

Customer Guide for – Casual Venue Hire

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Venue Hire – Screen Overview

Return to Wyndham Website (points to Wyndham City logo)

Return to this page (points to Home icon)

Search bar – search for a venue name, date and or/ availability (points to search input field)

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

Click on an image or venue name to open the facilities detail screen (points to venue image and name)

Go to the Venue booking information page (points to BACK TO HIRE A VENUE button)

Cart (points to shopping cart icon)

Login or create an account (points to Sign In button)

Update the venue sort order (points to Sort by SPACES dropdown)

Enquire about booking a specific venue (points to ENQUIRE NOW button)

Venue Services / Features available (points to service icons)

Availability and maximum attendees (points to PARTIALLY AVAILABLE 10 badge)

Website Content:

- Header: wyndhamcity city.coast.country
- Navigation: Home, Sign In, \$0.00, Cart (0)
- Filters: Available facilities, Date: 04 Jun 2024, Time: Any, FILTER, CLEAR, Search
- Results: 44 out of 45 space(s) found.
- Notice: 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
- Venue Card: Arndell Park CC - Community Learning Room, 29 - 49 Federation Blvd, Truganina VIC 3029. Includes "ENQUIRE NOW" button.
- Service Icons: Wheelchair, TV, Stairs, Wi-Fi, etc.
- Availability: PARTIALLY AVAILABLE 10



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

Search for a Space, Venue, Activity

meeting room

Available facilities

Date: 23 Jul 2024

Time: 1:00 PM-3:30 PM

FILTER CLEAR Search

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 SPACES

📍 ☰ 📅



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](#)

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10 PARTIALLY AVAILABLE

ENQUIRE NOW

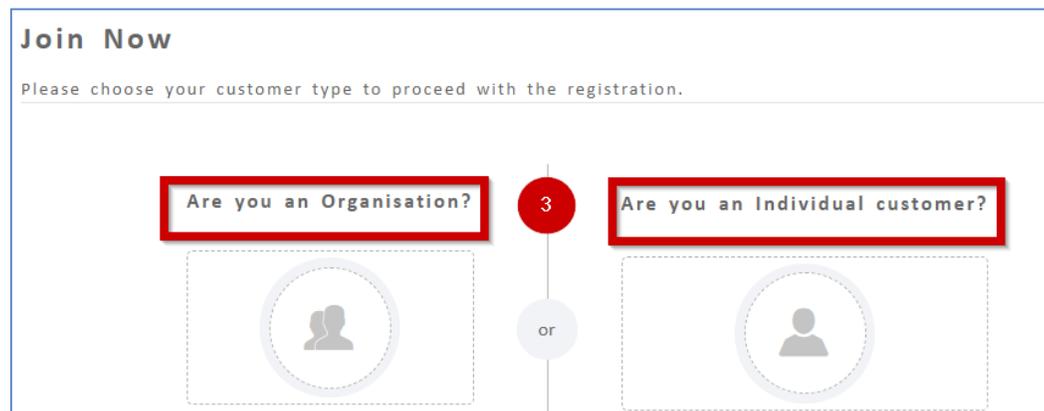
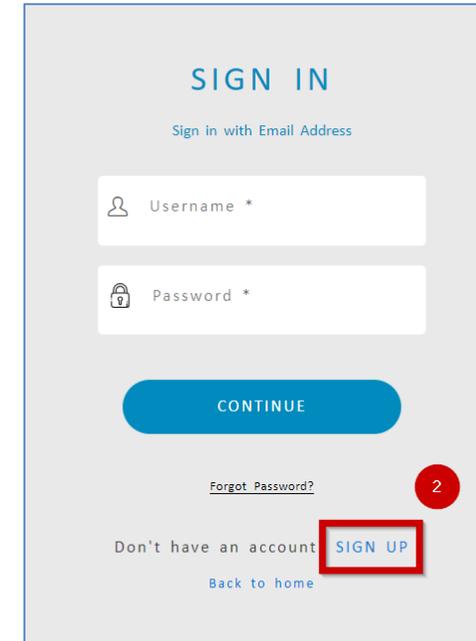
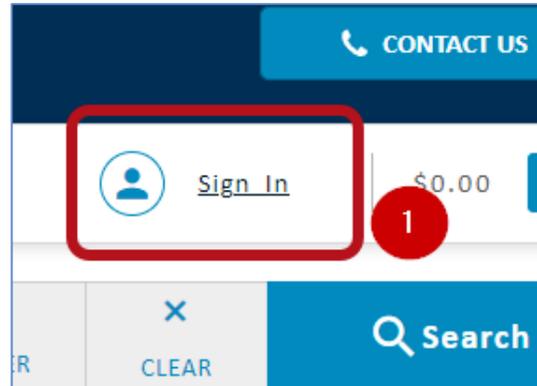
\$11.75/Hourly - \$47.15/Hourly

