



Bookable

Venues Website Tutorial

TIMARU DISTRICT COUNCIL
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PHONE: 03 687 7200
EMAIL: BOOKINGS@TIMDC.GOV.NZ

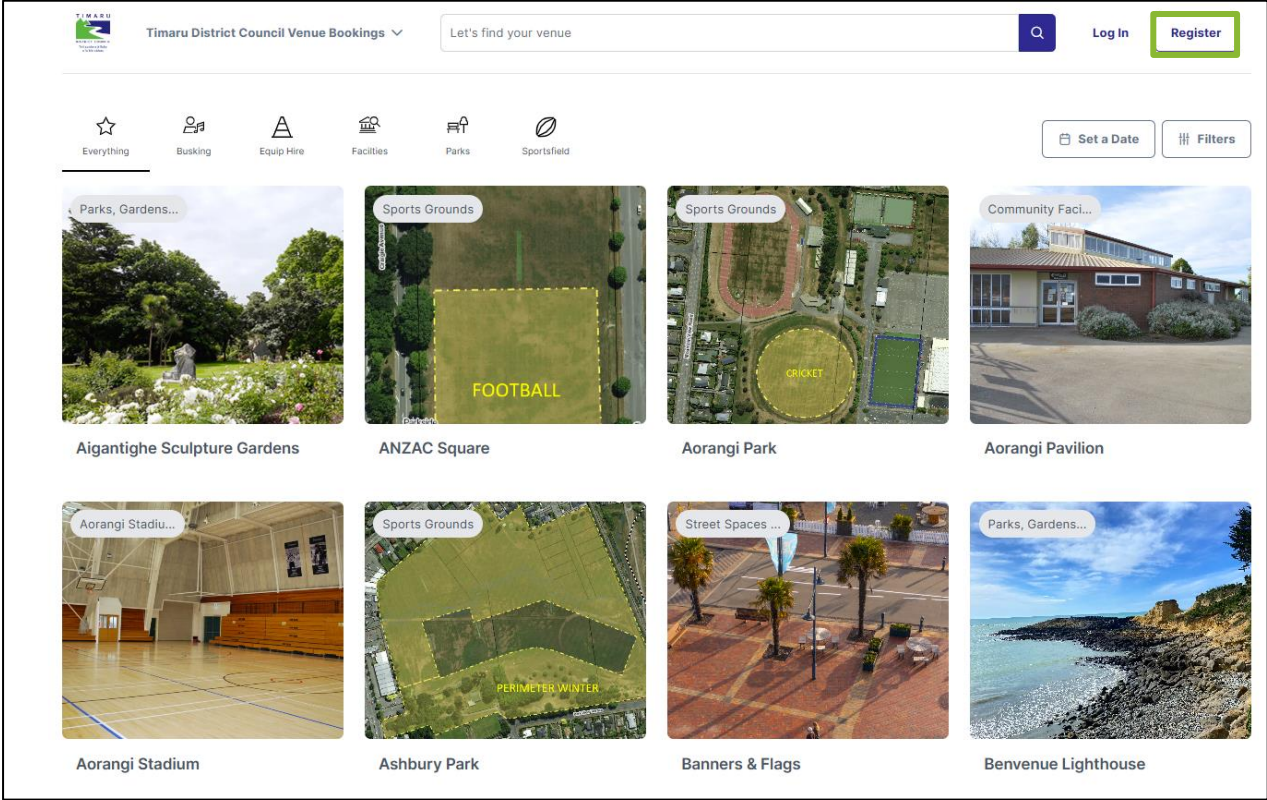
Table of Contents

Register (new user) for an account	2
Login to your account	5
Make a booking.....	8
Amend a booking	13
Make a repeat booking.....	14
Make a payment	16
Download an invoice	17
Frequently asked questions (FAQ'S)	18

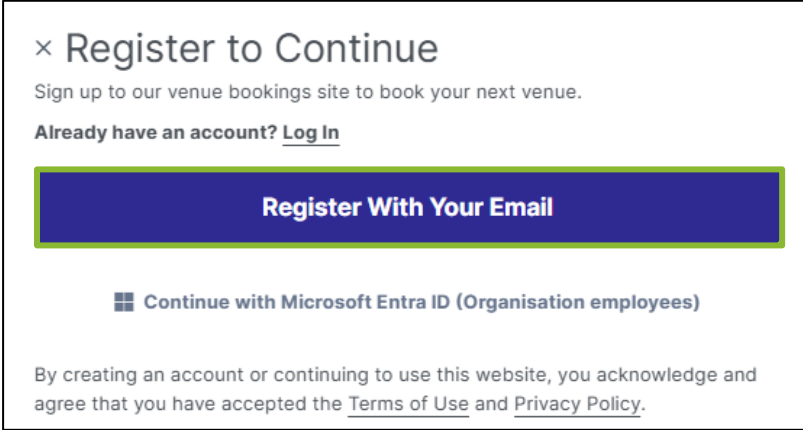
Register For An Account (New User)

Please be advised you must be a registered customer or organisation to make a booking. If you are unsure whether you already have a user registered account, please contact the bookings team at bookings@timdc.govt.nz.

- 1. Click on **Register** at the top right-hand corner of the page.



- 2. Under **Registration Type** select organisation or individual.



