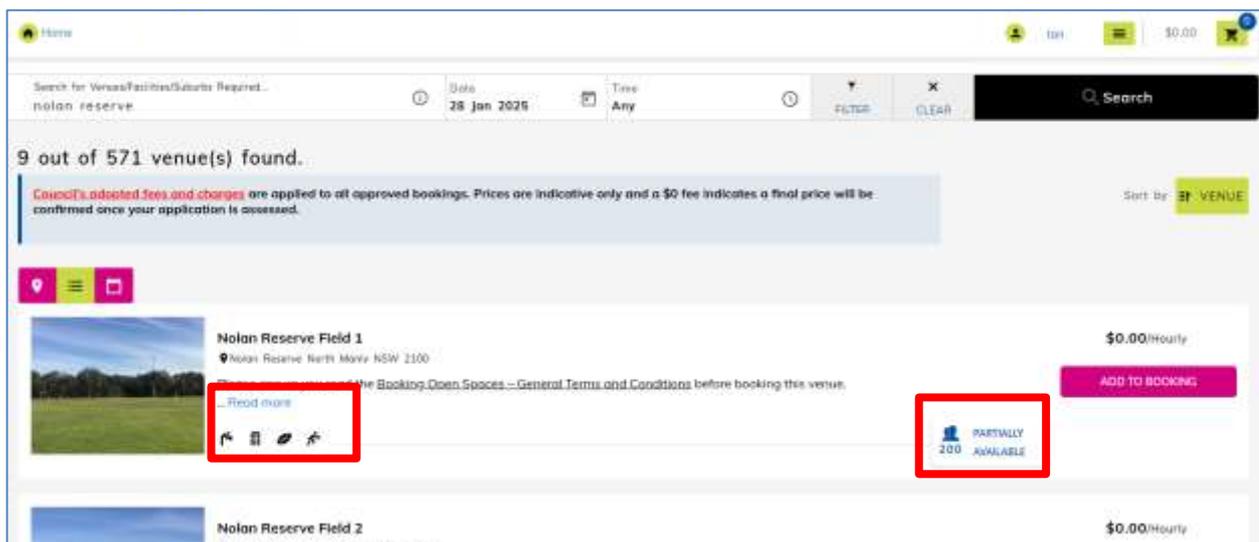


The screenshot shows the search interface with the following elements highlighted in red boxes:

- The search input field containing "nolan reserve".
- The date selector showing "28 Jan 2025".
- The time selector showing "Any".
- The "Search" button.
- The "Specific Time" dropdown menu, which is expanded to show "START TIME" (12:00 PM) and "END TIME" (12:30 PM) pickers.

A list of available venues will be displayed that fit your search criteria. If the venue you want is not in this list, then that venue is **NOT** available on that date and time.

There is more information and a map of each venue by selecting the “Read more” text, it will also provide the maximum number of attendees and appear as either Fully Available (if the entire days’ timeslots are available) or Partially Available (if there is part of the days’ timeslots available).



The screenshot shows the search results page with the following elements highlighted in red boxes:

