

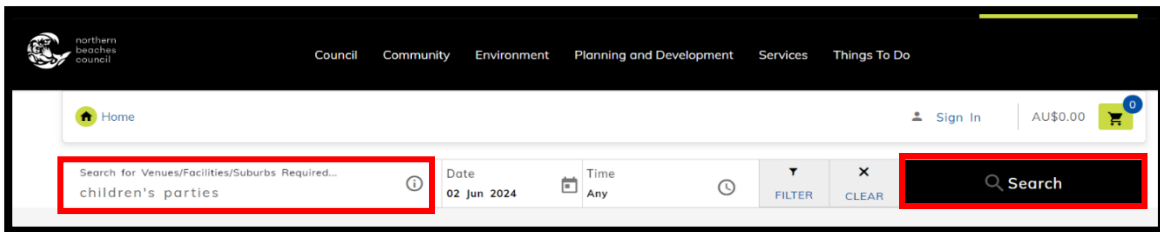
Northern Beaches Council – Online Booking Portal – Community Centres and Venues

[New Casual Bookings](#)

How to find a suitable venue:

Go to Council's [online booking portal](#) to browse venues and view availability.

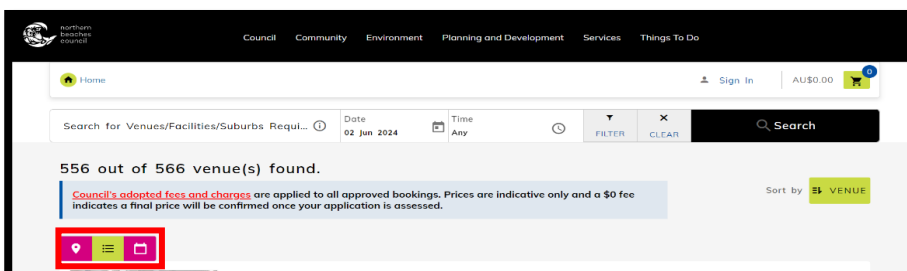
- In the search box, you can filter by venue, suburb, or keywords. For e.g. enter in *Children's parties* and click 'Search' to see suitable centres.
- Default date is set 3 days in advance of the current date. Change date filter to your preferred date.



- Click 'Clear' to remove a filter.
- Click on 'Items per page' to see more venues on the same page.



- You can search by 'Map view', 'List view' or 'Calendar view'. *List view is the default setting.



- If you're not sure which venue best suits your event, refer to our '[Community centre facility comparison table](#)' for a snapshot of key features per centre.
- Click '[...Read more](#)' to view additional information about the centre including centre description, facilities / amenities, fees and approximate number of chairs & tables. Most centres include a link to a virtual tour of the centre.

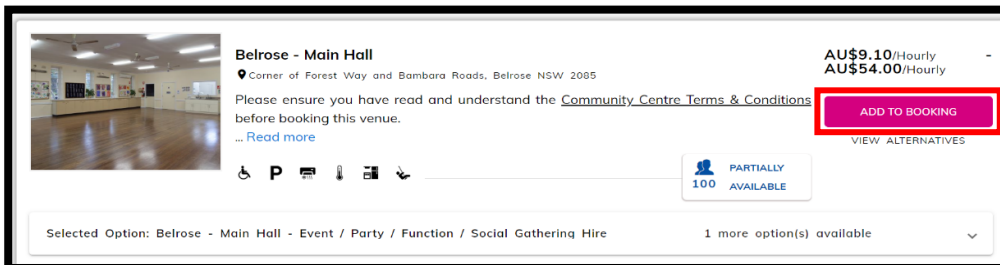


- View additional images of the venue, including floor plan(s) by clicking on the image of the centre or the centre name. You will then be directed to the respective venue page.

