

Customer Guide for – Casual Venue Hire



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Venue Hire – Screen Overview

Return to Wyndham Website (Wyndham City logo)

Return to this page (Home icon)

Search bar – search for a venue name, date and or/availability (Search for a Space, Venue, Activity)

Change view type to Map, List or Calendar (View toggle icons)

Click on an image or venue name to open the facilities detail screen (Arndell Park CC - Community Learning Room)

Return to Wyndham Website (BACK TO HIRE A VENUE)

Go to the Venue booking information page (CONTACT US)

Cart (Shopping cart icon)

Login or create an account (Sign In)

Update the venue sort order (Sort by SPACES)

Enquire about booking a specific venue (ENQUIRE NOW)

Venue Services / Features available (Facilities icons)

Availability and maximum attendees (PARTIALLY AVAILABLE 10)

Search results: 44 out of 45 space(s) found. We require 7 days notice for online bookings. To check availability within the next 7 days, please call us directly. Please note that prices are indicative and the final price will be confirmed once your application is submitted and assessed.



Search Bar – Quick View

Refine your available venue options by using the search bar. The more fields you use, the more refined your options will be. Remember to click the search button to display your results.

In the example below, you can see that there are 8 meeting rooms available to be booked on the date and time in the search

Available facilities

8 out of 45 space(s) found.

We require 7 days notice for online bookings. To check availability within the next 7 days, please call us directly. Please note that prices are indicative and the final price will be confirmed once your application is submitted and assessed

Sort by



Saltwater CC - Meeting Room
153 Saltwater Promenade, Point Cook VIC 3030

Please ensure you read the [Community Centre Conditions of Hire](#) before booking this venue. <
... [Read more](#)



 **PARTIALLY AVAILABLE**
10

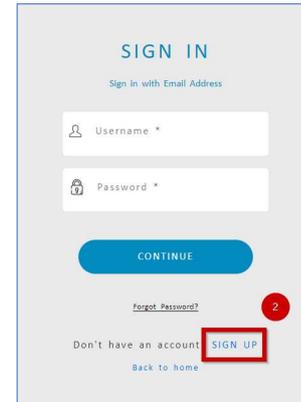
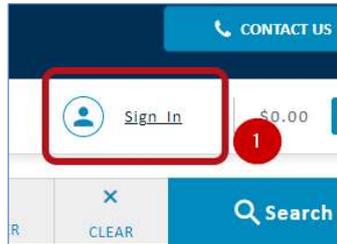


How do I sign up? 1 of 2

To make a venue booking enquiry through our portal, please ensure you have registered an account.

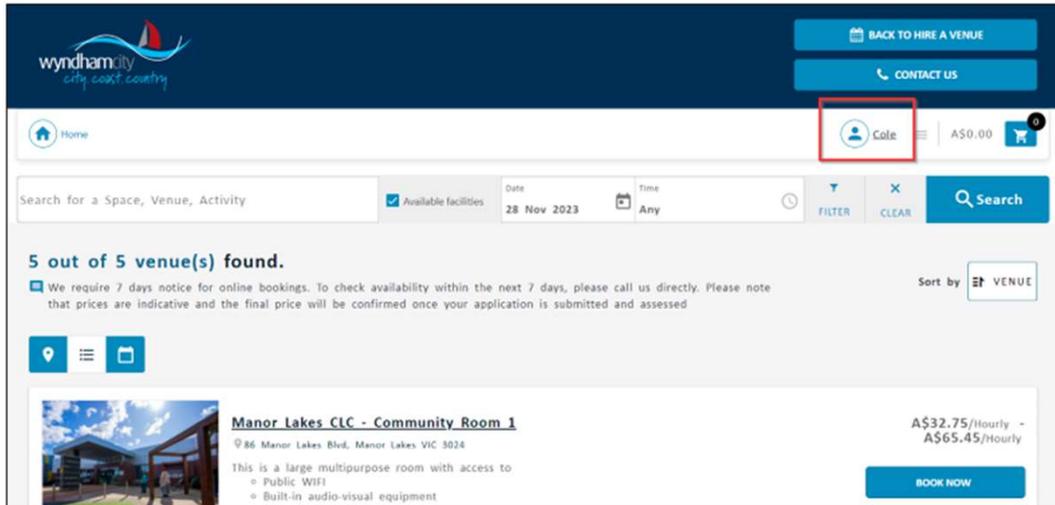
1. Click on the Sign In link.
2. Select "Sign Up".
3. Choose to register as either an individual or an organisation.

