

BOOKABLE

Facility and Recreational Booking

STEP-BY-STEP USER ONLINE BOOKING GUIDE



Cloncurry
Shire Council

(07) 4742 4100
38-46 Daintree Street, Cloncurry QLD 4824
PO Box 3, Cloncurry QLD 4824
www.cloncurry.qld.gov.au
council@cloncurry.qld.gov.au

MAKING A BOOKING IN **BOOKABLE**

LOGGING IN (EXISTING USER)	3
REGISTER (NEW USER)	5
MAKE A BOOKING	10
MAKE A MULTIPLE DAY BOOKING	17
AMEND A BOOKING	22
MAKE A PAYMENT	25
DOWNLOAD YOUR INVOICE	29
FREQUENTLY ASKED QUESTIONS	31

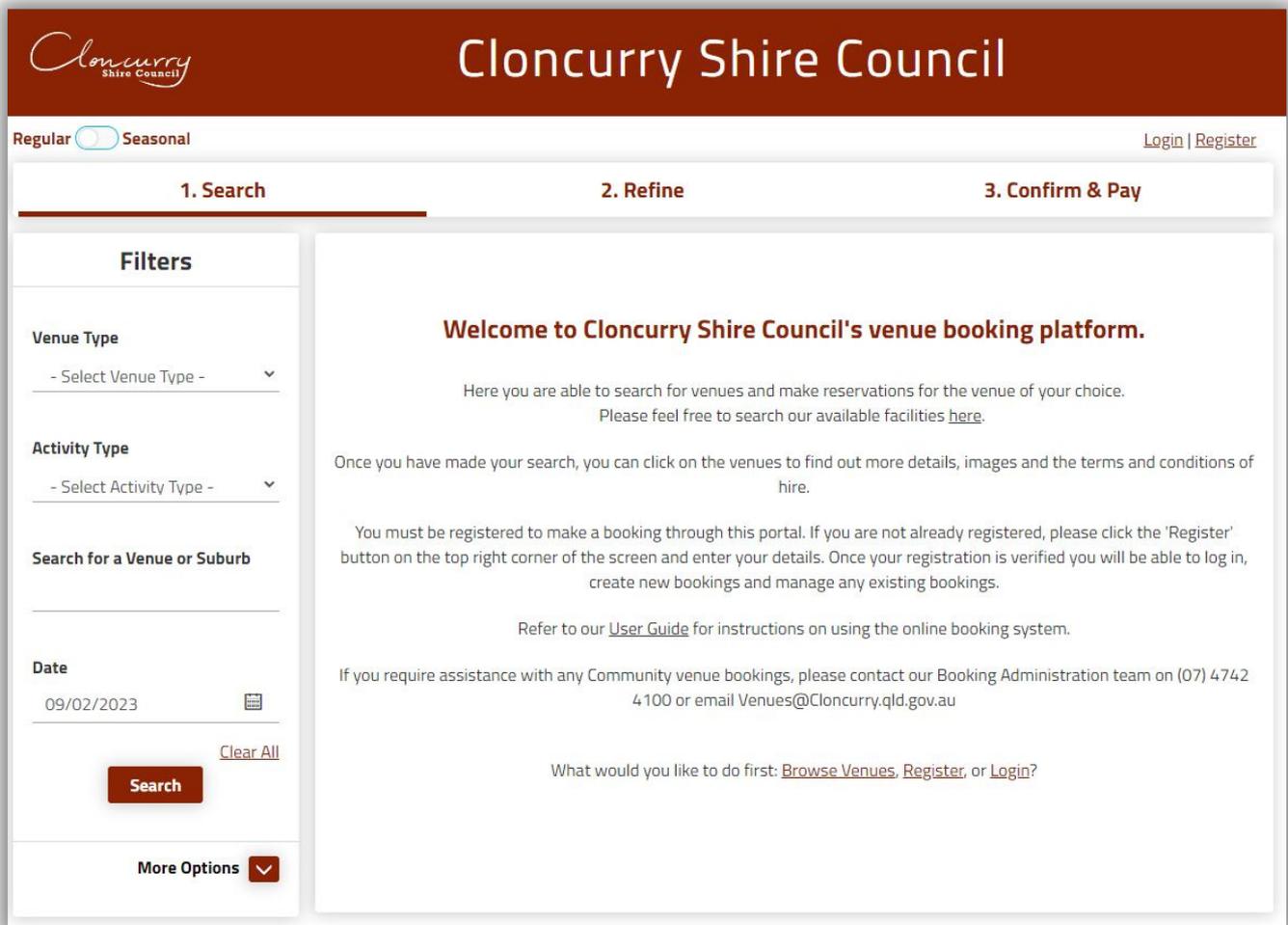


LOGGING IN (EXISTING USER)

Please be advised if you have recently held a booking with Cloncurry Shire Council your user will already exist under your email address with a temporary password. You may have already received emails from the Booking System. If you are unsure of which email address has been used please contact the Facilities Team at venues@cloncurry.qld.gov.au or (07) 4742 4100.

1

ENTER THE LANDING PAGE AT BOOKABLE.

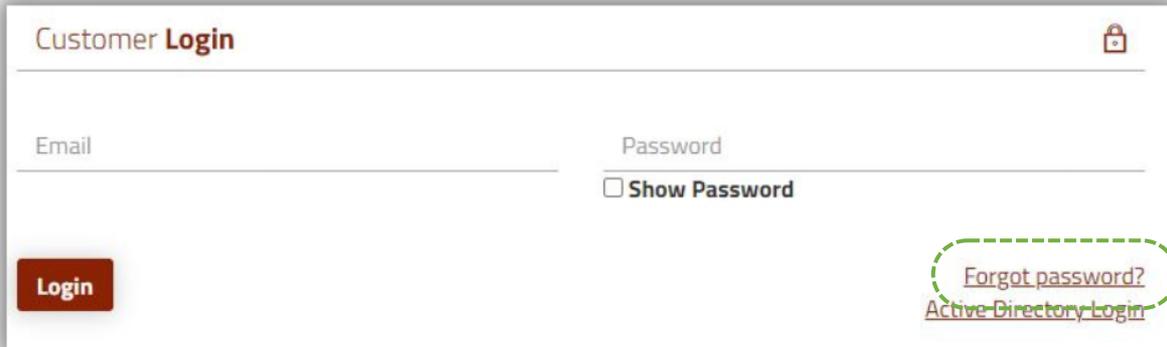


2

SELECT LOGIN AT THE TOP OF THE PAGE.