How to make a casual booking:

1. Click 'Add to Booking' button from either the search page or the venue page.

Search page:

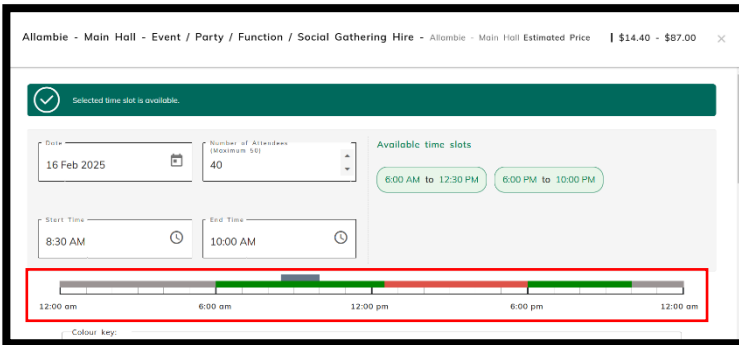


Venue page:

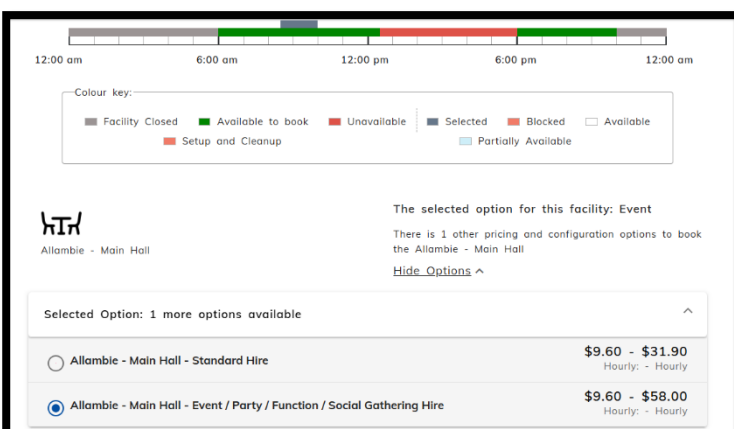


2. Enter your preferred date.
- Please note that you can only book a minimum 3 days in advance online and within the same calendar year. If you would like to enquire for a date within 3 days, please contact the Community Centres team directly.

3. Enter number of attendees that will be at your event.
 - There are different maximum capacities for each venue.
4. Proceed to enter your start and end time. *Time selection is set to 30-minute increments.
5. View the venue availability bar to confirm the space is available for your desired duration of time. *Green = available, Red = unavailable, Grey = your selection.

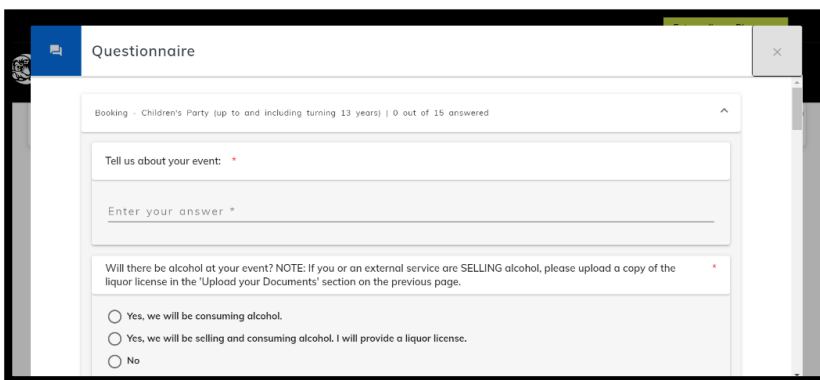


6. Underneath the availability bar, select your relevant **type of hire** – Event / Party / Function / Social Gathering Hire **or** Standard Hire.
 - ➔ Event / Party / Function / Social Gathering Hire covers one-off personal events such as children parties, adult parties, and other private gatherings. (For e.g. children’s parties, birthday parties, engagement parties, weddings, celebration of life events). *Minimum 4 hours must be booked for this type of hire.
 - ➔ Standard Hire covers private hire events / activities where a fee may be charged by an individual or business for profit. (For e.g. art / photography activity, indoor recreation, meeting, performing arts). *Minimum 1.5 hours must be booked for this type of hire.