Continue filling in any fields and answering the questions through till registration is complete.



How do I sign up? continued - 2 of 2

Upon successful registration, you will be logged into the system and will be directed to the screen you were in prior to the registration process. You will also receive an email confirming



The screenshot shows the Wyndham City Venues website interface. At the top left is the logo for Wyndham City, City Coast Country. On the right, there are buttons for 'BACK TO HIRE A VENUE' and 'CONTACT US'. Below the logo is a navigation bar with a 'Home' button and a user profile dropdown menu. The user profile dropdown menu is highlighted with a red box and shows the name 'Cole' next to a profile icon and a balance of 'A\$0.00'. Below the navigation bar is a search bar with the text 'Search for a Space, Venue, Activity'. To the right of the search bar are filters for 'Available facilities', 'Date' (28 Nov 2023), and 'Time' (Any). There are also buttons for 'FILTER', 'CLEAR', and 'Search'. Below the search bar, it says '5 out of 5 venue(s) found.' and provides a note about booking requirements. A 'Sort by' dropdown menu is set to 'VENUE'. Below this is a list of venues, with the first one being 'Manor Lakes CLC - Community Room 1'. The venue listing includes a photo, the name, address, and a description. The price is listed as 'A\$32.75/Hourly - A\$65.45/Hourly' and there is a 'BOOK NOW' button.



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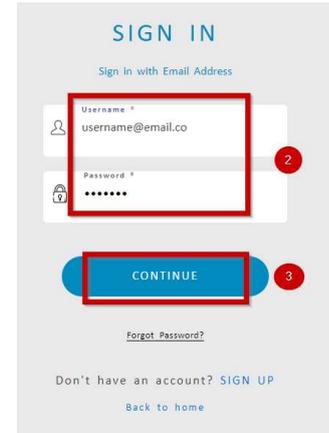
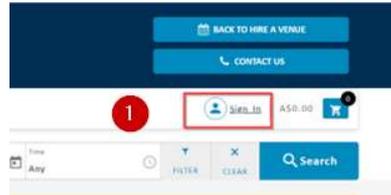
 [1300 023 411](tel:1300 023 411)



How do I sign in?

Once you've created your account, you can sign in from any screen on the Venue Booking Portal.

1. Click on [Sign In](#)
2. Enter your login credentials
3. Continue
4. Once signed in successfully, you will see your name instead of [Sign In](#)

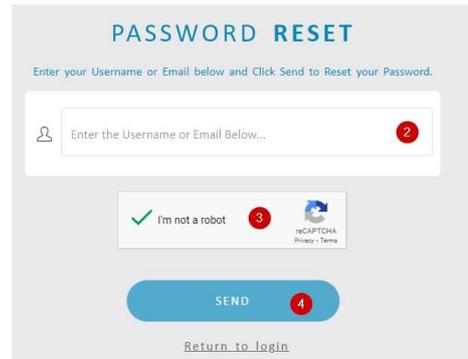
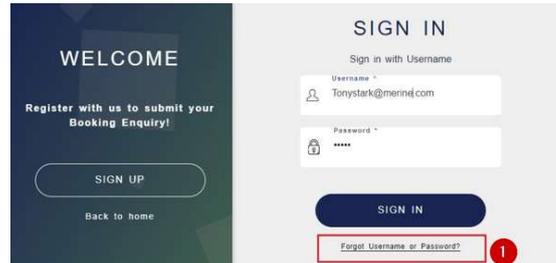


Forgot Username / Password

If you don't remember your username or password, you can reset your password via the sign in link

1. On the sign in page, select "Forgot Username or Password?"
2. Enter your email address registered in the Venue Booking Portal
3. Tag "I am not a robot"
4. Send

Once complete, You will receive an email within a few minutes with a password reset link



Finding Venues – Map View

The map view is invoked when clicking on the highlighted icon. It enables you to see the location of all Wyndham venues bookable in the customer booking portal.

45 out of 45 space(s) found.