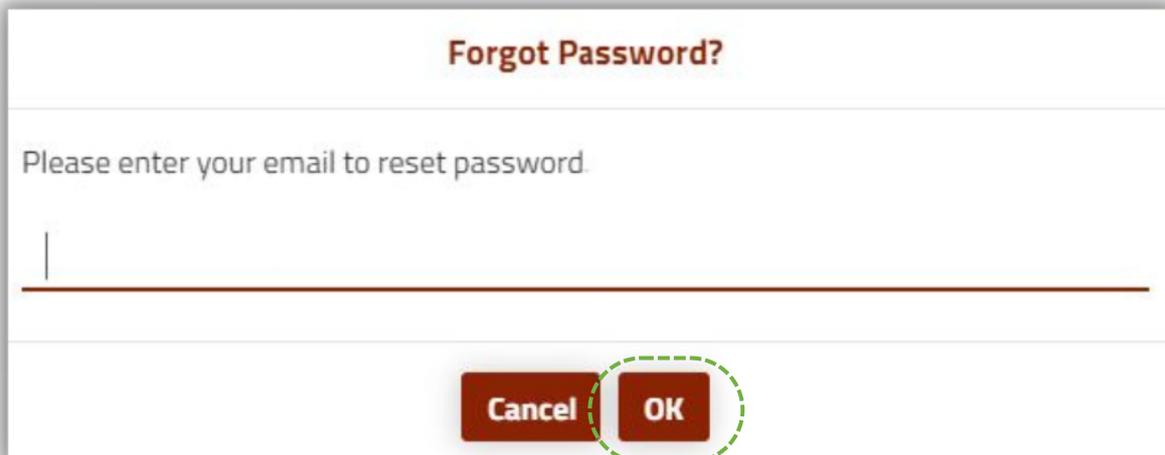


3 SELECT FORGOT PASSWORD.



The screenshot shows the 'Customer Login' page. It features two input fields: 'Email' and 'Password'. Below the 'Password' field is a checkbox labeled 'Show Password'. A red 'Login' button is located at the bottom left. At the bottom right, there are two links: 'Forgot password?' and 'Active Directory Login'. The 'Forgot password?' link is circled in green.

4 ENTER YOUR EMAIL ADDRESS THEN SELECT OK TO RESET YOUR PASSWORD.



The screenshot shows the 'Forgot Password?' page. It has a title 'Forgot Password?' and a subtitle 'Please enter your email to reset password'. Below the subtitle is an empty text input field. At the bottom, there are two buttons: 'Cancel' and 'OK'. The 'OK' button is circled in green.

5 ENTER NEW PASSWORD.

6 ENTER YOUR EMAIL ADDRESS AND PASSWORD, THEN SELECT LOGIN.



The screenshot shows the 'Customer Login' page. It features two input fields: 'Email' and 'Password'. Below the 'Password' field is a checkbox labeled 'Show Password'. A red 'Login' button is located at the bottom left. At the bottom right, there are two links: 'Forgot password?' and 'Active Directory Login'. The 'Login' button is circled in green.

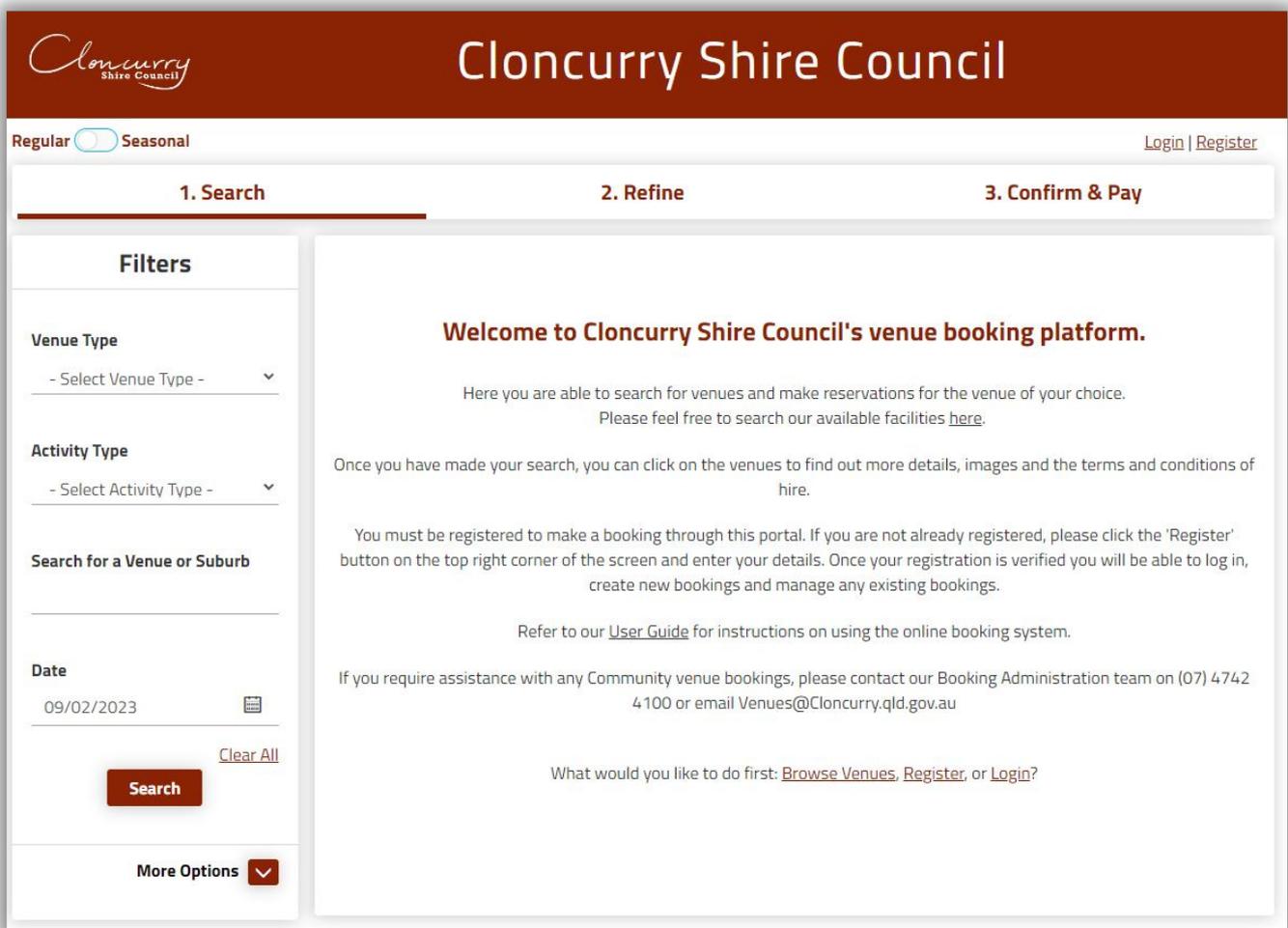
7 ONCE LOGGED IN, YOU CAN VIEW CLONCURRY SHIRE COUNCIL VENUES AND MAKE A BOOKING.