- 3. For an organisation, enter the organisations contact details and select the customer type that will be applicable to the organisation.
- 4. For an individual enter the detail fields.

× Register with your email address [Create account](#)

Account type

I am an individual

Private Hirer 18 years and over

I represent a company or organisation

Community Group
 Funeral Director
 Organisation/Commercial
 Registered Not for Profit/Charities/Incorporated Societies

Schools
 Sporting Clubs & Associations

Your account

Email Confirm email

Password Confirm password

Sign up to news and other helpful information from Timaru District Council

Your Details

Title (optional)

First name Last name

64 99 9999 9999
 64 99 9999 9999

Phone number Landline (Optional)

- Any required documents can be loaded at the time of registration or on a later date.

Required documentation

*Make sure each document you upload is no larger than 30MB.
Registrations that do not include the required documents may be delayed or rejected.*

No registration requirements - by registering you agree that you are creating this account for private hire activities and are aged 18 years or over

No documents uploaded.

- Read through and agree to the [privacy policy](#) and [terms of use](#).

Our terms of use

By creating an account, you agree to our [Terms](#) and have read and acknowledge our [platform privacy policy](#) and [council privacy policy](#).

Create account

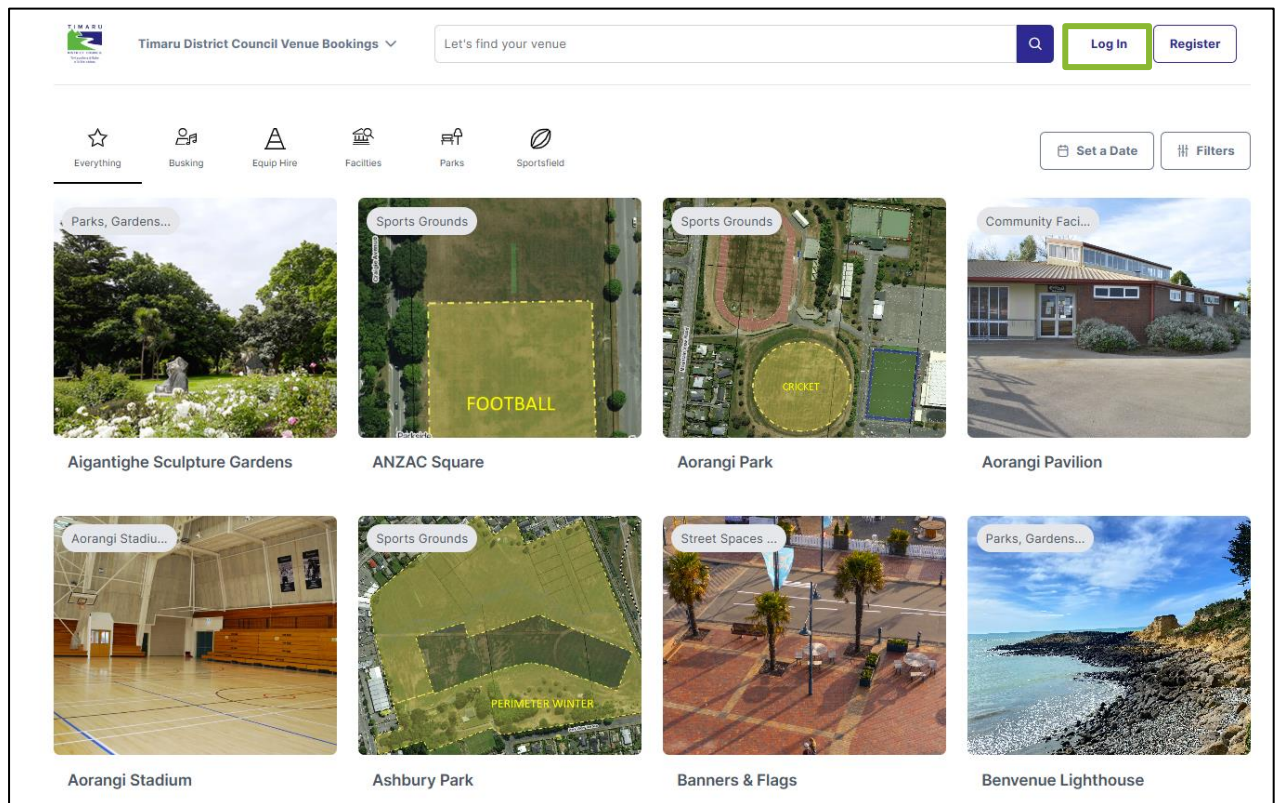
7. Select **Create Account** to complete the registration.

Create Account

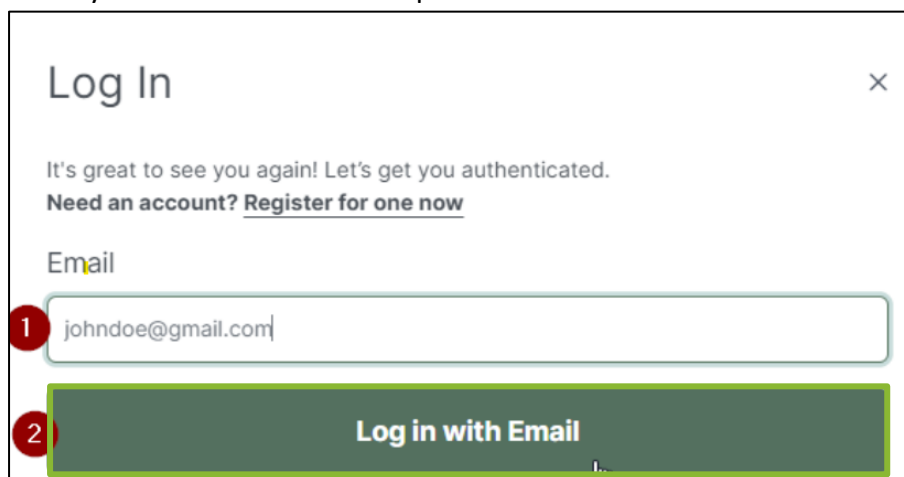
8. Once your account has been created you will receive an email notification confirming that you are registered.