 We require 7 days notice for online bookings. To check availability within the next 7 days, please call us directly. Please note that prices are indicative and the final price will be confirmed once your application is submitted and assessed

Sort by  SPACES

1   



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 [1300 023 411](tel:1300023411)



Finding Venues – List View

The screenshot displays the Wyndham City Venues website interface. At the top, there is a dark blue header with the Wyndham City logo and navigation buttons for 'BACK TO HIRE A VENUE' and 'CONTACT US'. Below the header, a navigation bar includes a home icon, a user profile icon with 'Sign In', and a shopping cart icon with a '0' notification. A search bar is present with filters for 'Available facilities', 'Date' (09 Jul 2024), and 'Time' (Any). The search results show '36 out of 36 space(s) found.' and a 'Sort by SPACES' dropdown. A red box highlights a menu icon in the top left of the venue list, with a red arrow pointing to it. The first venue listed is 'Arndell Park CC - Community Learning Room', featuring a photo of the room, address, price range (\$14.05/Hourly - \$56.20/Hourly), and an 'ENQUIRE NOW' button. A 'PARTIALLY AVAILABLE' badge with '10' is also visible.

The list view is invoked when you click on the highlighted icon. This view provides a photo and basic information about each venue's hireable facilities. You can also submit your booking enquiry from this screen.



Finding Venues – Search and Filter

Use the highlighted search bar and filters to refine your venue search criteria using individual or multiple options available as listed below.

- Facility name (free text or drop down)
- Suburbs (Location)
- Facility Keywords
- Date
- Time range (Any or Specified)
- Attendee count

The screenshot shows the Wyndham City Venues website interface. At the top, there is a navigation bar with the Wyndham City logo and buttons for 'BACK TO HIRE A VENUE' and 'CONTACT US'. Below this is a user profile section showing 'sam', 'ASO.00', and a shopping cart icon. The main search area features a search bar with the placeholder text 'Search for a Space, Venue, Activity'. To the right of the search bar are filters for 'Available facilities', 'Date' (set to '28 Nov 2023'), and 'Time' (set to 'Any'). A 'Search' button is located to the right of these filters. Below the search bar, the results section displays '5 out of 5 venue(s) found.' and a notice about the 7-day notice requirement for online bookings. A featured venue, 'Manor Lakes CLC - Community Room 1', is shown with a photo and details: '86 Manor Lakes Blvd, Manor Lakes VIC 3024'. The venue description includes 'Public WiFi', 'Built-in audio-visual equipment', and 'Tables and chairs'. A 'PROCEED' button is located at the bottom right of the search results area. A filter panel on the right side of the search results area allows users to refine their search by 'Attendees' (0), 'Venues' (Any), 'Space Category' (Any), and 'Specs' (Any).



Finding Venues – Results View

The search results will be populated based on the search criteria. If there are no search/ filters applied, the system will show all facilities.

Select **'Enquire Now'** to request to hire.

The screenshot shows the Wyndham City Venues search interface. At the top, there are navigation links for 'Home', 'Sign In', and a shopping cart icon. The search bar contains 'Meeting Room' and filters for 'Available facilities', 'Date: 13 Nov 2024', and 'Time: 11:15 AM-2:30 PM'. A search button is visible. Below the search bar, a message states '9 out of 45 space(s) found.' and provides a note about 7-day notice for online bookings. The search results are sorted by 'SPACES'. A specific result for 'Dianella CC - Meeting Room' is shown, including a photo of the room, the address '1/8 Congo Drive, Tarnet West VIC 3029', and a price range of '\$8.31/Hourly - \$33.30/Hourly'. A red arrow points to the 'ENQUIRE NOW' button, which is highlighted with a red box. A 'FULLY AVAILABLE' badge is also present.