REGISTER (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, please contact the Facilities Team at venues@cloncurry.qld.gov.au or (07) 4742 4100.

1

ENTER THE LANDING PAGE AT BOOKABLE.



2

SELECT REGISTER AT THE TOP OF THE PAGE.



3

SELECT THE REGISTRATION TYPE FROM THE DROP DOWN AS EITHER ORGANISATION OR INDIVIDUAL.

Registration **Type** 

Please choose one of the following 

4

SELECT THE CUSTOMER TYPE FROM THE DROP DOWN. IF YOU ARE AN INDIVIDUAL, SELECTED WHETHER YOU ARE A PRIVATE HIRER WITHIN OR OUTSIDE THE LOCAL GOVERNMENT AREA (LGA).

Registration **Type** 

Individual 

Customer Type 

- Customer Type
- Private Hirer

5

IF YOU ARE AN ORGANISATION, SELECT WHETHER YOU ARE COMMERCIAL, NOT FOR PROFIT, SCHOOL WITHIN OR OUTSIDE THE LGA, OR SPORTING CLUB/ASSOCIATION.

Registration **Type** 

Organisation 

Customer Type 

- Customer Type
- Community Group or Society
- Government
- Not for Profit
- Profitable Organisation
- Schools - outside LGA
- Schools - within LGA
- Sporting Club or Association

6

COMPLETE THE REQUIRED REGISTRATION AND CONTACT DETAIL FIELDS.

Please complete the below registration form to access the Cloncurry Shire Council venue booking website.

Depending on the customer type selected your registration may need to be verified by Council. Once your account has been verified you will be notified by the email address you provide below. You will then be able to login and start making bookings.

Registration Type



Individual



Private Hirer



Create Account



Email*

Confirm Email*

Password*

Confirm Password*

Show Password

Show Password

Our password policy requires a strong password. Your password should contain a combination of at least 7 uppercase and lowercase letters, numbers and special characters. The more characters, the stronger the password. Your password will be accepted once the strength indicator turns green.

Personal Details



Title*



Given Name(s)*

Family Name*

Mobile Number (inc Region and Country codes)*

Phone Number (Optional) (inc Region and Country

Address Line 1*

Address Line 2 (Optional)

Suburb*

Select State*



Australia



Postcode*

Upload Document



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

No registration requirements

Select Files

7

UPLOAD ANY REQUIRED DOCUMENTS (FOR EXAMPLE, PUBLIC LIABILITY INSURANCE OR CERTIFICATE OF INCORPORATION FOR NOT FOR PROFIT ORGANISATIONS).

8

READ THROUGH AND AGREE TO THE PRIVACY POLICY AND TERMS OF USE.

Terms and Conditions

1. General Prohibitions

1. Except for registered assistance dogs, you must not permit animals to enter the venue during your hire unless prior permission has been obtained.
2. You must ensure that all relevant laws, including those relating to noise are complied with by you and your permitted invitees during your hire of the venue.
3. You must not, and you must not allow your permitted invitees to, smoke inside the venue or within (5) five meters of the entrance or doorways. It is your responsibility to ensure that all persons at the venue comply with this condition.
4. You must not, and you must not allow your permitted invitees to, use glitter, rice, confetti, rose petals or sand at the venue. Management may permit decorations at its discretion, but any such decorations must not be affixed in any way that may cause damage to any part of the venue (e.g., interior/exterior floors, walls, or other surfaces) and must be removed by you

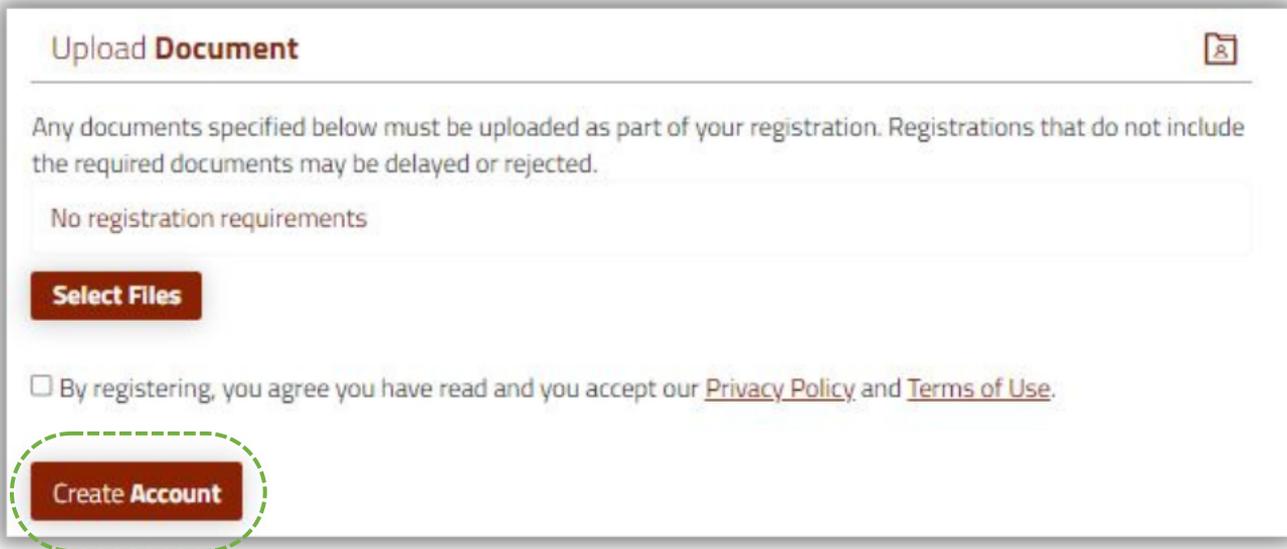
[Print](#)