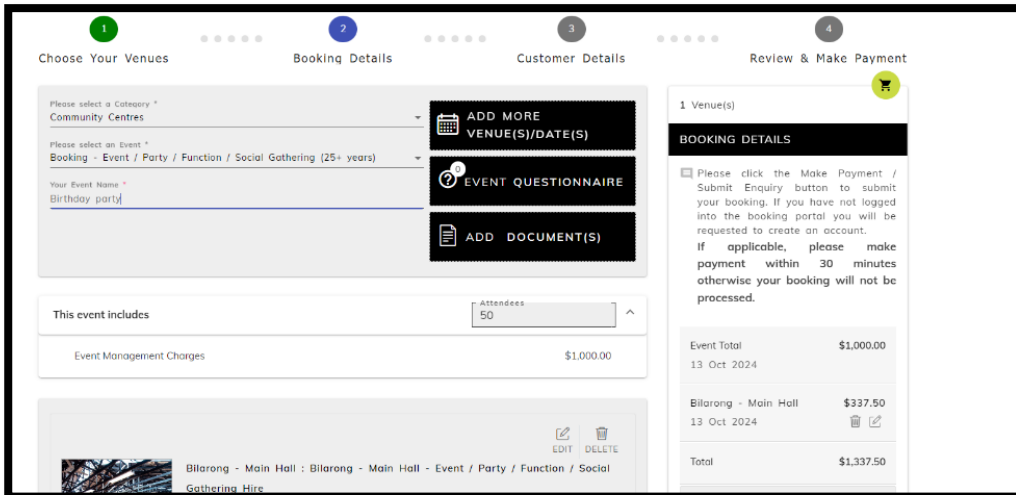
7. Leave the default category as ‘Community Centres’.
8. Select the most appropriate event type (activity) for your booking.

- At the top right of the booking window, you will see an indicative price range which covers the minimum to maximum hire fee against the number of hours booked. This does not include any applicable bond. Final price may be subject to change once booking has been reviewed and confirmed.
 - Make sure you have entered in the correct details including the type of hire, venue, time, and number of attendees. You may be required to rebook online if the information provided is not correct.
9. Click **'Book'** to proceed with finalising you're booking or **'Book and Add More'** to book in additional dates under the same event.
- If you notice a cancel symbol over the 'Book' button, this may be a result of certain booking conditions not being met (for e.g. date unavailable for selected time). Scroll to the top of the pop-up window to check if any error messages.
 - You will need to make a separate booking if you would like to book for a different event type.
10. A questionnaire pop-up window will appear with a list of questions to answer related to your booking. All mandatory questions must be answered.



11 Click **'Continue'** to view the Bookings cart page.

- From the Bookings cart page, you can add more dates, update your questionnaire responses, upload any required documents (as instructed in the questionnaire), edit any of your event details, or even delete your event altogether.
 - If you change your event type on the Bookings cart page, you will be required to complete a new questionnaire.
11. Enter your personalised Event Name – this can be your name and the event type. For e.g. Joe's 50th birthday party.



1 Choose Your Venues 2 Booking Details 3 Customer Details 4 Review & Make Payment

Please select a Category *
Community Centres

Please select an Event *
Booking - Event / Party / Function / Social Gathering (25+ years)

Your Event Name *
Birthday party

ADD MORE VENUE(S)/DATE(S)

EVENT QUESTIONNAIRE

ADD DOCUMENT(S)

This event includes Attendees: 50

Event Management Charges \$1,000.00

Bilarong - Main Hall : Bilarong - Main Hall - Event / Party / Function / Social Gathering Hire

EDIT DELETE

1 Venue(s)

BOOKING DETAILS

Please click the Make Payment / Submit Enquiry button to submit your booking. If you have not logged into the booking portal you will be requested to create an account. If applicable, please make payment within 30 minutes otherwise your booking will not be processed.

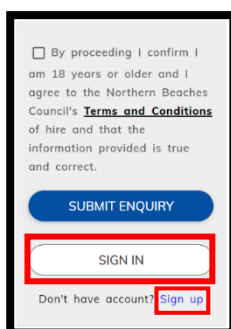
Event Total	\$1,000.00
13 Oct 2024	
Bilarong - Main Hall	\$337.50
13 Oct 2024	
Total	\$1,337.50

- Depending on the type of package selected a bond may be applicable to your booking.
- Depending on the type of package and centre selected you may be required to make payment immediately or the booking will be submitted as an enquiry if further review is required by the Community Centres team.