Login To Your Account

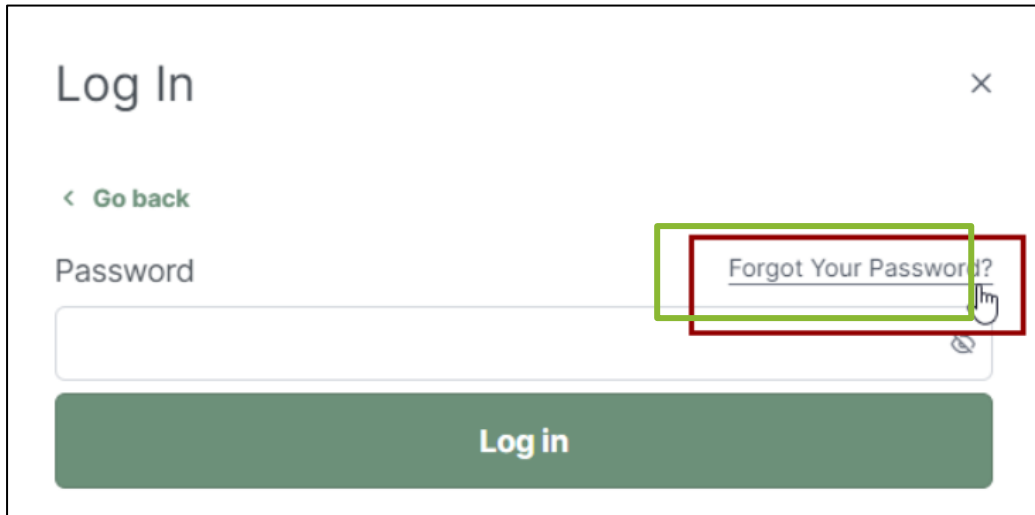
1. Click on **log in**.



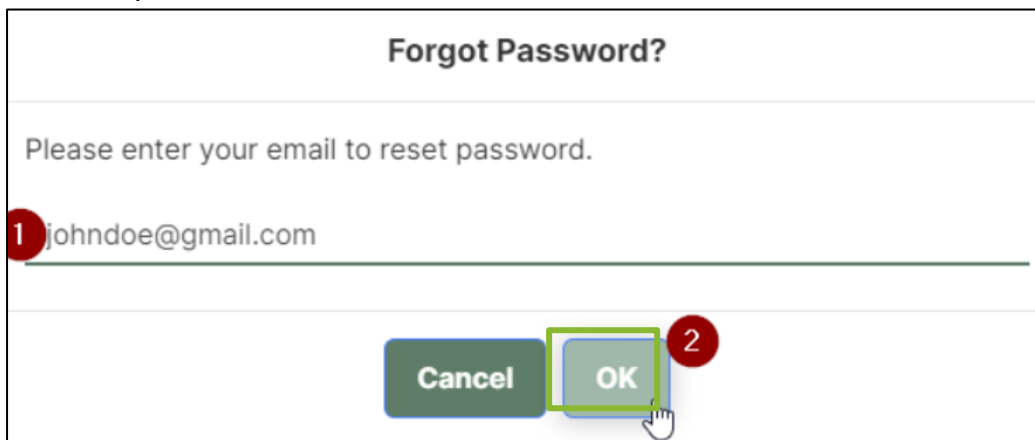
2. Enter your email address and password.



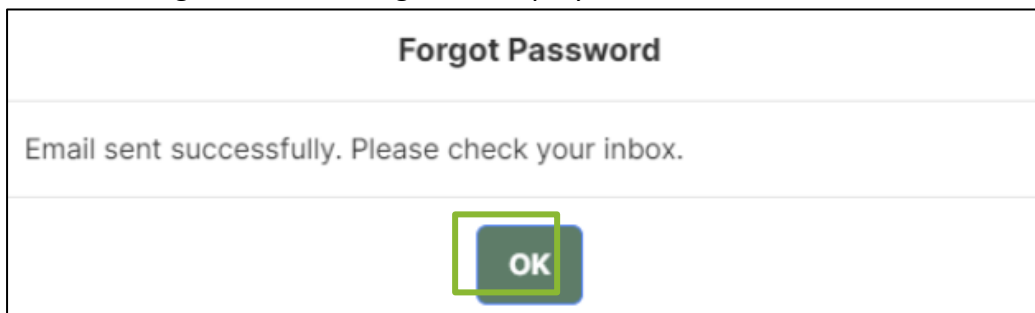
3. Click on **Log in**.
4. Select **Forgot your Password** if required.