How do I sign up? 1 of 2

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

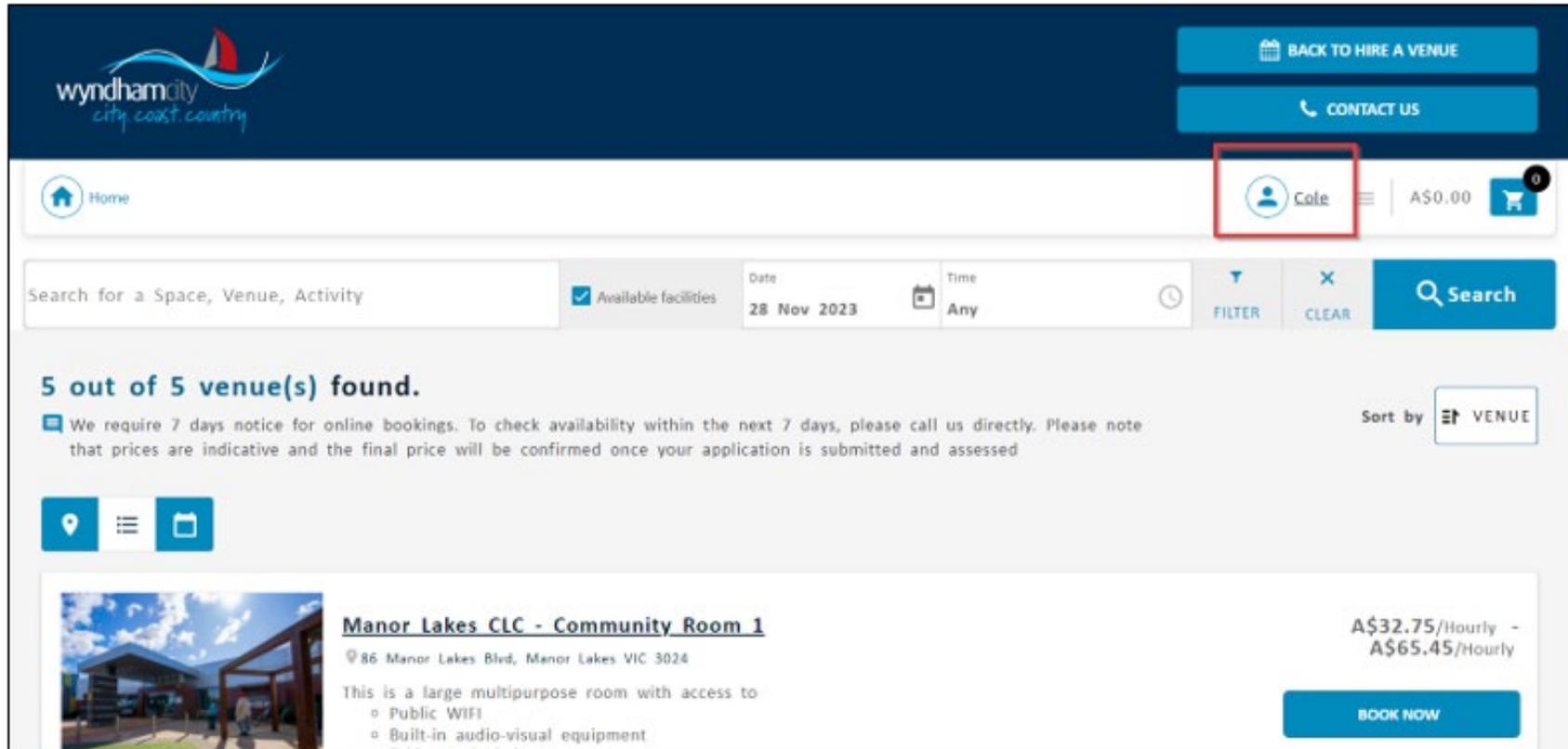
1. Click on the Sign In link.
2. Select "Sign Up".
3. Choose to register as either an individual or an organisation.

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

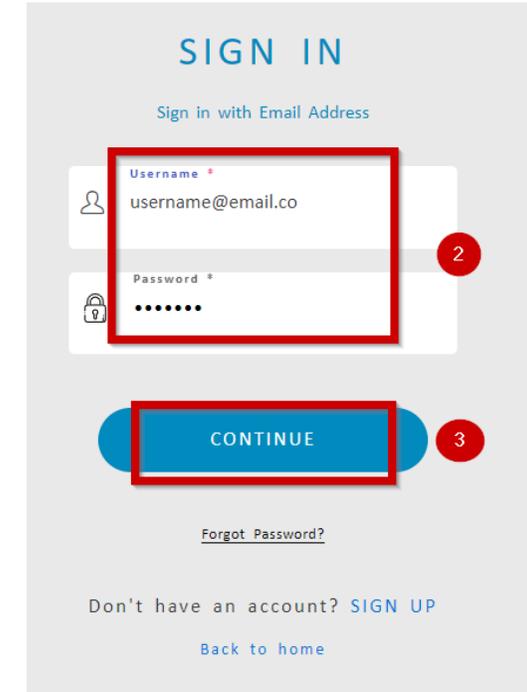
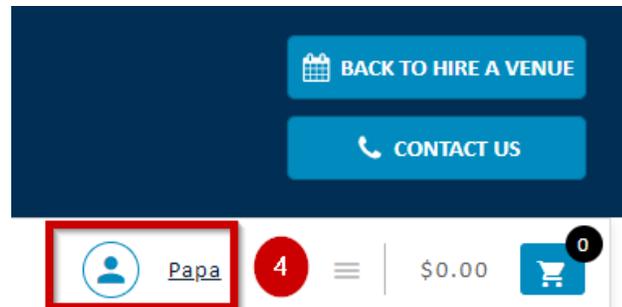
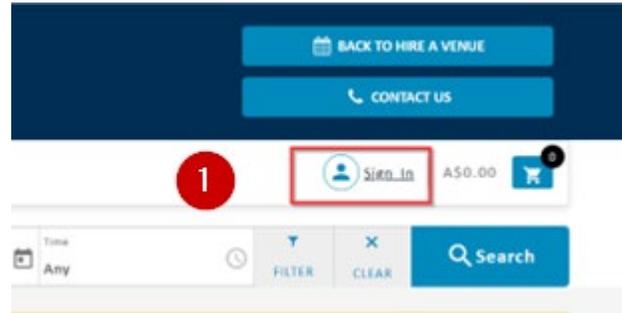