I have read and accept the Terms and Conditions.

Continue

9

SELECT CREATE ACCOUNT TO COMPLETE THE REGISTRATION.



Upload **Document** 

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

No registration requirements

Select Files

By registering, you agree you have read and you accept our [Privacy Policy](#) and [Terms of Use](#).

Create Account

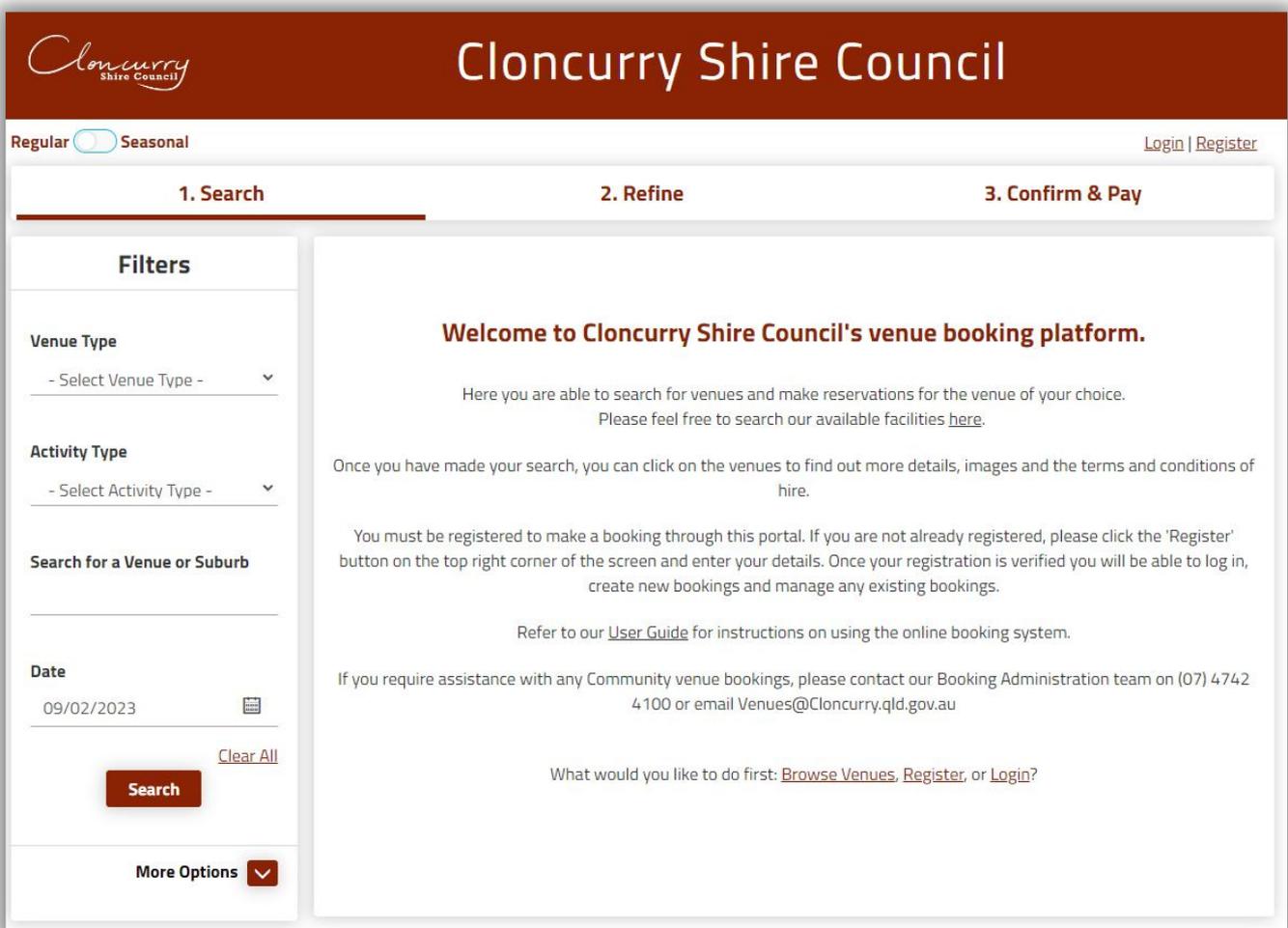
Please be advised all new registrations are required to be verified by Council before being able to log in and make a booking.

The Facilities Team will review and verify your registration within 5 working days. Once your account is verified, an email notification will be sent directly from the booking system to the email used for registration.

MAKE A BOOKING

Please be advised Cloncurry Shire Council requires a minimum of five (5) days' notice for all bookings.

- 1 ENTER THE LANDING PAGE AT BOOKABLE.