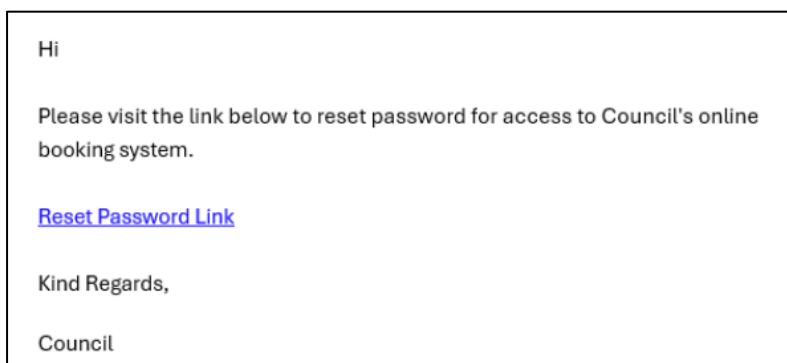
5. Re-enter your email and select **Ok**.



The following success message will display.



6. Go to the nominated email inbox to access the Password Reset email and click on the link provided:



7. On the reset Password page, enter your New Password and Confirm Password before selecting Reset Password

The screenshot shows a 'Reset Password' form with the following elements:

- Header:** 'Reset Password' centered at the top.
- Section:** 'Enter New Password' with a lock icon on the right.
- Form Fields:**
 - New Password:** A text input field with a red circle '1' on the left and a green '7+' strength indicator on the right. Below the field is a progress bar with four segments, the first two of which are green.
 - Show Password:** A checkbox labeled 'Show Password' with a small paragraph of text below it: 'Our password policy requires a strong password. Your password should contain at least 8 characters. It should contain a combination of upper and lower case letters, numbers and special characters. The more characters, the stronger the password.'
 - Confirm Password:** A text input field with a red circle '2' on the left.
 - Show Password:** A checkbox labeled 'Show Password' below the confirm password field.
- Action:** A green 'Reset Password' button with a red circle '3' on the left.

8. The following success message will display. Select Ok to return to the home screen and log in.

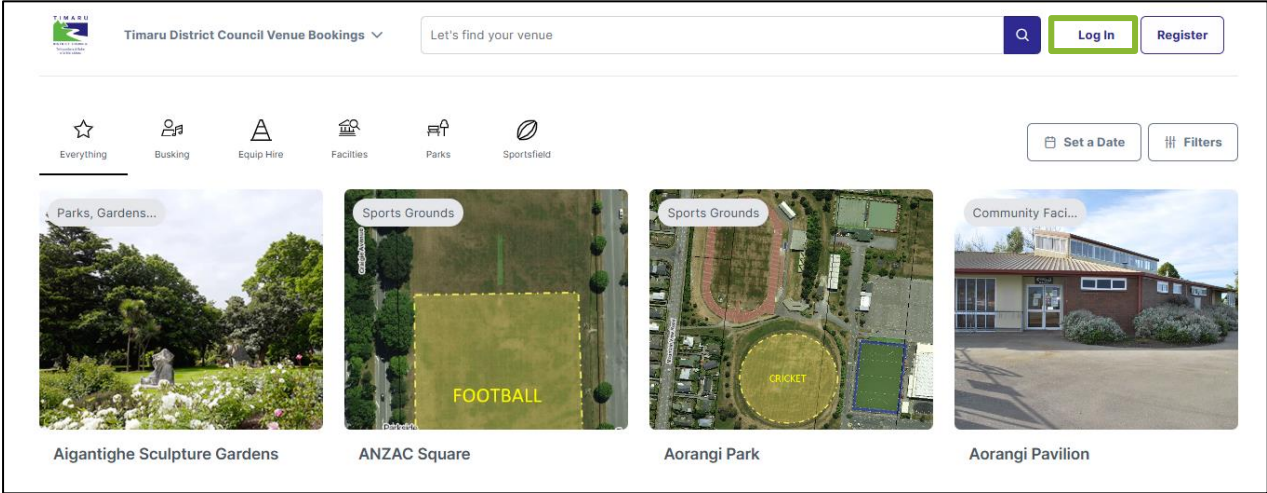
The screenshot shows a success message on the 'Reset Password' page:

- Header:** 'Reset Password' centered at the top.
- Message:** 'Password changed successfully.' centered in the middle.
- Action:** A green 'OK' button centered at the bottom.

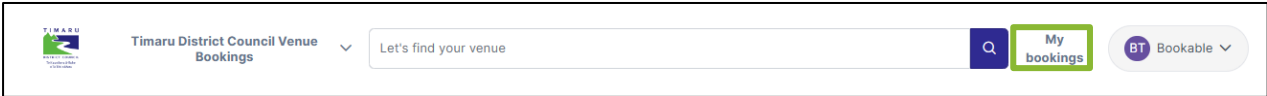
Make A Booking

Please be advised there is a minimum notice requirement of 7 days. However, when alcohol is involved, a notice of 25 days is required.

- 1. Click on **log in**.