The information available against each facility includes

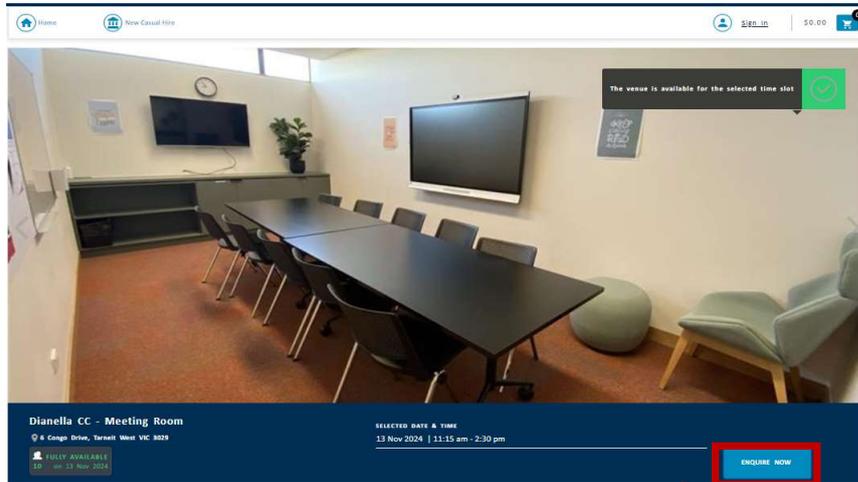
- Facility Image
- Facility Name
- Facility Address
- Description
- Amenities
- Max. Attendees
- Price Range
- Availability Timeline & Status



Finding Venues – Facility Details

Facility Detail Screen shows additional information and images defined for the selected Facility.

You can also submit a booking enquiry by clicking on the **'Enquire Now'** box highlighted on this page.



Please ensure you read the [Community Centre Conditions of Hire](#) before booking this venue.

This is a multipurpose room with access to Public WiFi, Smart Board & TV, Tables and chairs, Whiteboard.

The rooms are suitable for

- Meetings
- Classes and training
- Recreation activities
- Community groups
- Community events

Hire Fee Categories:

- Private/Corporate rate: Corporate or business activities where the purpose of the hire is exclusive or to generate profit for an individual or



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 [1300 023 411](tel:1300 023 411)



Hiring Venues – Submitting Booking Enquiry

Dianella CC - Meeting Room

Estimated Price | \$27.01 - \$198.23

Date: 13 Nov 2024

Number of attendees (Maximum: 50): 0

Start Time: 11:15 AM

End Time: 2:30 PM

Available time slots: 8:00 AM to 10:00 PM

Colour key: Facility Closed, Available to book, Unavailable, Your Selection

Default: Please select a Category * Community Centras

Please select an Event *

ENQUIRE ENQUIRE & ADD MORE

Complete the form to progress to the next stage

1. enter the number of attendees
2. Select the most relevant event type from the drop down list

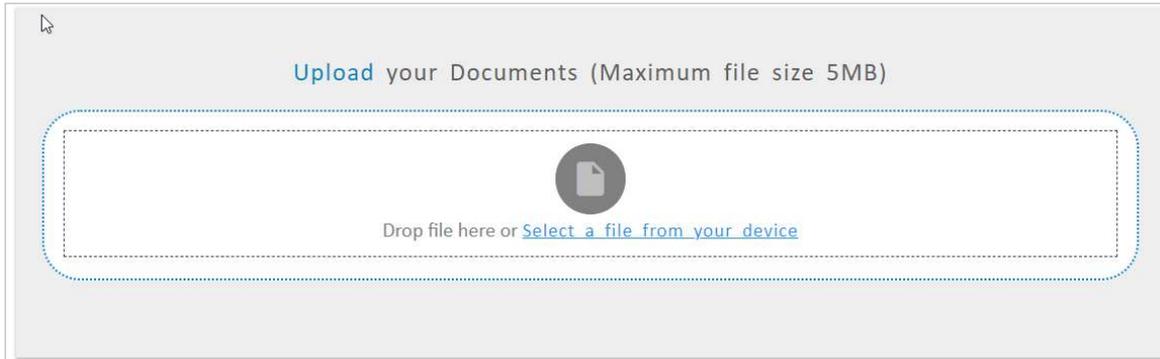
Select Enquire (or Enquire & Add more if hiring more facilities)

Enquiry screen key details

- A timeline with keys indicating the available time slots and unavailable timeslots
- A timeline with colours indicating availability types
- Available timeslots selection which will automatically define the range upon selection
- Estimated Price for the selection
- Dates and times can be amended



Hiring Venues – Document Upload



You can upload any Booking-related documents (Public Liability Insurance, Application Form etc.) by clicking on '**Select a file from your device**'.