The screenshot displays the Wyndham City Venues website interface. At the top left is the logo "wyndhamcity city.coast.country". In the top right, there are buttons for "BACK TO HIRE A VENUE" and "CONTACT US". Below the logo, a navigation bar includes a "Home" link and a user profile section for "Cole" with a balance of "A\$0.00" and a shopping cart icon. A search bar is present with filters for "Available facilities", "Date" (28 Nov 2023), and "Time" (Any). The search results show "5 out of 5 venue(s) found." with a note about 7-day notice requirements. The first result is "Manor Lakes CLC - Community Room 1" with a price range of "A\$32.75/Hourly - A\$65.45/Hourly" and a "BOOK NOW" button.

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

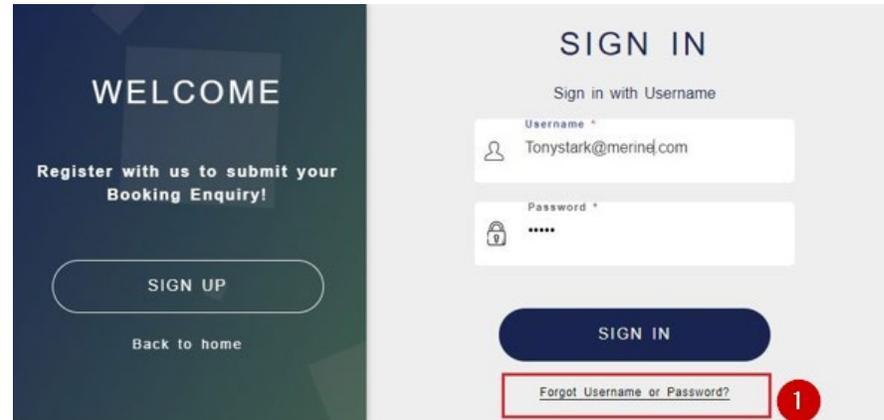


Forgot Username / Password

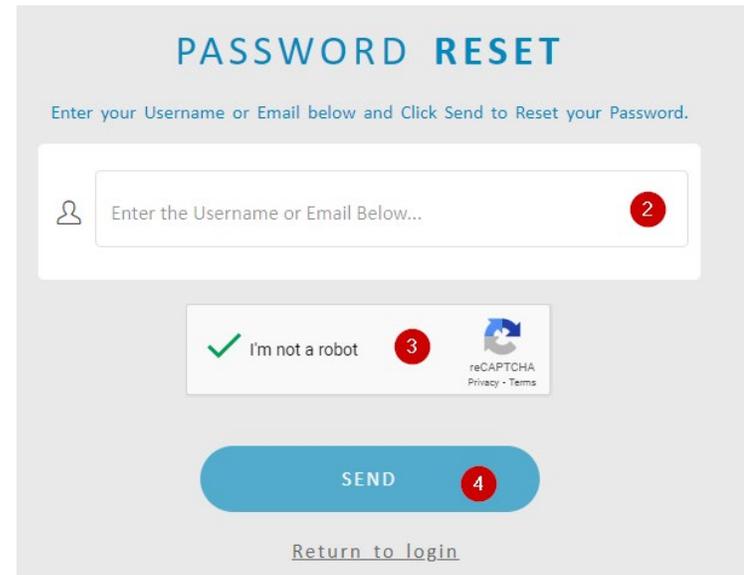
If you don't remember your username or password, you can reset your password via the sign in link

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



The screenshot shows the 'SIGN IN' page. On the left, there is a 'WELCOME' section with a 'SIGN UP' button and a 'Back to home' link. On the right, there is a 'SIGN IN' section with a 'Sign in with Username' heading. Below this, there are two input fields: 'Username' with the value 'Tonystark@merinej.com' and 'Password' with masked characters. A 'SIGN IN' button is below these fields. At the bottom of the sign-in section, there is a link 'Forgot Username or Password?' which is highlighted with a red box and a red circle containing the number '1'.



The screenshot shows the 'PASSWORD RESET' page. At the top, it says 'PASSWORD RESET' in blue. Below that, it says 'Enter your Username or Email below and Click Send to Reset your Password.' There is a large input field with a placeholder 'Enter the Username or Email Below...' and a red circle with the number '2' next to it. Below the input field, there is a section with a green checkmark and the text 'I'm not a robot' next to a red circle with the number '3'. To the right of this is a reCAPTCHA logo and the text 'reCAPTCHA Privacy · Terms'. At the bottom of this section is a blue 'SEND' button with a red circle and the number '4' next to it. Below the 'SEND' button is a link 'Return to login'.