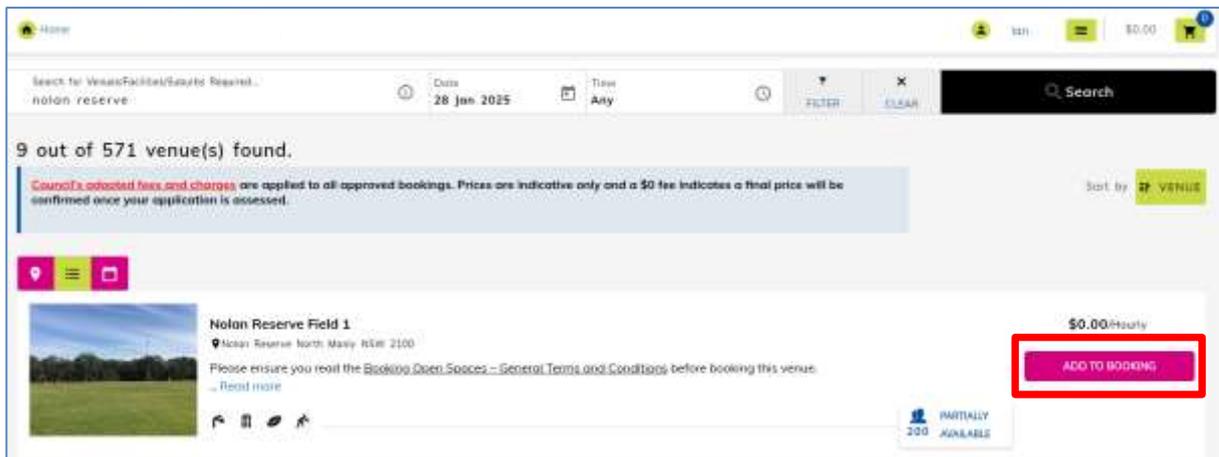
- The search criteria: "nolan reserve", "28 Jan 2025", and "Any".
- The result count: "9 out of 571 venue(s) found".
- The first result: "Nolan Reserve Field 1" with a price of "\$0.00/Hourly".
- The "Read more" link for the first result.
- The "PARTIALLY AVAILABLE" status for the first result.

3. Adding a Venue – List or Calendar View

You may now choose which view to use – List or Calendar. List View is the default system.

List View

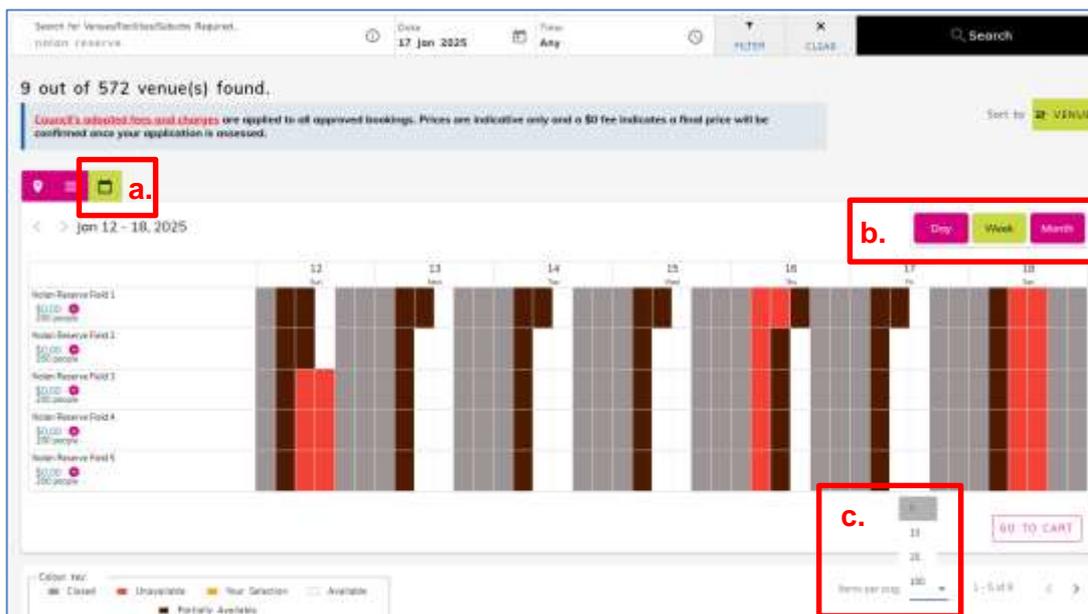
On the venue you want to book, click ‘ADD TO BOOKING’



Calendar View

To use calendar view, you must amend the view settings.