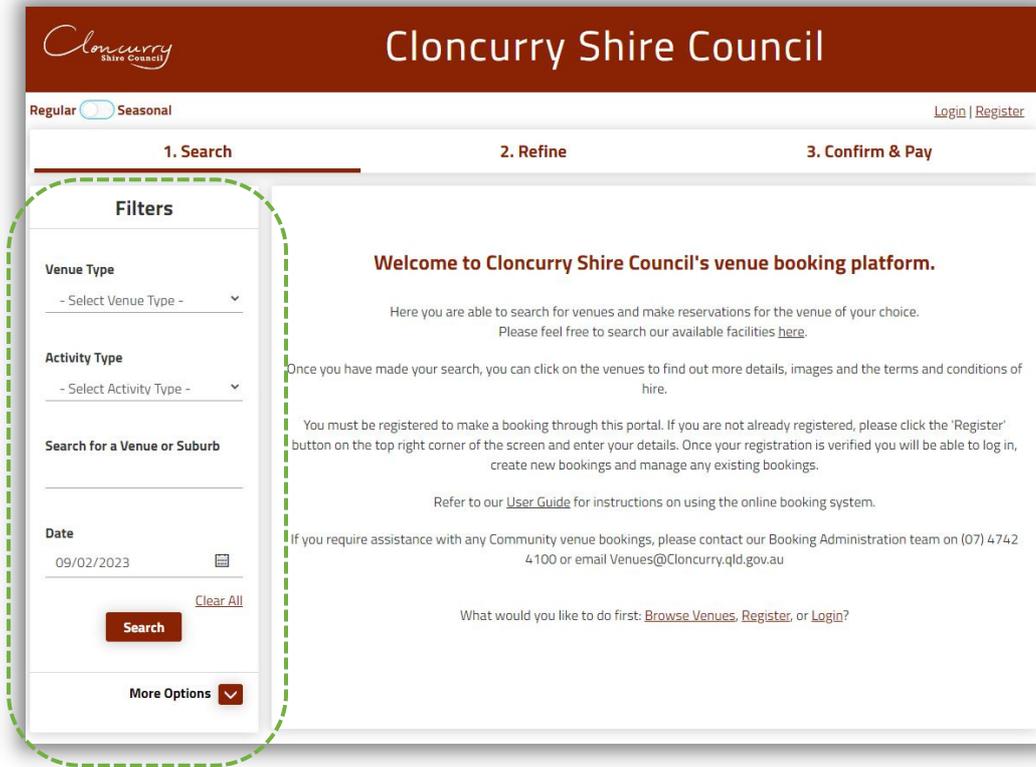


- 2 SELECT LOGIN AT THE TOP OF THE PAGE.



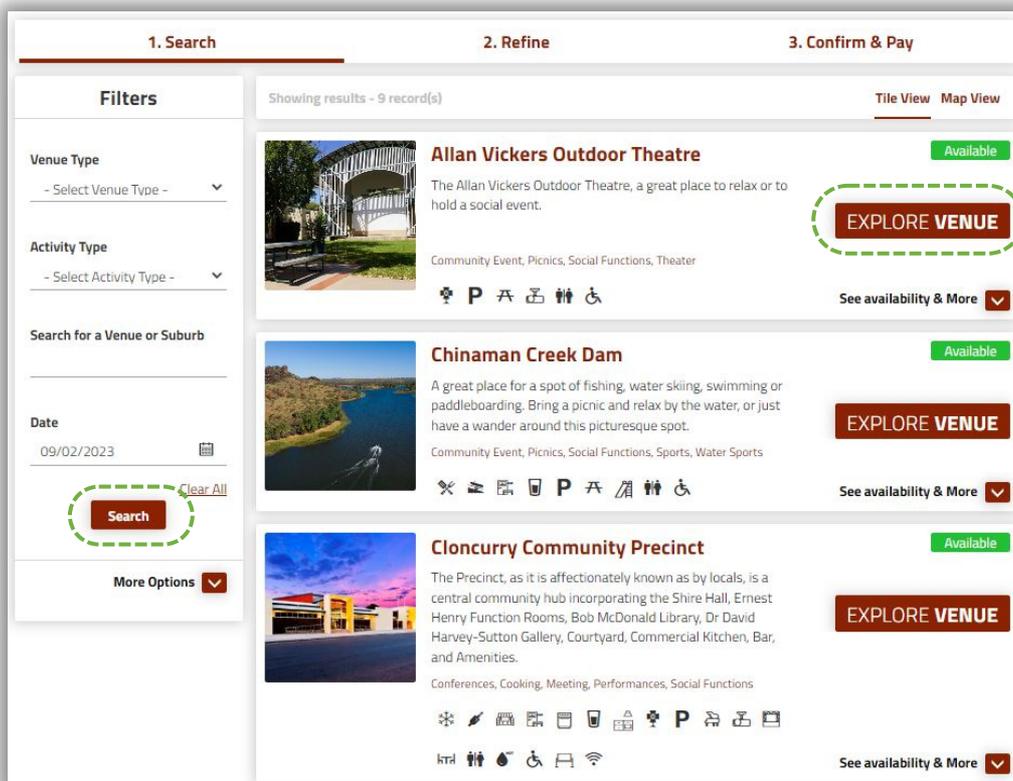
3

USE THE FILTERS ON THE LEFT-HAND SIDE TO SEARCH BY VENUE TYPE, ACTIVITY TYPE, VENUE NAME OR AVAILABLE DATE.



4

SELECT SEARCH AND ALL MATCHING VENUES WILL BE POPULATED.



5

SELECT EXPLORE VENUE TO VIEW AVAILABILITY.

6

SELECT BOOK VENUE ONCE YOU HAVE DECIDED ON YOUR VENUE.

BOOK VENUE

7

COMPLETE THE REQUIRED BOOKING INFORMATION.