Finding Venues – Map View

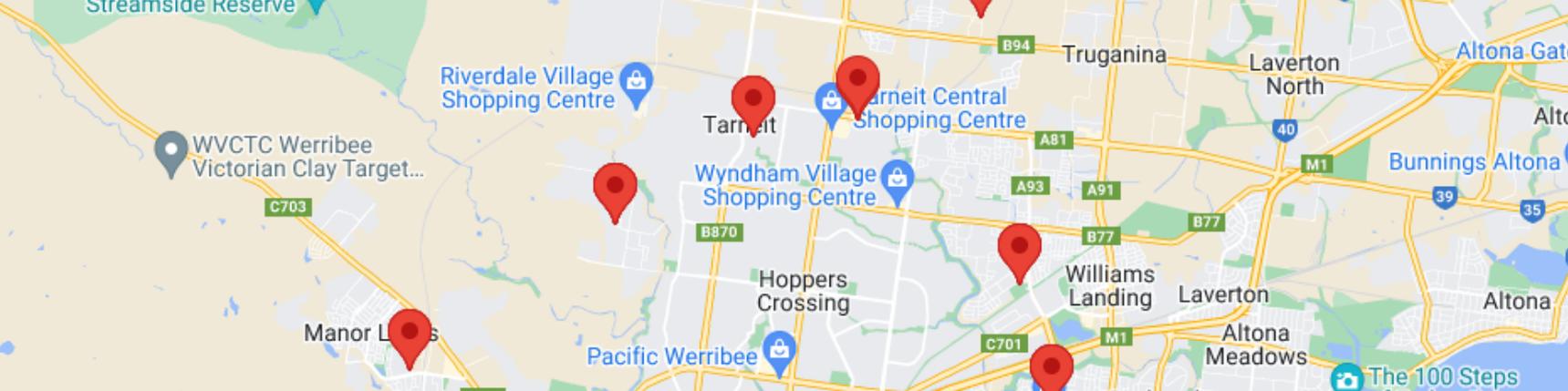
The map view is invoked when clicking on the highlighted icon. It enables you to see the location of all Wyndham venues bookable in the customer booking portal.

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   



Finding Venues – List View

The screenshot displays the Wyndham City website interface for finding venues. At the top left is the Wyndham City logo with the tagline 'city.coast.country'. To the right are buttons for 'BACK TO HIRE A VENUE' and 'CONTACT US'. Below the logo is a navigation bar with 'Home', 'Sign In', and a shopping cart icon showing '\$0.00'. A search bar is present with filters for 'Available facilities', 'Date' (09 Jul 2024), and 'Time' (Any). A 'Search' button is on the right. Below the search bar, it states '36 out of 36 space(s) found.' and includes a note: '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.' A 'Sort by SPACES' button is also visible. In the top left of the venue list, a red box highlights a menu icon with a red arrow pointing to it. The first venue listed is 'Arndell Park CC - Community Learning Room', which includes a photo of the room, the address '29 - 49 Federation Blvd, Truganina VIC 3029', a note to read the 'Community Centre Conditions of Hire', a 'Read more' link, a list of facility icons, and a button for 'ENQUIRE NOW'. A badge indicates '10 PARTIALLY AVAILABLE'.

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 website search and filter interface. The search bar is highlighted with a red box, and the filter panel is also highlighted with a red box. An orange arrow points from the search bar to the filter panel. The search results show 5 venues found, with the first result being 'Manor Lakes CLC - Community Room 1'.

Search Bar: Search for a Space, Venue, Activity. Available facilities: . Date: 28 Nov 2023. Time: Any.

Filter Panel: Attendees: 0. Venues: Any. Space Category: Any. Space: Any. PROCEED button.

Search Results: 5 out of 5 venue(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.

Manor Lakes CLC - Community Room 1
86 Manor Lakes Blvd, Manor Lakes VIC 3024
This is a large multipurpose room with access to:
• Public WiFi
• Built-in audio-visual equipment
• Tables and chairs
... Read more

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.

wyndhamcity
city.coast.country

BACK TO HIRE A VENUE
CONTACT US

Home Sign In | \$0.00

Search for a Space, Venue, Activity
Meeting Room Available facilities Date: 13 Nov 2024 Time: 11:15 AM-2:30 PM FILTER CLEAR Search

9 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

Dianella CC - Meeting Room
6 Congo Drive, Tarnait West VIC 3029
Please ensure you read the [Community Centre Conditions of Hire](#) before booking this venue.
... [Read more](#)

