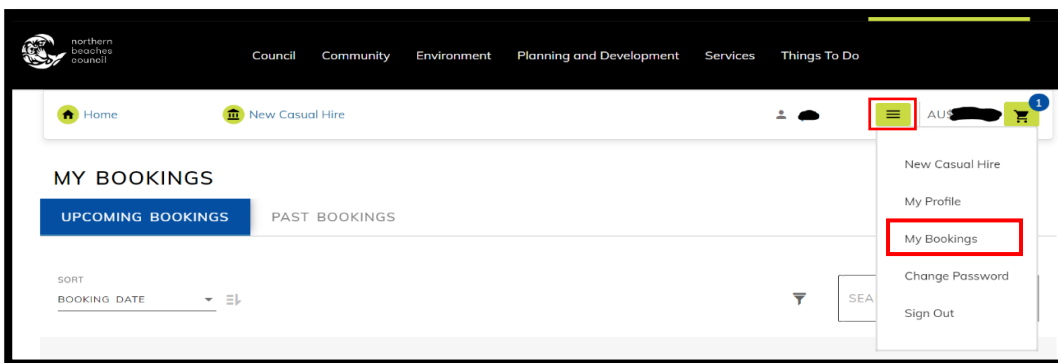


# Northern Beaches Council – Online Booking Portal – Community Centres and Venues

## [How to manage your existing booking\(s\)](#)

### How to view / pay invoices(s):

1. Go to the [Sign In page](#) and enter your username and password
2. Click on the menu button and select '*My Bookings*'



3. By default, you will see a list of your current and upcoming bookings. You will be able to identify your bookings by their unique booking reference number.
4. Click '*Invoices*' against the relevant booking reference number to see a list of your invoices and credit notes.
  - If you select '*View*', you will be directed to the Booking Details page where you can see all booking dates, payment information, requests and messages as well as upload and view documents related to your booking.

BP49073 <span style="background-color: #0070C0; color: white; padding: 2px;">DUE PAID</span> Booking - Religious Meeting 05 Nov 2024	EVENT DATE 04 Dec 2024  4:00 PM - 5:30 PM	OUTSTANDING \$0.00	TOTAL \$535.51	<a href="#">INVOICES</a>	<a href="#">VIEW</a> <span style="font-size: 0.8em;">▼</span>
BP49072 <span style="background-color: #FFC000; color: white; padding: 2px;">PENDING PAYMENT</span> Booking - Religious Meeting 05 Nov 2024	EVENT DATE 05 Nov 2024  4:00 PM - 03 Dec 2024  8:30 PM	OUTSTANDING \$609.50	TOTAL \$643.55	<a href="#">INVOICES</a>	<a href="#">VIEW</a> <span style="font-size: 0.8em;">▼</span>

5. Click the link on your outstanding invoice. Your invoice will open for you to print or download.
  - If you select '*Pay Now*' you will be directed to Council's online payment portal to make payment via card.

INVOICE	DUE DATE	INVOICE AMOUNT	OUTSTANDING	DATE PAID	ACTION
CRN10086272 PAID		-\$21.90	\$0.00	05 Nov 2024	PAY NOW
<b>INV10086264</b> UNPAID	06 Nov 2024	\$609.50	\$609.50		PAY NOW
INV10086263 CANCELLED	05 Nov 2024	\$609.50	\$609.50		PAY NOW

6. Payment can be made via card online (click the invoice reference link), Bpay or in person at Customer Service Centre locations.