- Select the calendar view icon
- Select your preferred day/week/month view. Day view - for venues with multiple fields (e.g., David Thomas Reserve). Week view - to see availability for each field that week. We do not recommend using month view.
- Change items per page to 10 for better visibility



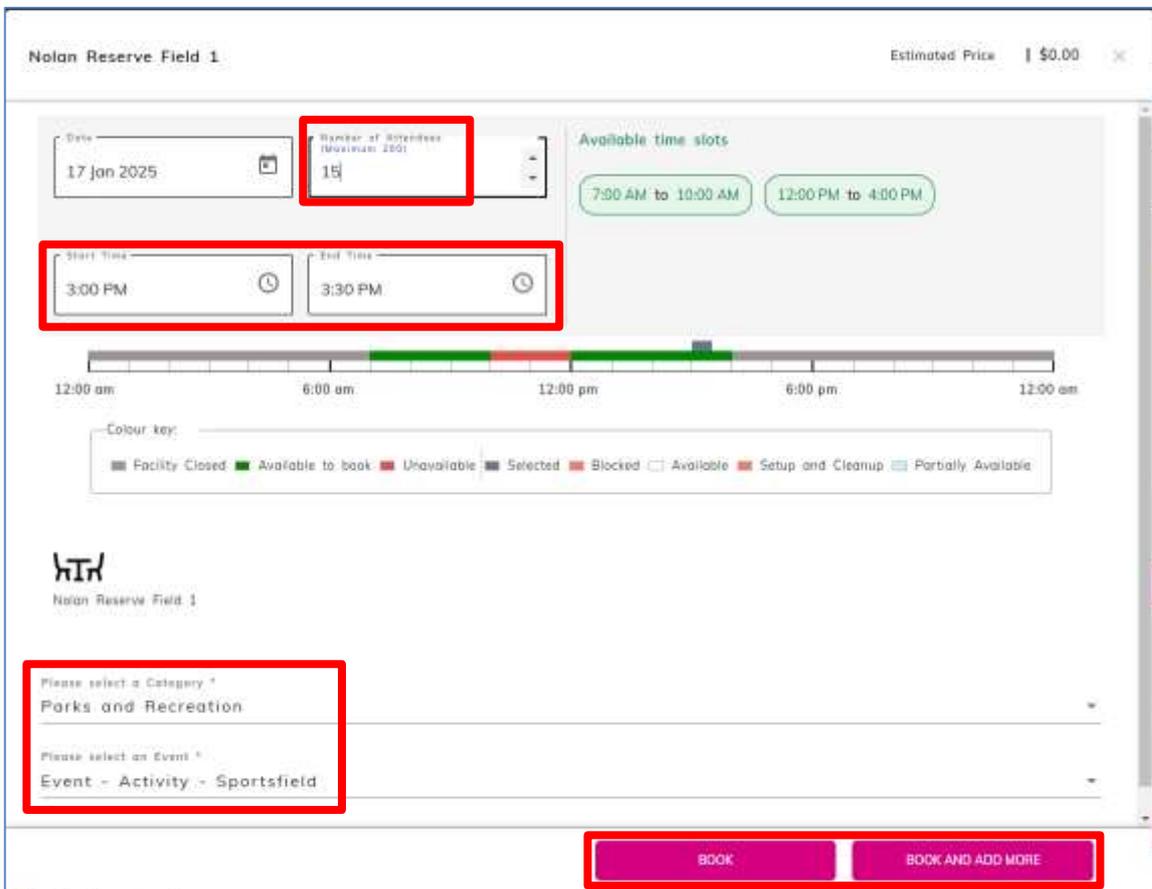
A calendar view of available venues will be displayed from your search criteria. Please check the colour key to determine availability. On the field/date you want to book, click and drag in the white sections, these are the available time slots. Your selection will appear in orange.

4. Enter Booking Details

Once you have made your selection in either view, a pop-up booking details screen will appear.

Enter the booking details – all input boxes and questions must be answered to allow you to proceed.