10 FULLY AVAILABLE

ENQUIRE NOW

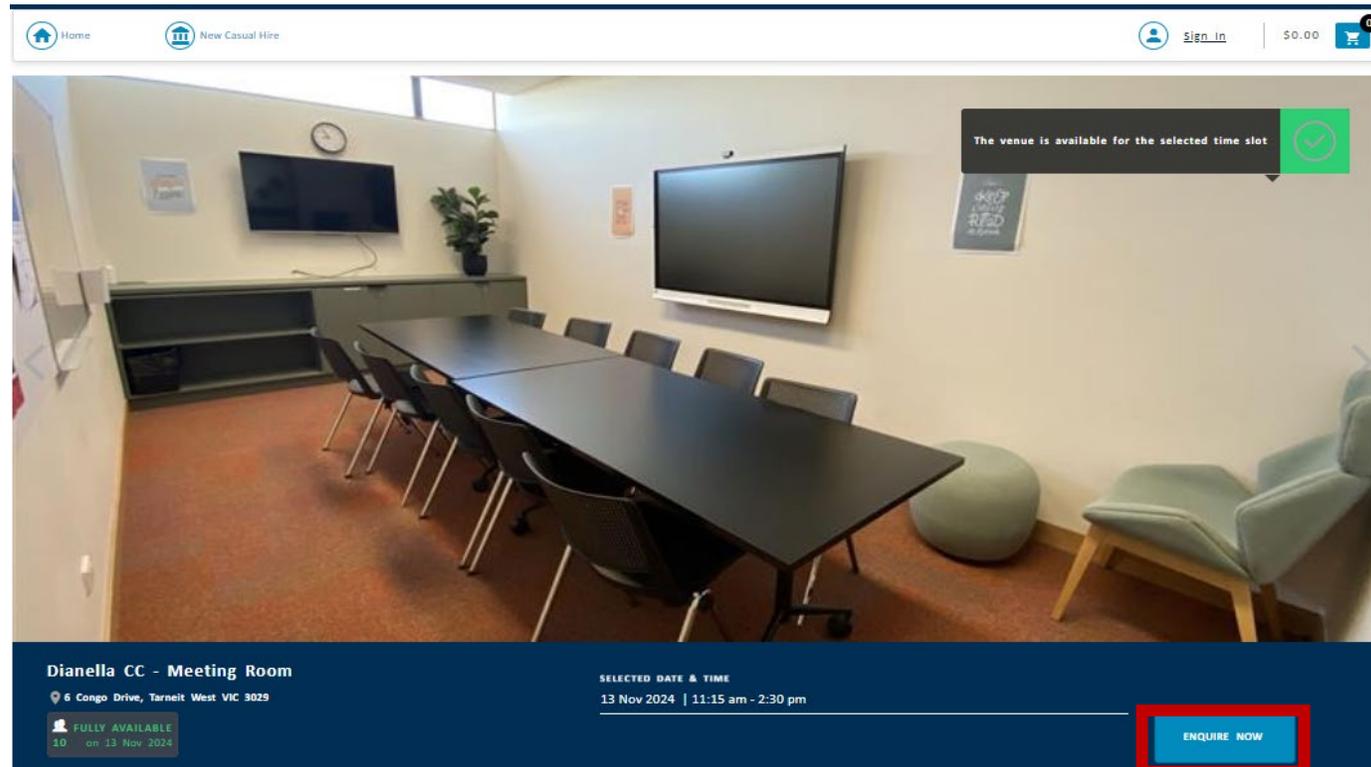
The information available against each facility includes

- 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.

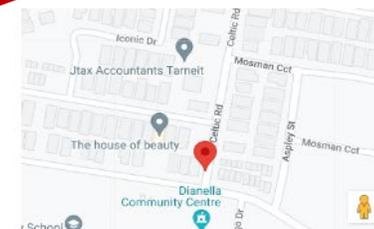
This is a multipurpose room with access to Public WiFi, Smart Board & TV, Tables and chairs, Whiteboard.

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



Hiring Venues – Submitting Booking Enquiry

Dianella CC - Meeting Room

Estimated Price | \$27.01 - \$108.23

Date: 13 Nov 2024

Number of Attendees (Maximum 10): 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 Centres

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

Select a file from your device' is centered." data-bbox="72 190 800 591"/>

Upload your Documents (Maximum file size 5MB)

Drop file here or [Select a file from your device](#)

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

Hiring Venues – Submitting Booking Enquiry cont

1 Choose Your Space

2 Booking Details

3 Customer Details

4 Enquiry Submitted

Please select a Category *

Community Centres

Please select an Event *

Business (Casual)

Your Event Name *

ADD MORE SPACE(S)

EVENT QUESTIONNAIRE

ADD DOCUMENT(S)

Dianella CC - Meeting Room

6 Congo Drive, Tarneit West VIC 3029

DATE 13 Nov 2024

ATTENDEES 5

START TIME 11:15 AM

END TIME 2:30 PM

CONFIGURATION Default

Upload your Documents (Maximum file size 5MB)

Drop file here or [Select a file from your device](#)

1 Space(s)

BOOKING DETAILS

Please note that the prices are indicative, final price will be confirmed on application.

Dianella CC - Meeting Room	\$27.01 - \$108.23
13 Nov 2024	

Total \$27.01-\$108.23

By proceeding, I confirm that I am 18 years or older and I agree to the Wyndham City Council's [Terms and Conditions](#) of hire.

SUBMIT ENQUIRY

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.

Business (Casual) | 2 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 venue name "Papa Smurf" is listed. A blue box contains the booking enquiry reference number "IB819", which is also highlighted with a red box. 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

Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

After logging in, go to the top of the screen and select the button you would like to submit an enquiry for:

- Encore Events Centre
- Wyndham Cultural Centre



Before progressing to the Online Enquiry form – please ensure you have downloaded and completed the [Cultural Venues Application Form](#).

Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

For example – submitting an enquiry for Encore Events Centre.
Complete the enquiry details:

Event Name: Enter the name of your event.

Event Type: Select the dropdown arrow and choose either Commercial or Community.

Enquiry details

Facility: Encore Events Centre - Enquiry Space

Event name *

Event Type +

Select

Encore Commercial Enquiry

Encore Community Enquiry

Wyndham Council Internal Booking-EEC

First name

Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

Description: Please complete the description field with as much information as possible about your event.

Enquiry details

Facility: **Encore Events Centre - Enquiry Space**

Event name *
Sample Event Encore

Event Type *
Encore Community Enquiry

Description *

Submit Online Enquiry– Encore Events Centre & Wyndham Cultural Centre

- All your contact details will automatically populate from your profile.

First name
John Smith

Last name
Wyndham

Email
sampleemail@invalid.com

Mobile Number (If other number please add to description)
0444444441



Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

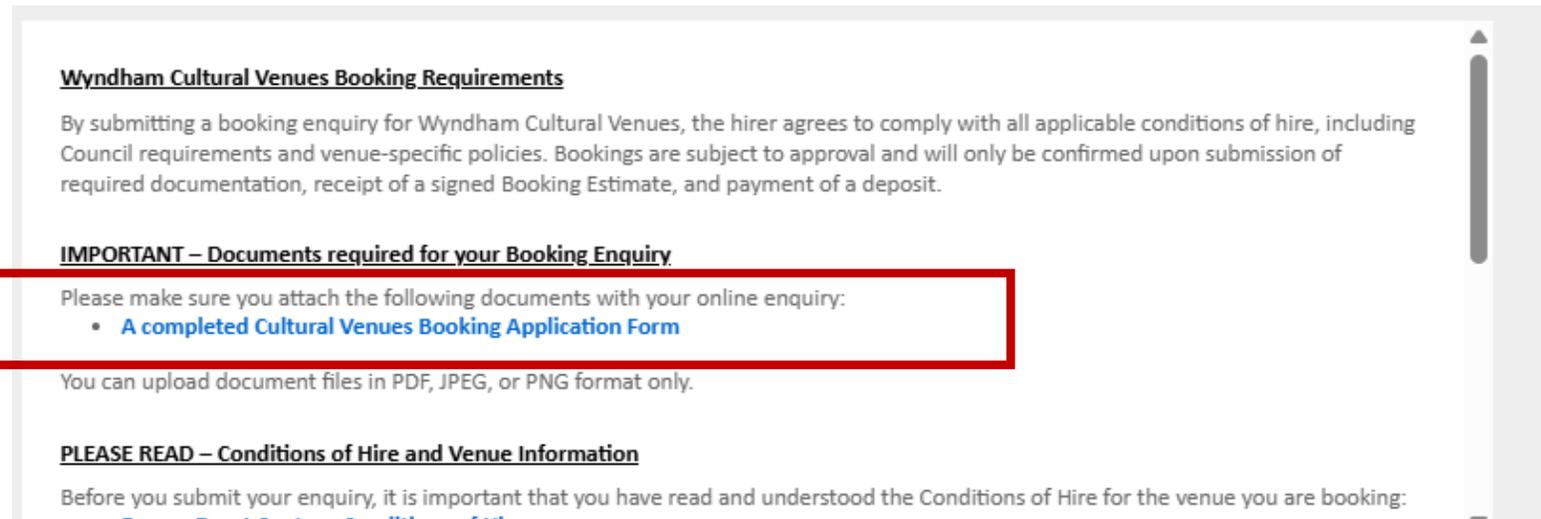
- **Date:** Enter the date required.
- **Start and End Time:** Enter the start and end times.
- **Number of Attendees:** Enter the total number of attendees.
- **Note for Multi-day Bookings:** For bookings that run over multiple days, enter the first date, first day's times, and overall attendee numbers above. Please add all additional dates, times, and attendee breakdowns in the Description field above.



The screenshot shows a form with three input fields. The first field is labeled 'Date *' and has a calendar icon to its right. The second field is labeled 'Start and end time *' and has a clock icon to its right. The third field is labeled 'No of attendees *'. A red rectangular border highlights the first three fields.

Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

- Before you follow the steps to **Upload your documents** (steps to follow), scroll to the information under '**Wyndham Cultural Venues Booking Requirements**'. Please ensure you have read all information included.
- Download and complete the **Cultural Venues Booking Application Form** (click on hyperlink)



Wyndham Cultural Venues Booking Requirements

By submitting a booking enquiry for Wyndham Cultural Venues, the hirer agrees to comply with all applicable conditions of hire, including Council requirements and venue-specific policies. Bookings are subject to approval and will only be confirmed upon submission of required documentation, receipt of a signed Booking Estimate, and payment of a deposit.

IMPORTANT – Documents required for your Booking Enquiry

Please make sure you attach the following documents with your online enquiry:

- [A completed Cultural Venues Booking Application Form](#)

You can upload document files in PDF, JPEG, or PNG format only.