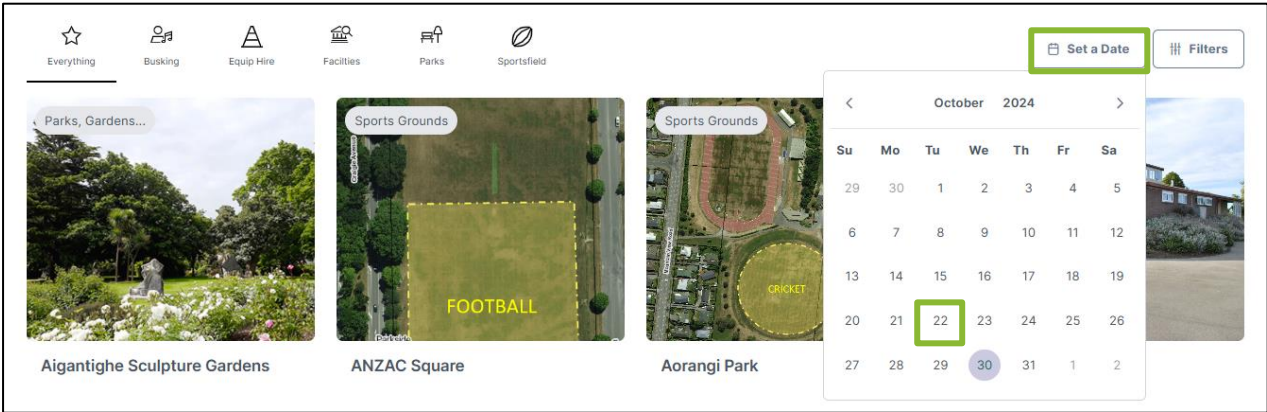
- 2. Enter your email address and password.
- 3. You will now be logged into your account, and your username is displayed at the top of the screen.



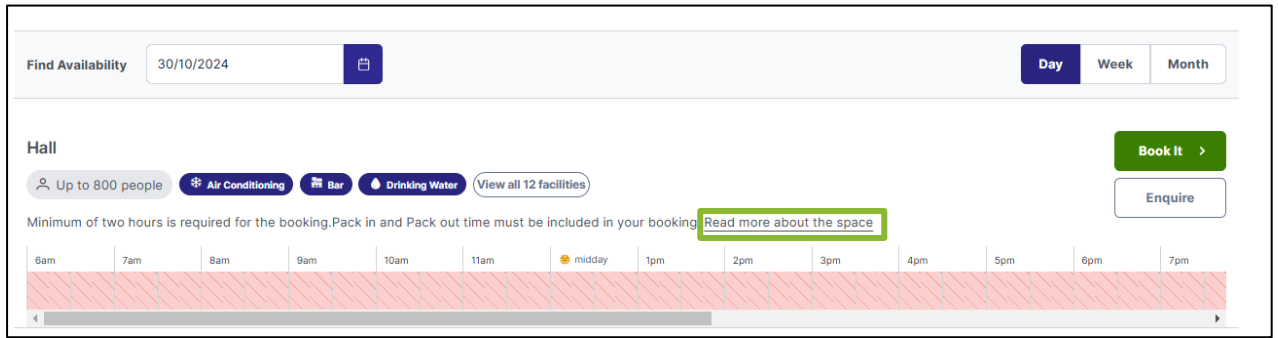
- 4. Use the Search Filter on the top to search for a venue.



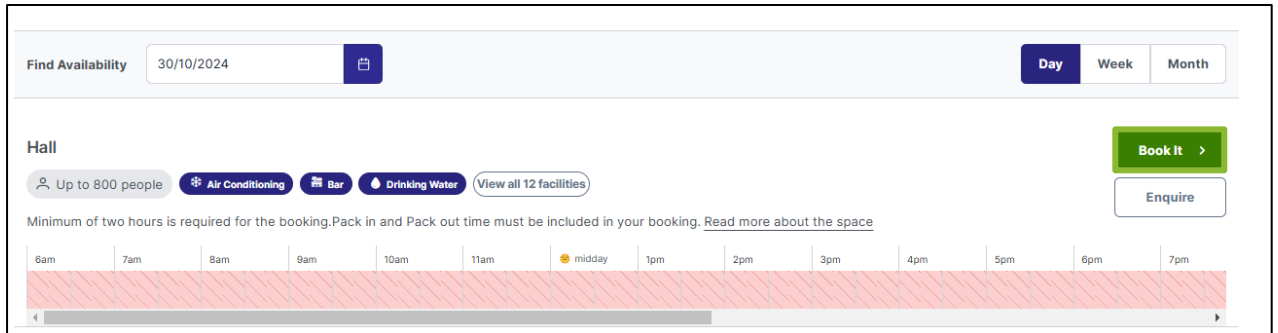
- 5. To check for available dates, click on **Set a Date**.