- a) Number of Attendees – maximum number of attendees you will have onsite at any one time.
- b) Start time and end time of your event – if you specified this in the original search it will prepopulate for you, if not enter the specific times. You can select the green ‘available time slots’ bubble to auto-select the available timeframe.
- c) From the Select Category drop down choose **Parks and Recreation** and for the Event drop down choose the category that best suits your event - i.e. for sport activities chose **Event – Activity – Sportsfield** or for a birthday party chose **Event - Small Scale**.
- d) Click **‘BOOK’** or **‘BOOK AND ADD MORE’**
 - i. **‘BOOK’** - if you only require one date/venue. Selecting this will take you through to the next stage including completing a questionnaire regarding your activities.
 - ii. **‘BOOK AND ADD MORE’** - if you require additional dates/fields. E.g. if you require all 7 fields at Nolan Reserve, select **‘BOOK AND ADD MORE’** to add the rest of the required fields. Selecting this will take you back to your search to complete steps 1-3 again. Once you have added all required fields/dates, you can select **‘BOOK’**.



Nolan Reserve Field 1 Estimated Price | \$0.00

Date: 17 Jan 2025

Number of Attendees (Maximum: 200): 15

Available time slots: 7:00 AM to 10:00 AM, 12:00 PM to 4:00 PM

Start Time: 3:00 PM End Time: 3:30 PM

Colour key: Facility Closed, Available to book, Unavailable, Selected, Blocked, Available, Setup and Cleanup, Partially Available

Please select a Category: Parks and Recreation

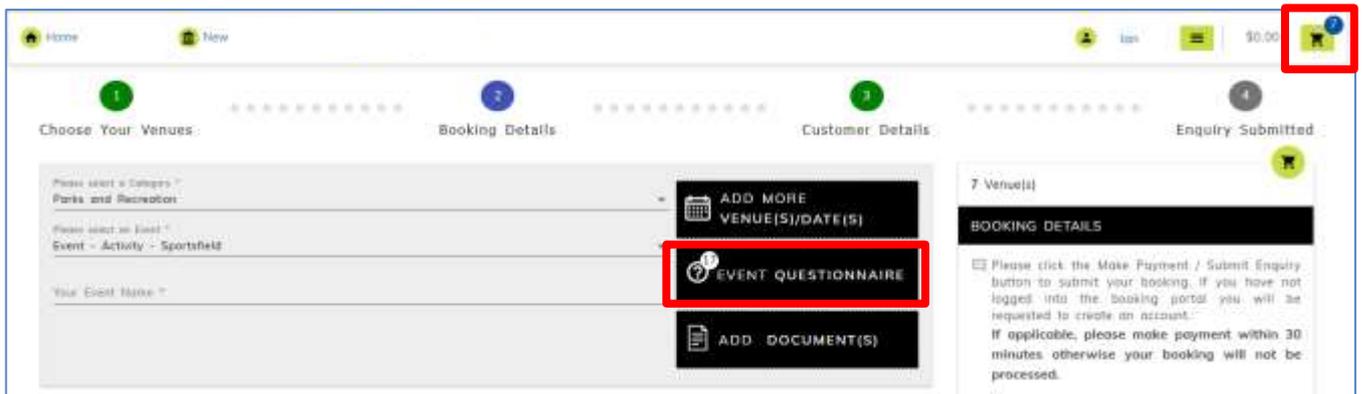
Please select an Event: Event - Activity - Sportsfield

BOOK BOOK AND ADD MORE

5. Complete the Questionnaire

At this stage the **questionnaire** pop up may appear.

If it does not appear, select the shopping cart symbol in the top right corner to go to the booking overview page, then select **'EVENT QUESTIONNAIRE'** on the Bookings details page.



Complete the Event Questionnaire. Answer each question with as much detail as possible. All questions **must** be answered to allow you to finalise the booking. Select **'CONTINUE'** at the bottom of the pop-out to return to the booking overview page.