PLEASE READ – Conditions of Hire and Venue Information

Before you submit your enquiry, it is important that you have read and understood the Conditions of Hire for the venue you are booking:

Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

- Review the **Conditions of Hire and Venue Information** for the relevant venue by clicking the hyperlinks provided.

PLEASE READ – Conditions of Hire and Venue Information

Before you submit your enquiry, it is important that you have read and understood the Conditions of Hire for the venue you are booking:

- [Encore Event Centre - Conditions of Hire](#)
- [Wyndham Cultural Centre - Conditions of Hire – Casual Hirers](#)
- [Wyndham Cultural Centre – Conditions of Hire – EOI](#)

More information about each venue can be found on the Council website links below:

- [Encore Events Centre](#)
- [Wyndham Cultural Centre](#)

Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

- Review the **Insurance and Permits** and **Privacy Collection Statement** for the relevant venue by clicking the hyperlinks provided.
- Now or before you **Submit** - tick the Privacy Policy/ Conditions of Hire checkbox.

Insurance and Permits

All hirers must hold Public Liability Insurance to a minimum sum of \$20 million per single event. A copy of your certificate of currency must be uploaded with your booking enquiry.

Additional permits and compliance with relevant safety, technical, and operational paperwork may be required depending on the nature of the event. Refer to venue specific Conditions of Hire for full conditions.

Privacy Collection Statement

Your personal information is being collected by Council for the purpose of facilitating your booking enquiry for Wyndham Cultural Venues. Your information will be stored in Council's Customer Database and used to identify you when communicating with Council, and for the delivery of services and information. For further information on how your personal information is handled, visit [Council's Privacy Policy](#).

Additional permits and compliance with relevant safety, technical, and operational paperwork may be required depending on the nature of the event. Refer to venue specific Conditions of Hire for full conditions.

I have the authority to submit this booking on behalf of the group/company/organisation named above. I have read and accept the **Privacy Policy** and Conditions of Hire.

Submit



Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

- Scroll back up to **Upload your documents.**
- Drag and drop or upload completed [Booking Application Form](#) in the **Drop file here** section.

Upload your documents

To complete the booking enquiry, please upload your completed 'Booking Application Form' (link below). *

- Application Form

Document Type

Application Form

Drop file here or [Select a file from your device](#)

Submit Online Enquiry – Encore Events Centre & Wyndham Cultural Centre

- If you have not already, tick the **Privacy Policy/ Conditions of Hire** checkbox.
- Select **Submit**.

Additional permits and compliance with relevant safety, technical, and operational paperwork may be required depending on the nature of the event. Refer to venue specific Conditions of Hire for full conditions.

I have the authority to submit this booking on behalf of the group/company/organisation named above. I have read and accept the **Privacy Policy** and Conditions of Hire.

Submit

- A Booking submission screen will appear and your booking enquiry will now appear in My Bookings.

✔ **Booking enquiry submitted**

Thank you for your enquiry. Please keep a record of your booking enquiry reference number.

Enquiry reference number : IB6619

For more information please contact the venue directly

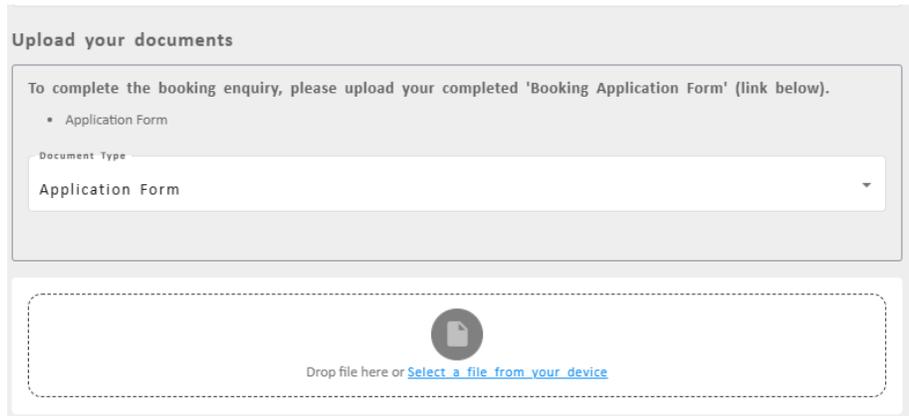
[Back to home page](#)

IMPORTANT:

Automatic emails are not sent immediately for Encore and Cultural Centre online booking enquiries. A staff member will review your enquiry and respond within 3 working days.

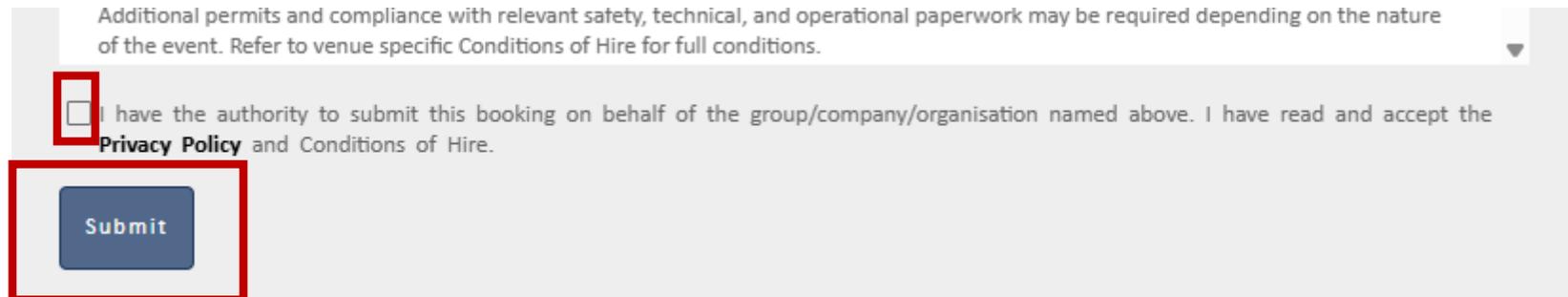
Complete Online Enquiry Form Information