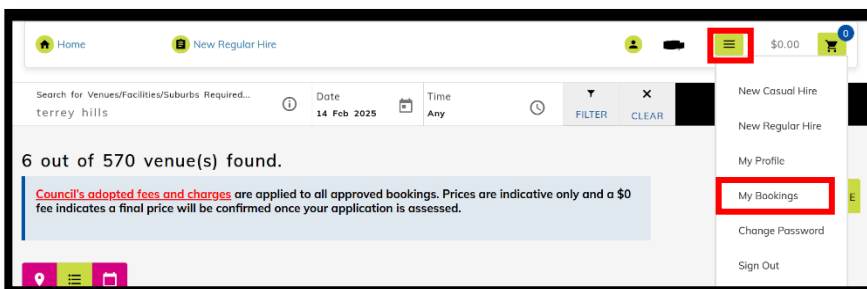
<p>Account Name : ██████████</p> <p>Booking Ref : BP49072</p> <p>Invoice No. : INV10086264</p> <p>Invoice Amount : \$ 609.50</p>	<p><b>B PAY</b></p> <p>Bill Code : 322230</p> <p>Ref : 100862648</p> <p>-Please note your customer reference number may have changed since your last bill payment.</p> <p>-Please ensure you check the biller code and customer reference number before submitting your payment.</p> <p>Internet Banking - BPay®</p> <p>Contact your bank or financial institution to make this payment from your cheque, savings or transaction account. More info : <a href="http://www.bpay.com.au">www.bpay.com.au</a></p> <p>Registered to BPAY Pty Ltd ABN 69 079 137 518</p>
<p><b>POINT</b></p> <p>Online - Payment Card (Visa, Mastercard or American Express), click on the hyperlink below to pay via BPOINT:</p> <p><a href="#">INV10086264</a></p>	<p>In person at Northern Beaches Council Customer Service Centre Locations</p> <p>Please make cheques payable to Northern Beaches Council</p> <p>Post the Payment Slip with your cheque to: Northern Beaches Council Civic Centre 725 Pittwater Road Dee Why NSW 2099</p>

0.5% Payment card surcharge applies.

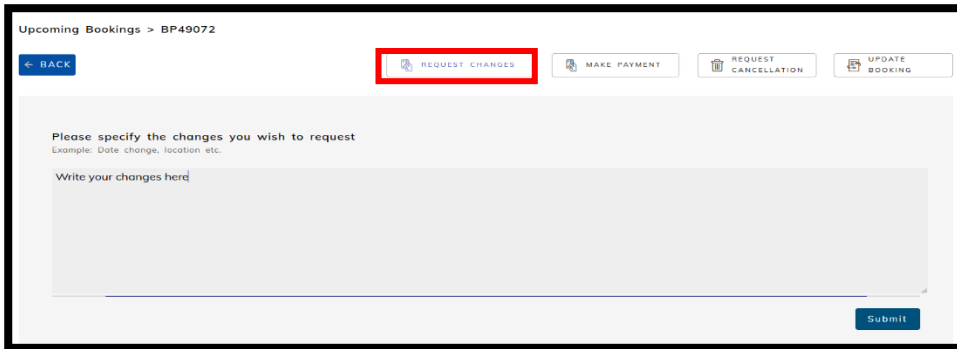
### How to request a change to your booking:

- A change to your booking can be a date change, time change or venue change.
- Please note this is only a request basis and is subject to Community Centre Terms and Conditions and availability.

1. Click on the menu button and select '*My Bookings*'

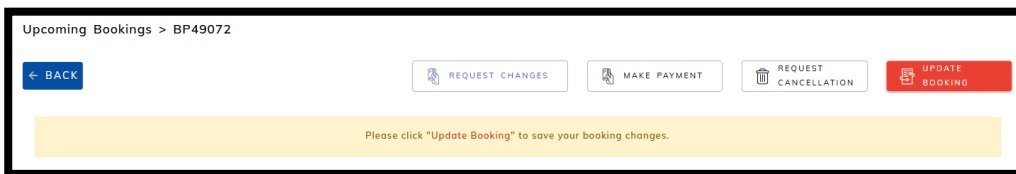


2. By default, you will see a list of all your current and upcoming bookings. You will be able to identify your bookings by their unique booking reference number.
3. Click the '*View*' button on the relevant booking.
4. Click the '*Request Changes*' button. A free text box will appear.
5. Enter in your requested changes – please be as specific as possible.

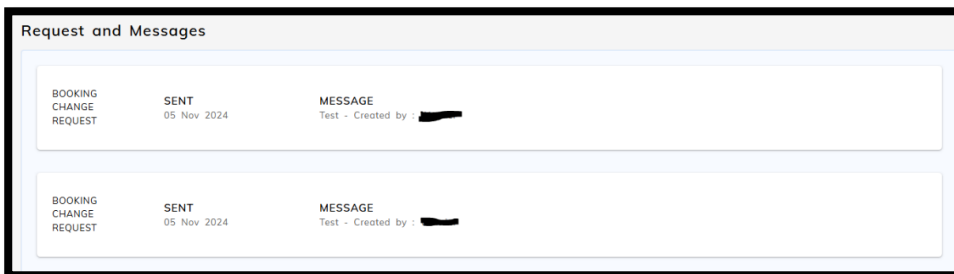


6. Click '*Submit*'.

- A prompt will appear as per screenshot below. It is very important to click the '**Update Booking**' button as this will save and send your requested changes to the relevant Council team.