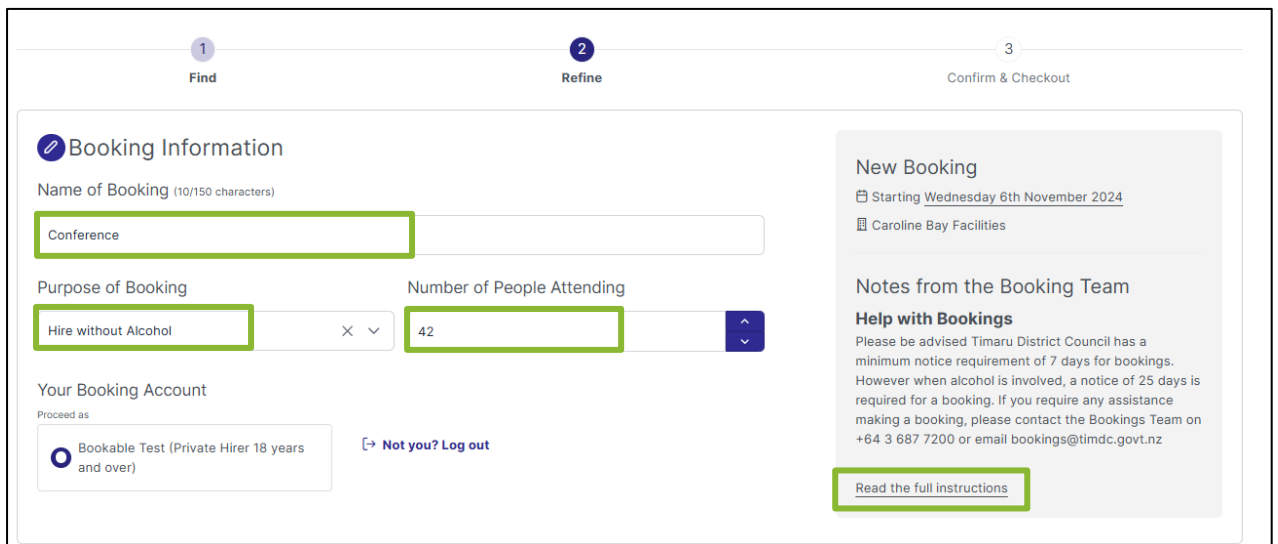
- 6. Click on **Read more about the space** to see the **Venue Description, Hours of Operation, Activities, and more**.



7. Select **Book It** once you have found the venue that you would like to book or click on **Enquire** and this will send a notification to the bookings team.



8. Complete all the required fields for the booking such as booking name, attendee numbers, purpose, and date. Enter a booking name that depicts why you are using the venue.
9. Click on **Read the full instruction** to see more details about a venue.



10. Select the date and times for your booking. Please note that for all venues with alcohol, bookings must be made 25 days in advance and without alcohol it is 7 days.

Booking Items

Monday
02/12/2024

+ Add a Date

↻ Create a Series

Booking summary for Monday 02/12/2024

On

You are booking

Hall from 2 PM : 30 to 4 PM : 30

Add another

Availability calendar for Monday 2nd December 2024

Day Week Month

Hall

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm

11. Click on **Continue to Pricing & Confirmation.**

Availability calendar for Monday 2nd December 2024

Day Week Month

Hall

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm

Lounge

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm

Continue to Pricing & Confirmation >

12. You can upload any documents if required.

Documentation

Make sure each document you upload is no larger than 30MB

Additional Documents

Provide any further documentation that will help us review your booking.

No documents uploaded.

Choose a File

13. You can add additional contacts for booking notifications about your booking.

Subscribe Others to Booking Notifications

Add Contact

Name	Email	Phone number
Add a contact to subscribe other people to booking notifications.		

14. Complete the checklist as per your event requirements and click on **Ok** at the bottom of the page.

Additional questions

General Booking Checklist - Caroline Bay Facilities - Hall

Please complete the following questions regarding this booking.

Does your event have more than 50 attendees (including organisers and staff)? *

Yes No

Public Liability Insurance is required for all facility bookings. You will either hold your own or have it covered by the Council for a fee of \$16.00. *

I will provide my own Public Liability Insurance I wish to be covered by the Public Liability held by the Timaru District Council, and understand I will be charged a \$16.00 fee

If you are trading goods, you may need a Trading License which must be valid for the period of hire. Are you Trading? *

TRAFFIC MANAGEMENT: Please select what impact your event has on traffic if any. For any enquiries please contact roads@timdc.govt.nz.
*If a Traffic Management Plan is required it must be created by a qualified Site Traffic Management Supervisor **

I am applying to close a road (a minimum of 90 working days is required)

I am applying to close a road and the event involves activities in and/or on a road/footpath/carpark (a minimum of 90 working days is required)

The event DOES NOT close a road or involves activities in and/or on a road/footpath/carpark

Does your event have any jumping castles, fairground rides, inflatables, bumper cars, karts or other large equipment that qualify as 'amusement devices' throughout the duration of the booking? Please ensure you attach a copy of the TDC Amusement Device application, WorkSafe Registration and proof of payment to your booking.
*If in doubt what an amusement device is, please check with TDC's Building and Compliance Enforcement Advisor. **

Yes No Unsure

Does your event contain one or more of the following:

- Use of mechanical apparatus, lifting apparatus or hoists
- Use of contractors or volunteers

*

15. Please read through the **Terms and Conditions**.

Terms and Conditions

Terms and Conditions for the Hire of a Council Facility

Failure to comply with any of these Terms may impact the Hirer's future requests to hire any Council Facility or Park.

[Print](#)

Specific Booking Requirements

Any documents specified below must be uploaded as part of your booking. Bookings that do not include the required documents may be delayed or rejected.

Public Liability Insurance to the value of \$2 million *	Upload Document
<ul style="list-style-type: none">• No documents uploaded.	
Please Complete Health & Safety Plan - Visit Page *	Upload Document
<ul style="list-style-type: none">• No documents uploaded.	

I have read and accept the Terms and Conditions.