- Drag and drop or upload completed **Booking Application Form** in the **Upload your documents** section.



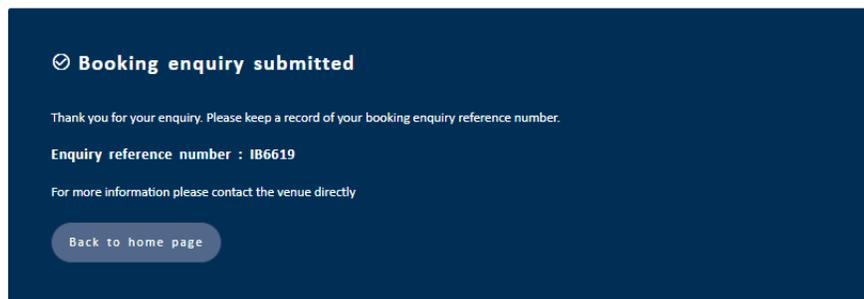
The screenshot shows a section titled "Upload your documents". It contains a text box with the instruction: "To complete the booking enquiry, please upload your completed 'Booking Application Form' (link below)." Below this is a bulleted list with "Application Form". Underneath is a "Document Type" dropdown menu currently set to "Application Form". At the bottom, there is a dashed border box containing a document icon and the text "Drop file here or [Select a file from your device](#)".

- Tick the **Privacy Policy/ Conditions of Hire** checkbox.



The screenshot shows a section with the text: "Additional permits and compliance with relevant safety, technical, and operational paperwork may be required depending on the nature of the event. Refer to venue specific Conditions of Hire for full conditions." Below this is a checkbox that is currently unchecked, followed by the text: "I have the authority to submit this booking on behalf of the group/company/organisation named above. I have read and accept the **Privacy Policy** and Conditions of Hire." A blue "Submit" button is located below the checkbox. Red boxes highlight the checkbox and the "Submit" button.

- Select **Submit**. A Booking submission screen will appear and your booking enquiry will now appear in My Bookings.

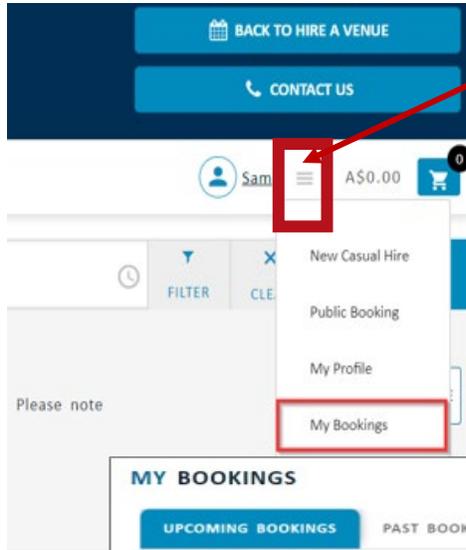


The screenshot shows a dark blue confirmation screen with the text: "✓ **Booking enquiry submitted**". Below this is the message: "Thank you for your enquiry. Please keep a record of your booking enquiry reference number." The "Enquiry reference number : IB6619" is displayed. At the bottom, it says "For more information please contact the venue directly" and includes a "Back to home page" button.

IMPORTANT:

An automatic email will not be sent immediately for all Encore and Cultural Centre enquiries. Staff will respond to confirm your booking enquiry.

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**

BOOKING REF	EVENT NAME	EVENT DATE	OUTSTANDING	TOTAL	ACTIONS
IB3134	Amtrack Business meeting	29 Nov 2023 11:00 - 11:30	A\$44.93	A\$44.93	INVOICES MANAGE
IB3133	Church Social Group	29 Nov 2023 15:00 - 17:30	A\$163.63	A\$163.63	INVOICES MANAGE
IB3129	Event I	28 Nov 2023 20:00 - 21:00	A\$0.00	A\$65.45	INVOICES MANAGE

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 ! 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	Amtrack Business meeting	29 Nov 2023 11:00 - 11:30	A\$44.93	A\$44.93	INVOICES MANAGE
IB3133	Church Social Group	29 Nov 2023 15:00 - 17:30	A\$163.63	A\$163.63	INVOICES MANAGE
IB3129	Event 1	28 Nov 2023 20:00 - 21:00	A\$0.00	A\$65.45	INVOICES MANAGE

Items per page 5 1 - 3 of 3

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 ! 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

Document Change Log

Date of Changes	Version	Changed By	Authorised By	Changes Made / Page Ref	Date Published/ Communicated