12. Tick the checkbox to confirm you are 18 years or older, agree to Northern Beaches Council's Terms & Conditions and that the information provided is true and correct.

13. If you are an existing customer and already signed in, proceed to submit your enquiry or make payment from the Bookings cart page. The system will show you the fee according to the price concession that is set up for your account otherwise it will be set to our default Standard fee.

Alternatively, you will need to either click the '**Sign up**' button (new customer) or '**Sign in**' button (existing customer) before you can proceed.



By proceeding I confirm I am 18 years or older and I agree to the Northern Beaches Council's [Terms and Conditions](#) of hire and that the information provided is true and correct.

SUBMIT ENQUIRY

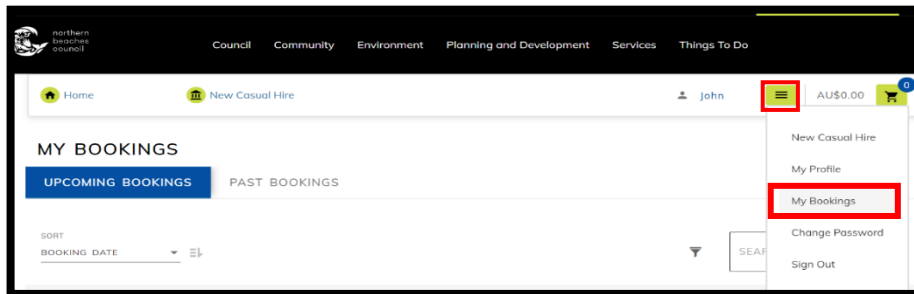
SIGN IN

Don't have account? [Sign up](#)

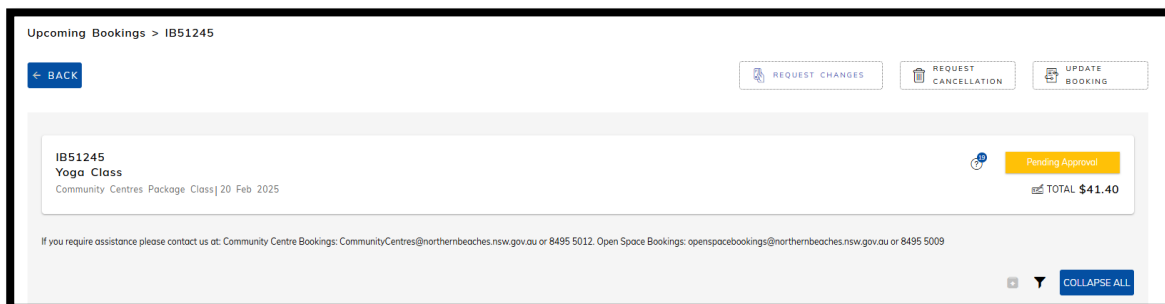
- Refer to '**How to create a new customer profile**' if you need assistance in creating your customer profile or you are having trouble logging into your profile as an existing customer.
- You will be directed back to the Bookings Cart page once you have created your profile or signed into your account.
- If payment is required you will be directed to Council's secure card payment portal.

14. A booking reference number will be generated, and an email confirmation will be sent to you with a summary of your event details. *You can view your bookings at any time via the '**My Bookings**' page on the online portal.

- The booking will be marked as 'Pending Approval' or 'Fully Paid'. The Community Centres team will review and approve your booking.



- If you need to request changes or cancellation of your booking, click '**View**' against the relevant booking and follow the prompts under the 'Request Changes' or 'Request Cancellation' button.
- Please note if requesting changes you will need to click '**Update Booking**' to save and send your changes to the Community Centre team.



- When your booking has been approved you will receive an email from the Community Centres team with next steps.

Other helpful resources:

- [How to manage my customer account online](#)
- [How to make a booking on the regular portal](#)
- [How to manage my existing booking\(s\) 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 if you require further assistance.