6. Finalise the Booking Details

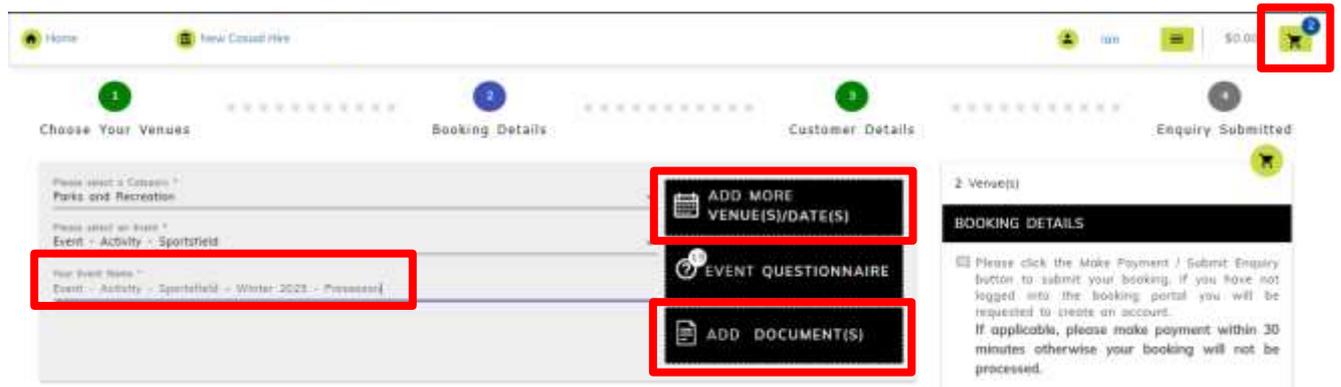
You should be back at the booking overview page, that lists the venues you have booked. If you are not, select the shopping cart symbol at the top right of the booking screen.

- a) If you need to add more venues and/or dates to your booking, click 'ADD MORE VENUE(S)/DATE(S)' button. This will take you back to your search to complete steps 1- 4 again
- b) If you are required to add any supporting documents such as certificates of currency or site plans, select 'ADD DOCUMENT(S)' and follow the prompts.
- c) Populate an Event Name – Your event name must be added to the name of category – e.g.

“Event - Activity - Sportsfield – Winter 2025 - Preseason”

“Event – Small Scale – Isla’s Birthday Party”