Booking Refinement

1. Booking **Overview** To start your booking, add a Name for the Booking, choose your purpose and login if you are registered ✕

Booking Name: * (150 characters.)
Example: "Dance Classes" or "Sports training"

Attendee Numbers: *
Attendee Numbers

Included Dates
Thursday 09/02/2023

Purpose: *
Purpose

Customer:
Guest

[+ Additional Information](#)

2. Booking **Items** Add the items you wish to book, then choose the duration of your booking. ✕

09/02/2023 📅 Create Repeat/Add Date

Bookable Items * **From** **To**

Please select an item ⌵ 09 ⌵ : 00 ⌵ 10 ⌵ : 00 ⌵ 🗑️

8 ADD ADDITIONAL BOOKING ITEMS, TIMES AND DATES IF REQUIRED.

Add Booking Item

Cloncurry Community Precinct

Daily View | Weekly view | Monthly view

Fri Feb 10, 2023

Clash My booking Current Reserved Booked Buffer Available Closed Closure

Cloncurry Community Precinct	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Community Kitchen and Bar																								
Community Bar																								
Community Kitchen																								
Courtyard																								
Ernest Henry Mining Function Rooms																								

9 REVIEW YOUR BOOKING INFORMATION AND SCROLL TO THE BOTTOM AND SELECT CHECKOUT.



10 IF PROMPTED, ACCEPT HOLIDAY DATES THAT FALL WITHIN YOUR BOOKING REQUEST. IF YOU HAVE SELECTED A HOLIDAY DATE IN ERROR, SELECT CANCEL OR ACCEPT.

Holiday Dates

The following dates included in your booking fall on holiday dates. Please delete the dates you wish to remove from your booking or click 'Accept' to proceed:

Date	Holiday Name	Delete
09/04/2023	Easter Sunday	<input type="checkbox"/>

Cancel **Accept Holiday Dates**

11

AT THIS STAGE IN THE PROCESS YOUR BOOKING STATUS WILL BE TEMPORARY. REVIEW THE DETAILS AND ENSURE YOUR BOOKING IS CORRECT.

Select Extras

Please select optional extras to be included in your booking. **Included Dates**
Sunday 09/04/2023

Name	Description
<input type="checkbox"/> Chairs	Chairs (type/dimensions). Free to Hire. Please select quantity required.
<input type="checkbox"/> Tables	Tables (type/dimensions). Free to Hire. Please select quantity required.
<input type="checkbox"/> High Bar Tables	Stainless Steel High Bar Tables. Free to Hire. Please select quantity required.
<input type="checkbox"/> Urn 20L	Hot water urn with 20 litre capacity. Please select quantity required.

12

AT THIS STAGE IN THE PROCESS YOUR BOOKING STATUS WILL BE TEMPORARY. REVIEW THE DETAILS AND ENSURE YOUR BOOKING IS CORRECT.

Booking Details

Home

Booking **Overview** ☑

Venue: _____ Customer: _____

Booking Status: Temporary

Pricing Summary

13

SCROLL TO THE BOTTOM OF THE PAGE, AND IF REQUIRED YOU CAN DELETE, MODIFY OR PRINT QUOTE FOR YOUR BOOKING.

Delete

Modify

Print Quote

14

SELECT COMPLETE WHEN YOU ARE READY TO FINALISE YOUR BOOKING.

Complete

15

COMPLETE THE CHECKLIST IF PROMPTED.

16

READ AND ACCEPT THE TERMS AND CONDITIONS.

Terms and Conditions

1. General Prohibitions

1. Except for registered assistance dogs, you must not permit animals to enter the venue during your hire unless prior permission has been obtained.
2. You must ensure that all relevant laws, including those relating to noise are complied with by you and your permitted invitees during your hire of the venue.
3. You must not, and you must not allow your permitted invitees to, smoke inside the venue or within (5) five meters of the entrance or doorways. It is your responsibility to ensure that all persons at the venue comply with this condition.
4. You must not, and you must not allow your permitted invitees to, use glitter, rice, confetti, rose petals or sand at the venue. Management may permit decorations at its discretion, but any such decorations must not be affixed in any way that may cause damage to any part of the venue (e.g., interior/exterior floors, walls, or other surfaces) and must be removed by you

[Print](#)

I have read and accept the Terms and Conditions.

Continue

17

UPLOAD ANY REQUIRED DOCUMENTATION FOR THE BOOKING. DOCUMENTS CAN INCLUDE SAFE PARTY REGISTRATIONS, AND PUBLIC LIABILITY INSURANCE. PLEASE NOTE, NOT ALL BOOKINGS REQUIRE DOCUMENTATION.

Upload **Document**

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

No registration requirements

Select Files

By registering, you agree you have read and you accept our [Privacy Policy](#) and [Terms of Use](#).

Create Account

Your booking status will remain tentative until Cloncurry Shire Council has reviewed and confirmed your booking. The Facilities Team will review and confirm your booking within 10 working days.

Once your booking is confirmed by Cloncurry Shire Council, you will receive an email confirming the details along with a copy of your invoice.

All bonds and key bonds are due upon collection of keys.