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 [1300 023 411](tel:1300023411)



Hiring Venues – Submitting Booking Enquiry cont

The screenshot displays a multi-step booking enquiry form. Step 1, 'Choose Your Space', includes a dropdown for 'Community Centres', a 'Please select an Event' dropdown with 'Business (Casual)' selected, a text field for 'Your Event Name', an 'EVENT QUESTIONNAIRE' button, and an 'ADD DOCUMENT(S)' button. Step 2, 'Booking Details', shows a preview for 'Dianella CC - Meeting Room' with details for date (13 Nov 2024), attendees (5), start time (11:15 AM), and end time (2:30 PM). Step 3, 'Customer Details', features a document upload area with a 'Drop file here or select a file from your device' prompt. Step 4, 'Enquiry Submitted', shows a summary of the booking details, including the total price of \$27.01-\$108.23, and a 'SUBMIT ENQUIRY' button. Red boxes and numbered circles (1-5) highlight the key elements for completion.

You're nearly there!

Update the form to progress to the enquiry and ensure all mandatory fields have been completed

1. Name your booking
2. Ensure the questionnaire has been filled in (info next page)
3. Make sure any relevant documents have been uploaded (eg: Proof of Insurance etc)



Hiring Venues – Booking Enquiry Questionnaire

The questionnaire must be filled in for all venue bookings. Ensure all mandatory and relevant fields have been updated.

1. Track how many questions remaining
2. Asterisk denotes a mandatory field – you will not be able to submit the form until all mandatory fields are filled in.
3. Scroll bar to navigate to the top and bottom of the form to review your answers.

Wyndham City Venues

BACK TO HIRE A VENUE

CONTACT US

Questionnaire

Business (CASA) | 3 out of 16 answered

I understand this venue does NOT accept bookings for private events, parties, birthdays, weddings, baby showers, etc. *

Yes

No, I do not understand

Activity Details - Describe the purpose of your activity and in a practical sense, how you intend to use the space *

Enter your answer *

Provide details of noise level e.g. singing, drums etc *

Enter your answer *



Hiring Venues – Booking Enquiry Submitted

Congratulations – your booking enquiry is complete and will now be reviewed by a Booking Officer.

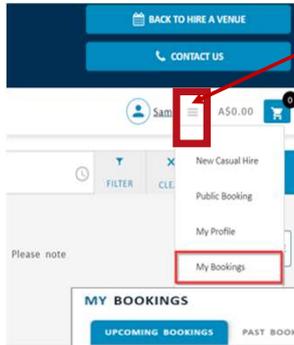
The screenshot shows a progress bar at the top with four steps: 1. Choose Your Space, 2. Booking Details, 3. Customer Details, and 4. Enquiry Submitted. The fourth step is highlighted with a red box. Below the progress bar, there is a confirmation message: "Booking enquiry submitted" with a checkmark icon and a printer icon. The name "Papa Smurf" is listed. A blue box contains the booking enquiry reference number "1B819". At the bottom, a black box contains the following text: "Thank you for your enquiry. Please keep a record of your booking enquiry reference number. A member of our venues team will contact you within 3 working days to confirm the booking. For more information please contact Wyndham City Council on 1300 023 411 or email bookings@wyndham.vic.gov.au

Your booking reference number is a unique number that will be used in status updates and other correspondence with Council.

You will receive an email confirming the enquiry has been received and can now manage this enquiry and view its status through the My Bookings section of the Customer Portal



Managing Bookings - Finding the Section



When you have logged into the Customer Portal you can access the My Bookings section to manage, pay and edit your bookings.

My Bookings screen lists all the bookings made by Wyndham City Council under **Past Bookings** and **Upcoming Bookings**

MY BOOKINGS	
UPCOMING BOOKINGS	
PAST BOOKINGS	
SORT BOOKING DATE	
SEARCH BY BOOKING REF	
IB3334	Amfrsh Business Meeting
29 Nov 2023 13:00 - 13:30	OUTSTANDING \$544.93 TOTAL \$544.93
IB3333	Church Social Group
29 Nov 2023 13:00 - 17:30	OUTSTANDING \$5163.92 TOTAL \$5163.92
IB3329	Event 1
28 Nov 2023 20:00 - 21:00	OUTSTANDING \$50.00 TOTAL \$568.45

You can filter or search for a booking by the following;