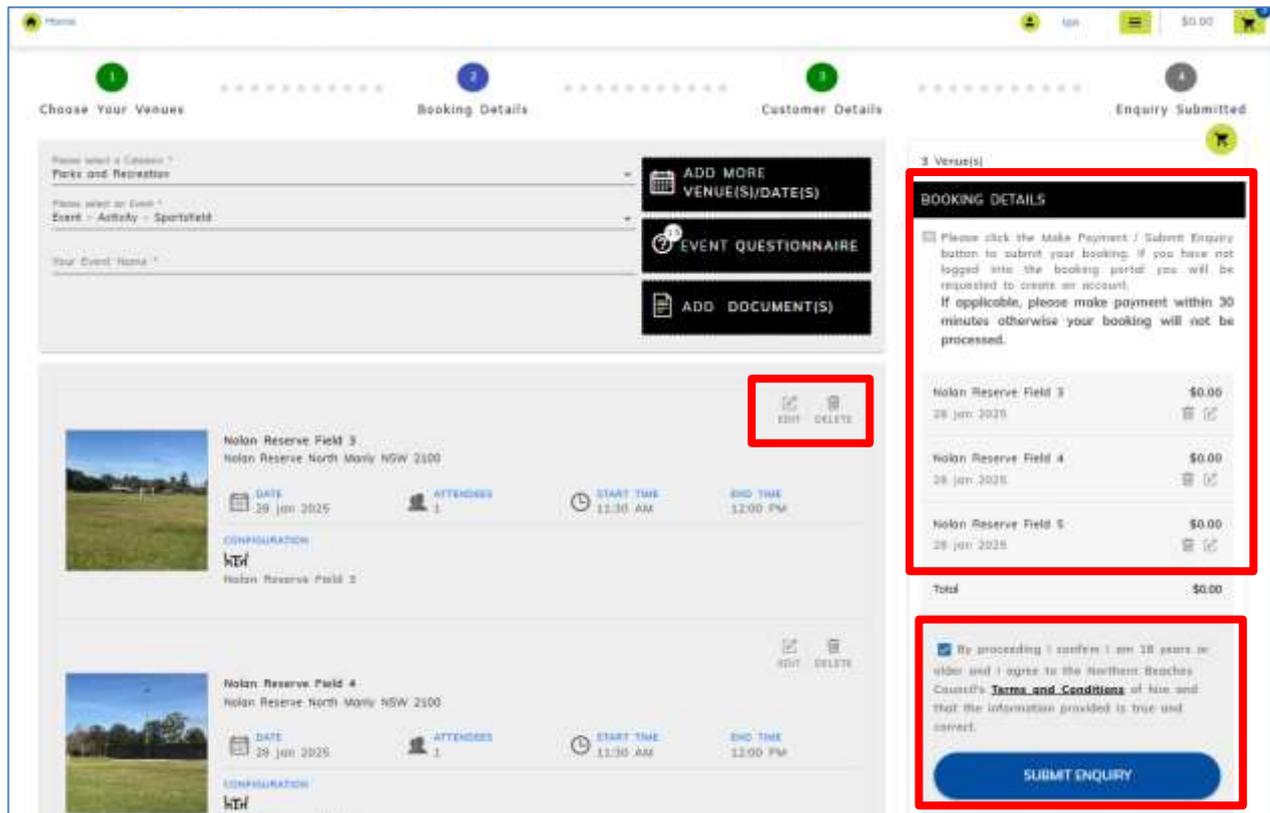
This important so the booking can be located and processed efficiently.



7. Review and Submit Your Booking

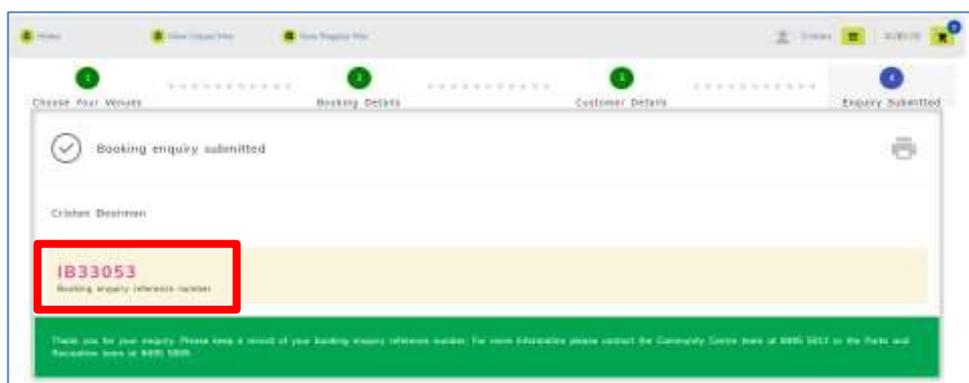
All booked fields/dates will be listed on the booking overview page. Check all details of your booking – you can make edits/deletions by selecting the relevant button for each entry.

Once all details are correct, proceed to the **BOOKING DETAILS** on the right-hand side of the page, read and accept the general Terms and Conditions, then click ‘Submit Enquiry’.



Once submitted you will receive a booking reference number and an email confirmation.

Open Space Bookings may be in contact should we wish to discuss your application. A confirmation of bookings and an invoice will be sent to you once your application has been finalised.



If you experience any issues using the Online Booking Portal please do not hesitate to contact Open Space Bookings on 02 8495 5009 or email openspacebookings@northernbeaches.nsw.gov.au for assistance.