18

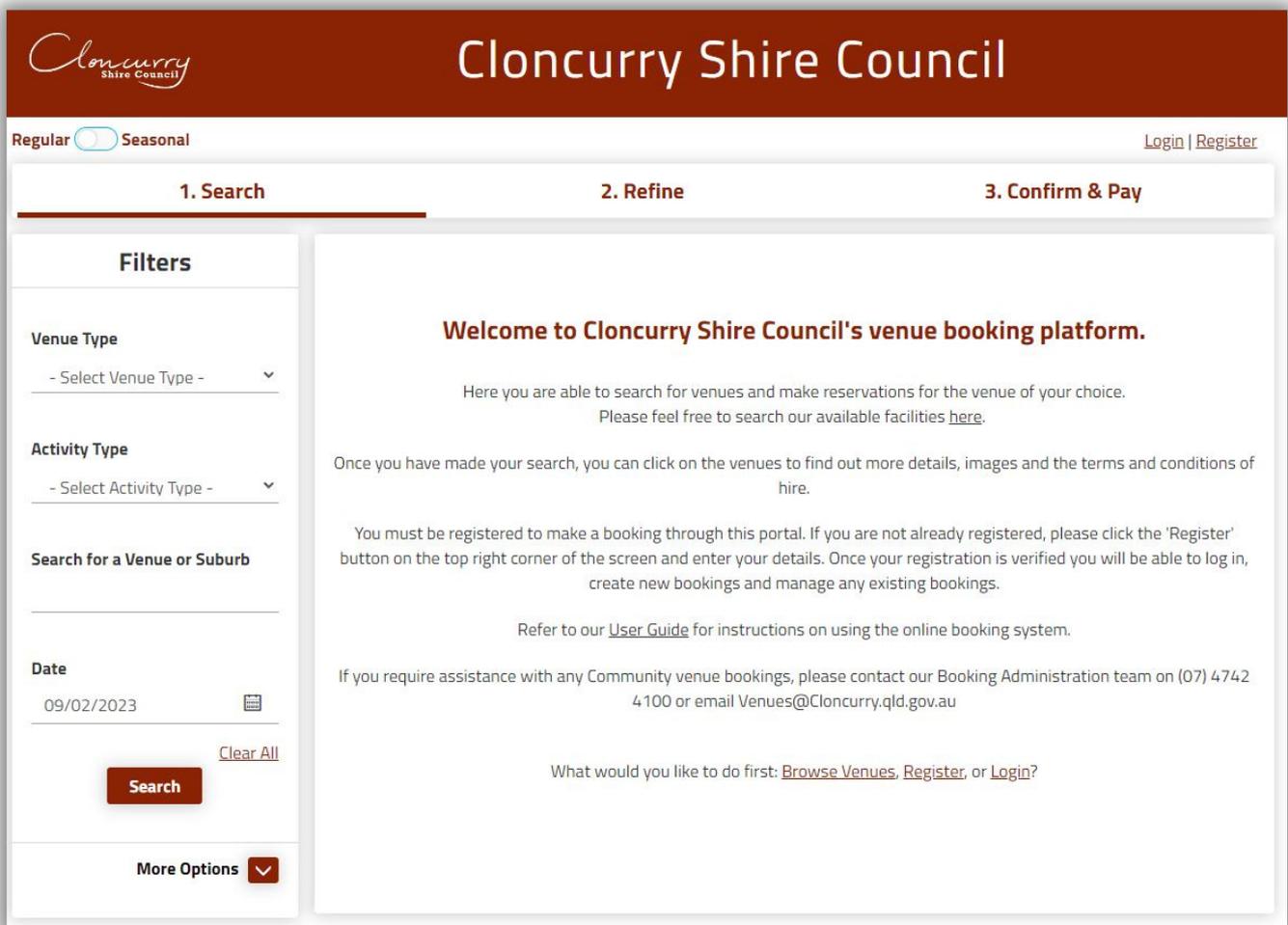
SELECT CHECKOUT AT THE BOTTOM OF THE SCREEN TO COMPLETE PAYMENT.

Checkout >

MAKE A MULTIPLE DAY BOOKING

Please be advised Cloncurry Shire Council requires a minimum of 5 days' notice for all bookings.

- 1 ENTER THE LANDING PAGE AT BOOKABLE.



Cloncurry Shire Council

Regular Seasonal [Login](#) | [Register](#)

1. Search **2. Refine** **3. Confirm & Pay**

Filters

Venue Type
- Select Venue Type -

Activity Type
- Select Activity Type -

Search for a Venue or Suburb

Date
09/02/2023

[Clear All](#)

Search

More Options

Welcome to Cloncurry Shire Council's venue booking platform.

Here you are able to search for venues and make reservations for the venue of your choice. Please feel free to search our available facilities [here](#).

Once you have made your search, you can click on the venues to find out more details, images and the terms and conditions of hire.

You must be registered to make a booking through this portal. If you are not already registered, please click the 'Register' button on the top right corner of the screen and enter your details. Once your registration is verified you will be able to log in, create new bookings and manage any existing bookings.

Refer to our [User Guide](#) for instructions on using the online booking system.

If you require assistance with any Community venue bookings, please contact our Booking Administration team on (07) 4742 4100 or email Venues@Cloncurry.qld.gov.au

What would you like to do first: [Browse Venues](#), [Register](#), or [Login](#)?

- 2 SELECT LOGIN AT THE TOP OF THE PAGE.

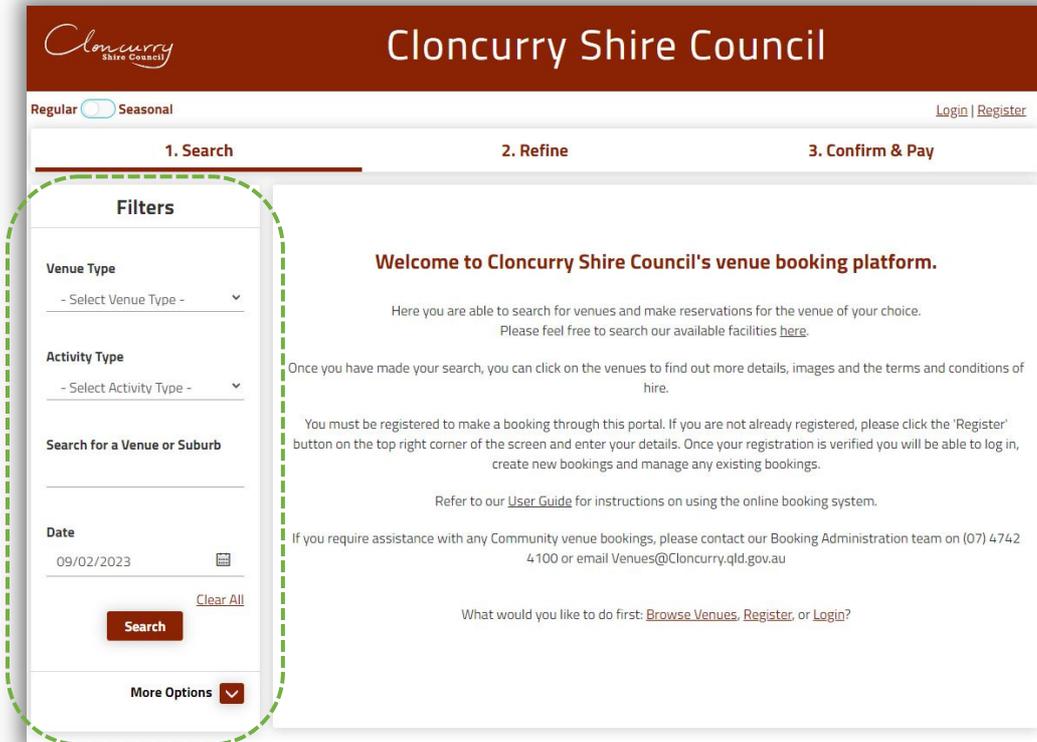


Cloncurry Shire Council

Regular Seasonal [Login](#) | [Register](#)