- To confirm your changes have been saved to your booking, you can refer to the 'Requests and Messages' section on the Booking details page. You can reference this any time you log into your online account.

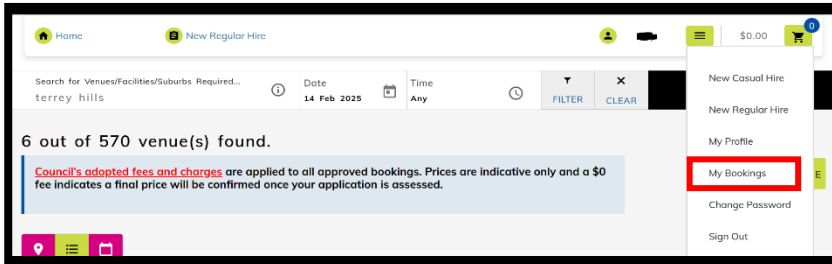


- The relevant Council team will review your request and provide an update within 7 business days.

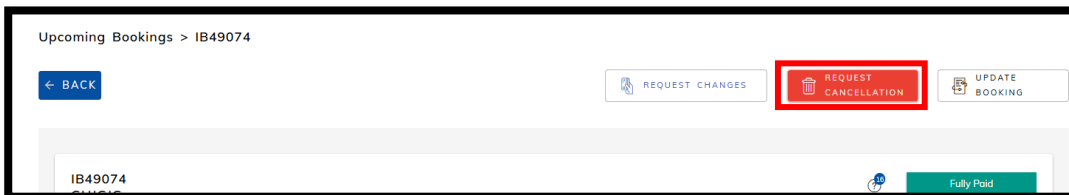
### How to request to cancel your booking:

- A cancellation request captures all dates within your booking.
- If you need to cancel individual dates, submit this as a change request and list each date.
- Refunds are subject to the cancellation terms as per the [Community Centre Terms & Conditions](#).

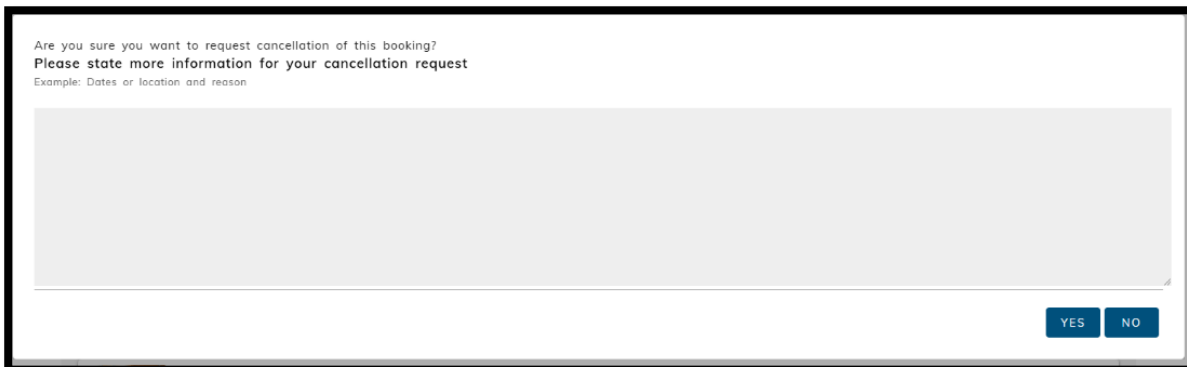
1. Click on the menu button and select '*My Bookings*'.



2. By default, you will see a list of all your current and upcoming bookings. You will be able to identify your bookings by their unique booking reference number.
3. Click the '*View*' button against the relevant booking reference number.
4. Click the '*Request Cancellation*' button.



- ➔ A free text box will appear asking for information for the reason of your cancellation. This is not mandatory however will help to inform future planning and recommendations.



5. Click '*Yes*' to proceed with cancellation request.
  6. The booking status will be update to 'Pending Cancellation'
- ➔ The relevant Council team will review your request and provide an update within 7 business days.

**Other helpful resources:**

- [How to make a casual booking](#)
- [How to make a regular booking](#)
- [How to manage my customer account online](#)
- [Community Centre Terms and Conditions](#)
- [Frequently Asked Questions](#)

Please contact the Community Centres team on 02 8495 5012 or [CommunityCentres@northernbeaches.nsw.gov.au](mailto:CommunityCentres@northernbeaches.nsw.gov.au) if you require further assistance.