- Booking Reference
- Booking Status
- Booking Date
- Event Date



Managing Bookings – Via My Booking Screen

IB3134 Amtrack Business meeting CREATED 22 Nov 2023	EVENT DATE 29 Nov 2023 11:00 - 11:30	OUTSTANDING A\$44.93	TOTAL A\$44.93	INVOICES	MANAGE
IB3133 APPROVED Church Social Group CREATED 22 Nov 2023	EVENT DATE 29 Nov 2023 15:00 - 17:30	OUTSTANDING A\$163.63	TOTAL A\$163.63	INVOICES	MANAGE
INVOICE	DUE DATE	INVOICE AMOUNT	OUTSTANDING	DATE PAID	ACTION
INV10002047 UNPAID	22 Dec 2023	A\$163.63	A\$163.63		PAY NOW
IB3129 PENDING APPROVAL Event 1 CREATED 21 Nov 2023	EVENT DATE 28 Nov 2023 20:00 - 21:00	OUTSTANDING A\$0.00	TOTAL A\$65.45	INVOICES	MANAGE

The following information is displayed against each Booking

- Booking Reference
- Booking Name
- Event Date
- Outstanding
- Total
- Invoices



Managing Bookings – Request Cancellation

MY BOOKINGS

UPCOMING BOOKINGS PAST BOOKINGS

BOOKING DATE

BOOKING ID	EVENT NAME	EVENT DATE	OUTSTANDING	TOTAL	ACTIONS
IB3134	Antwerp Business meeting	29 Nov 2023 11:00 - 11:30	AS44.93	AS44.93	INVOICES MANAGE
IB3131	Church Social Group	29 Nov 2023 15:00 - 17:30	AS163.63	AS163.63	INVOICES MANAGE
IB3129	Event 1	29 Nov 2023 20:00 - 21:00	AS20.00	AS20.45	INVOICES MANAGE

Within My Bookings, click on **Manage** to open the Booking in the **Manage Booking** screen

Then Select Request Cancellation.
Please be aware there may be charges payable for cancellations which will be confirmed when a booking officer confirms the event is cancelled

← BACK

REQUEST CHANGES MAKE PAYMENT UPLOAD FILE **REQUEST CANCELLATION** UPDATE BOOKING

Please click "Update Booking" to save your booking changes.

IB3133
Church Social Group
Community Centres - Casual | 29 Nov 2023

Approved

TOTAL A\$163.63



Managing Bookings – Paying Invoice

If there are Invoices raised against a Booking, the **Invoices** button is enabled. Click on it to view all invoices raised

MY BOOKINGS

UPCOMING BOOKINGS PAST BOOKINGS

SORT
BOOKING DATE

SEARCH BY BOOKING REF

IB3134 APPROVED Amtrack Business meeting CREATED 22 Nov 2023	EVENT DATE 29 Nov 2023 11:00 - 11:30	OUTSTANDING A\$44.93	TOTAL A\$44.93	INVOICES MANAGE
IB3133 APPROVED Church Social Group CREATED 22 Nov 2023	EVENT DATE 29 Nov 2023 15:00 - 17:30	OUTSTANDING A\$163.63	TOTAL A\$163.63	INVOICES MANAGE
IB3129 PENDING APPROVAL Event 1 CREATED 21 Nov 2023	EVENT DATE 28 Nov 2023 20:00 - 21:00	OUTSTANDING A\$0.00	TOTAL A\$65.45	INVOICES MANAGE



Manage Booking – Paying Invoice cont

The following information is shown against each Invoice

- Invoice Reference (Click on it to open Invoice)
- Invoice Status
- Due Date
- Invoice Amount
- Invoice Outstanding Amount
- Pay Now (Enabled only if the Invoice is **Unpaid**)

IB3133 APPROVED Church Social Group CREATED 22 Nov 2023	EVENT DATE 29 Nov 2023 15:00 - 17:30	OUTSTANDING A\$163.63	TOTAL A\$163.63	INVOICES MANAGE	
INVOICE	DUE DATE	INVOICE AMOUNT	OUTSTANDING	DATE PAID	ACTION
INV10002047 Unpaid	22 Dec 2023	A\$163.63	A\$163.63		PAY NOW

Invoice Reference Number INV10002047
Payment Amount A\$ 163.63
PROCEED TO PAY

Pay Now will take you to the Payment Gateway where you can Proceed to Pay where you will enter your credit / debit card details

Note: you may also receive email with Invoice which has a link to pay