Continue

16. Upload any required documentation for the booking. Documents can include Public Liability Insurance and a Health & Safety Plan.

17. Select **Complete Booking** when you are ready to finalise your booking.

18. At this stage in the process your booking status will be tentative until the bookings team have confirmed your booking.
19. Once your booking is confirmed, you will receive an email confirming the details along with a copy of the invoice.

Amend A Booking

1. To amend a booking ensure you have logged into your account and then choose **My Account** at the top right-hand corner. All your bookings will be displayed including Status of your bookings, what you've booked, your next booking date, the date it was created and the price for that booking.
2. Once Logged in, select **My Account**.



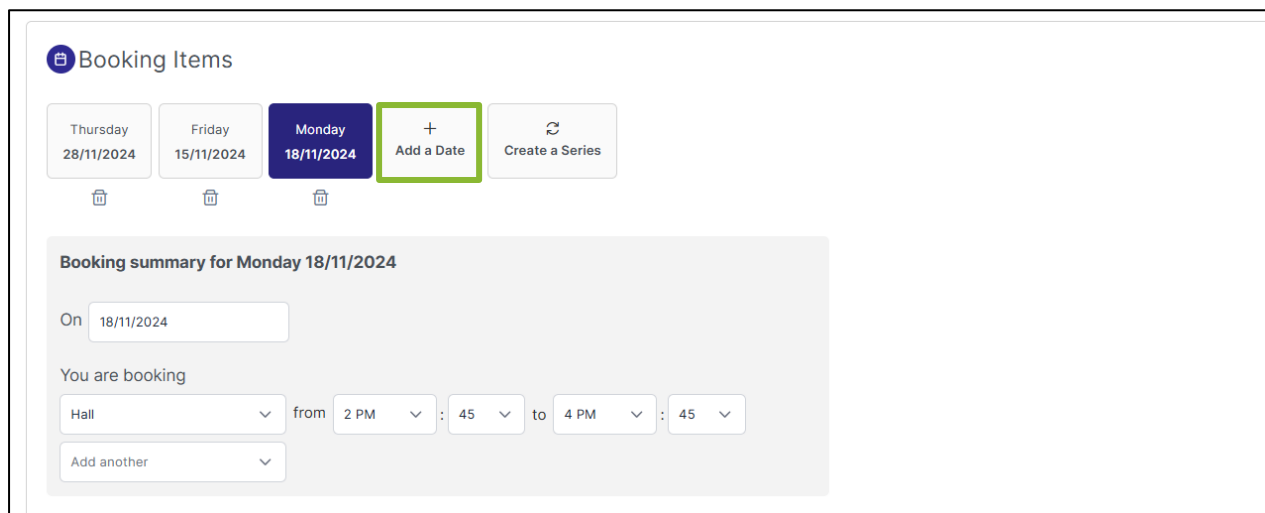
3. Select your booking link under the booking name.

57	TEST BOOKING	Caroline Bay Facilities	Hall	21/Oct/23	23/Jun/23	\$843.00	Tentative	...
56	TEST BOOKING	Caroline Bay Facilities	Hall	25/Aug/23	22/Jun/23	\$1,029.00	Tentative	...
53	TEST BOOKING	Caroline Bay Facilities	Hall	15/Sep/23	22/Jun/23	\$936.00	Tentative	...
44	TEST BOOKING	Caroline Bay Facilities	Hall	26/Oct/23	21/Jun/23	\$843.00	Tentative	...

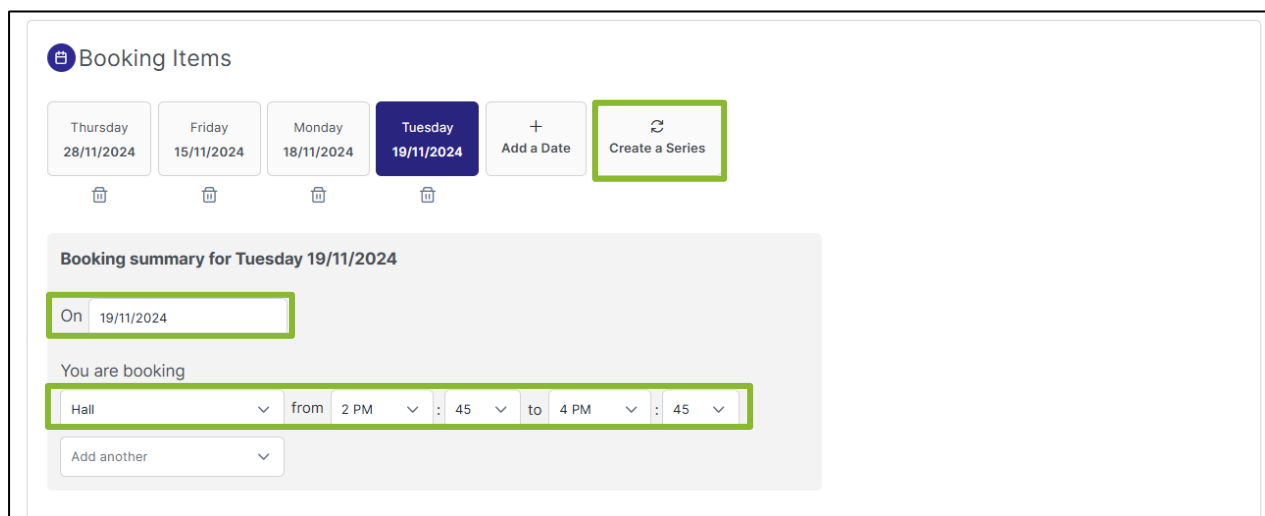
4. Select the booking you wish to amend.
5. From this page you can change the date, add a date, to your booking.
6. Once you have made your amendment, select **Save**.
7. Click **Done** at the bottom of the screen. Please be aware that for any additions or changes it will be required to go for re-approval to the Bookings team.

Make A Repeat Booking

1. If you would like to create a repeat date, go into the venue that you would like to book, ensure you have added the booking name and attendee numbers.
2. Click on **Add a Date** and select the date and times.



3. For multiple bookings click on **Create a Series**.



4. You can select **Repeating series** or **Individual dates**.
5. Click on Start repeating on and select the date.
6. Add in how often you would like this booking to occur by click on **Repeat every** and **Repeat on**.

× Add new date or repeat Save

[Repeating series](#) [Individual dates](#)

Booking date to copy
Tuesday 19/11/2024

Start repeating on
19/11/2024

Repeat every
1 weeks

Repeat on
 Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Repeat times
 The same time on each day
 Varying times on different days

End series
 after 2 time/s
 On

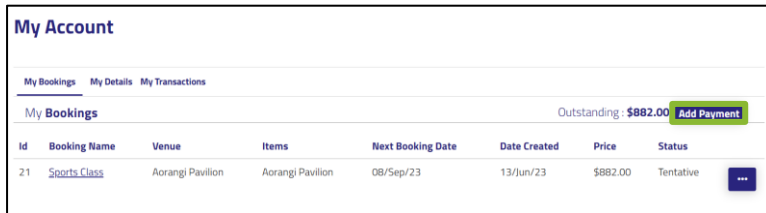
7. Click on **Save**.

Make A Payment By Credit Card

1. To log in to your Bookable account click on **Log in** then click on **My Bookings**.



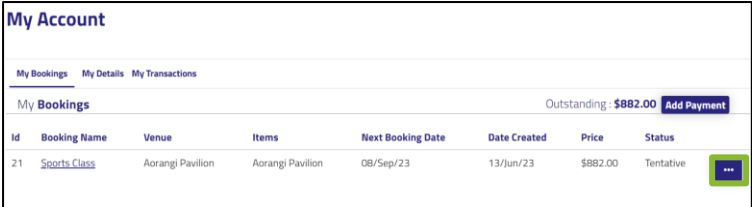
2. Click **Add Payment**.



3. Select your card type.
4. Tick the invoice you would like to pay. If you have multiple invoices and would like to pay for them all, click Pay on the right-hand side. If you would like to pay a proportion of your total payment, you can enter the amount you would like to pay.
5. Click **Checkout** and enter your payment details.
6. Click **Submit** to make your payment.

Download An Invoice

- 1. Login to your Bookable account.
- 2. Select Login at the top of the page.
- 3. Once logged in, select **My Account**.
- 4. Select the three dots next to your booking.



- 5. Select **Download Invoice** to download a PDF version to your computer.

Frequently Asked Questions (FAQ'S)

1. Do I need an account, or can I just make a booking?

We require all users have a registered account with us.

2. Do I have to use the online booking system, or can I just send an email?

All bookings for Council venues must go through Bookable. If you need help to make a booking you can send an email to bookings@timdc.govt.nz, watch our online videos and there are step by step user guides available on the Timaru District Council website.

3. What if the time I want is already booked?

Unfortunately, if the venue is already booked, we cannot facilitate your booking. We recommend looking at another venue that has availability.

4. How do I update my account details?

Once you have logged in, select My Account, then select My Details. Here you can edit and update your details.

5. How do I know if my booking has been confirmed?

You will receive an email notification. You can also log into your Bookable account and click on your booking to check if the status has changed from tentative to confirmed.

6. How do I collect the key or venue access information for my booking?

You will receive an email upon confirmation of your booking, this will include how you can access the venue and collect your key if applicable.

7. What happens if I forget my password to my Bookable account?

When you try to log in, click **Forgot Password** to receive a password reset email.

8. What payment methods are available?

- Online card Visa and Mastercard
- Cash and in person at a Timaru District Council Customer Service Centre.
- Bank Transfer

9. Where can I find more support on how to make a booking?

You can watch our instructional videos or visit a Timaru District Council Customer Service Centre.

10. Can multiple people in my organisation have an account?

Yes, you can have multiple users under one organisation.

11. How can I remove users that are no longer in my organisation?

Log into your account and go to the 'My Organisation' tab. You can add, remove, and invite new users from this page.

12. Will I be able to print out my Booking confirmation?

Yes, you will receive an email notification confirming your booking and this can be printed out.

13. Who can I contact for assistance?

You can contact the Bookings team on 03 687 7200 or email bookings@timdc.govt.nz.

14. If someone has already booked the date I want, can I go onto a Reserve list?

There is no reserve list available.

15. What do I do if my booking requires a special licence for a booking where there will be alcohol?

A copy of the application form will appear on your booking as a required document. You can also contact the Liquor team at liquoradmin@timdc.govt.nz or by phone 687 7200. They will be able to provide you with an application form. Noting that the notice period is 25 days.