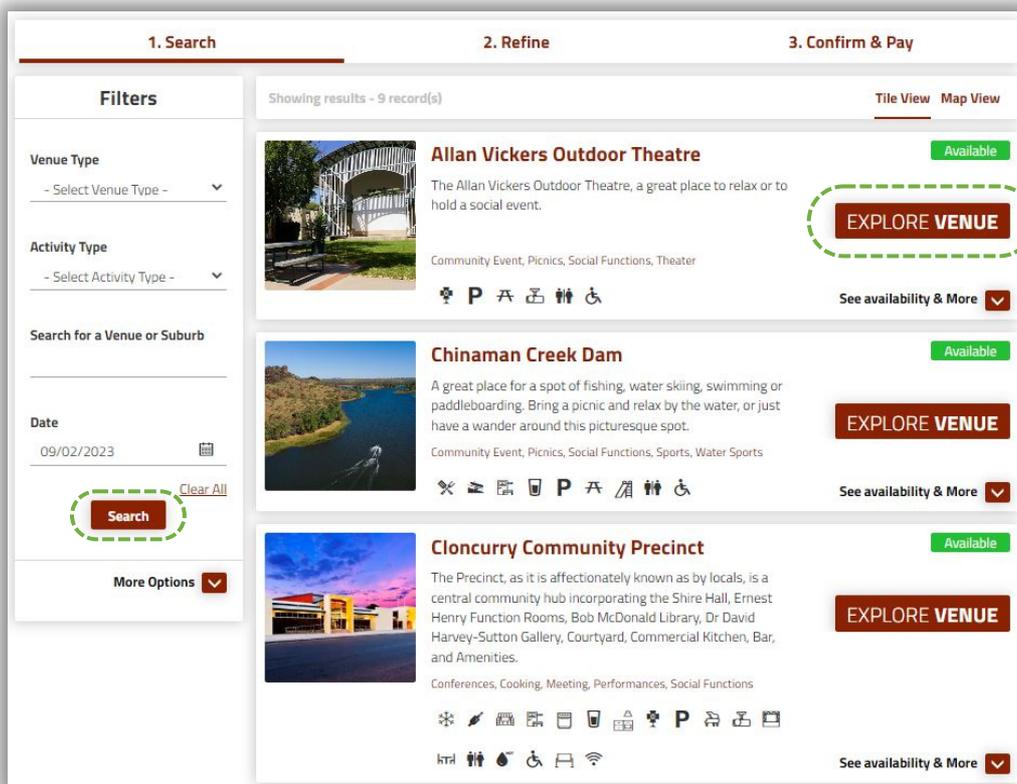
3

USE THE FILTERS ON THE LEFT-HAND SIDE TO SEARCH BY VENUE TYPE, ACTIVITY TYPE, VENUE NAME OR AVAILABLE DATE.



4

SELECT SEARCH AND ALL MATCHING VENUES WILL BE POPULATED.



5

SELECT EXPLORE VENUE TO VIEW AVAILABILITY.

6

SELECT BOOK VENUE ONCE YOU HAVE DECIDED ON YOUR VENUE.

BOOK VENUE

7

COMPLETE THE REQUIRED BOOKING INFORMATION.

Booking Refinement

1. **Booking Overview** To start your booking, add a Name for the Booking, choose your purpose and login if you are registered

Booking Name: * (150 characters)
Example: "Dance Classes" or "Sports training"

Attendee Numbers: *
Attendee Numbers

Included Dates
Thursday 09/02/2023

Purpose: *
Purpose

Customer:
Guest

+ Additional Information

2. **Booking Items** Add the items you wish to book, then choose the duration of your booking.

09/02/2023 📅 Create Repeat/Add Date

Bookable Items *	From	To
Please select an item	09 : 00	10 : 00

8

ADD ADDITIONAL BOOKING ITEMS, TIMES AND DATES IF REQUIRED.

Add Booking Item

Cloncurry Community Precinct

Daily View | Weekly view | Monthly view

Fri Feb 10, 2023

Clash My booking Current Reserved Booked Buffer Available Closed Closure

Cloncurry Community Precinct	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Community Kitchen and Bar	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Community Bar	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Community Kitchen	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Courtyard	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Ernest Henry Mining Function Rooms	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM

9

SELECT REPEAT/ ADD DATE AND CLICK OK

Create Repeat/Add Date

Create Repeat

or

Add Date(s)

Repeat:

Never

OK

Cancel

DAILY

Consecutive Days.

WEEKLY

Select which day you wish to repeat the booking for and for how many weeks. Multiple days can be selected.

MONTHLY

You can select the day each month or alternatively you can select a sequence such as the 1st Sunday of each month for 6 months.

Seen within the booking refinement. The repeated dates are showing on the booking screen. If you have made a mistake, delete the date(s) by clicking on the Bin icon next to the date.

10 COMPLETE THE REQUIRED BOOKING INFORMATION.

11 SELECT CHECKOUT TO CONTINUE TO THE NEXT STAGE OF THE BOOKING.



Checkout >

12 REVIEW YOUR BOOKING INFORMATION AND SCROLL TO THE BOTTOM AND SELECT CHECKOUT.



Checkout >

13 IF PROMPTED, ACCEPT HOLIDAY DATES THAT FALL WITHIN YOUR BOOKING REQUEST. IF YOU HAVE SELECTED A SCHOOL HOLIDAY DATE IN ERROR, SELECT DELETE.

Holiday Dates

The following dates included in your booking fall on holiday dates. Please delete the dates you wish to remove from your booking or click 'Accept' to proceed:

Date	Holiday Name	Delete
09/04/2023	Easter Sunday	<input type="checkbox"/>

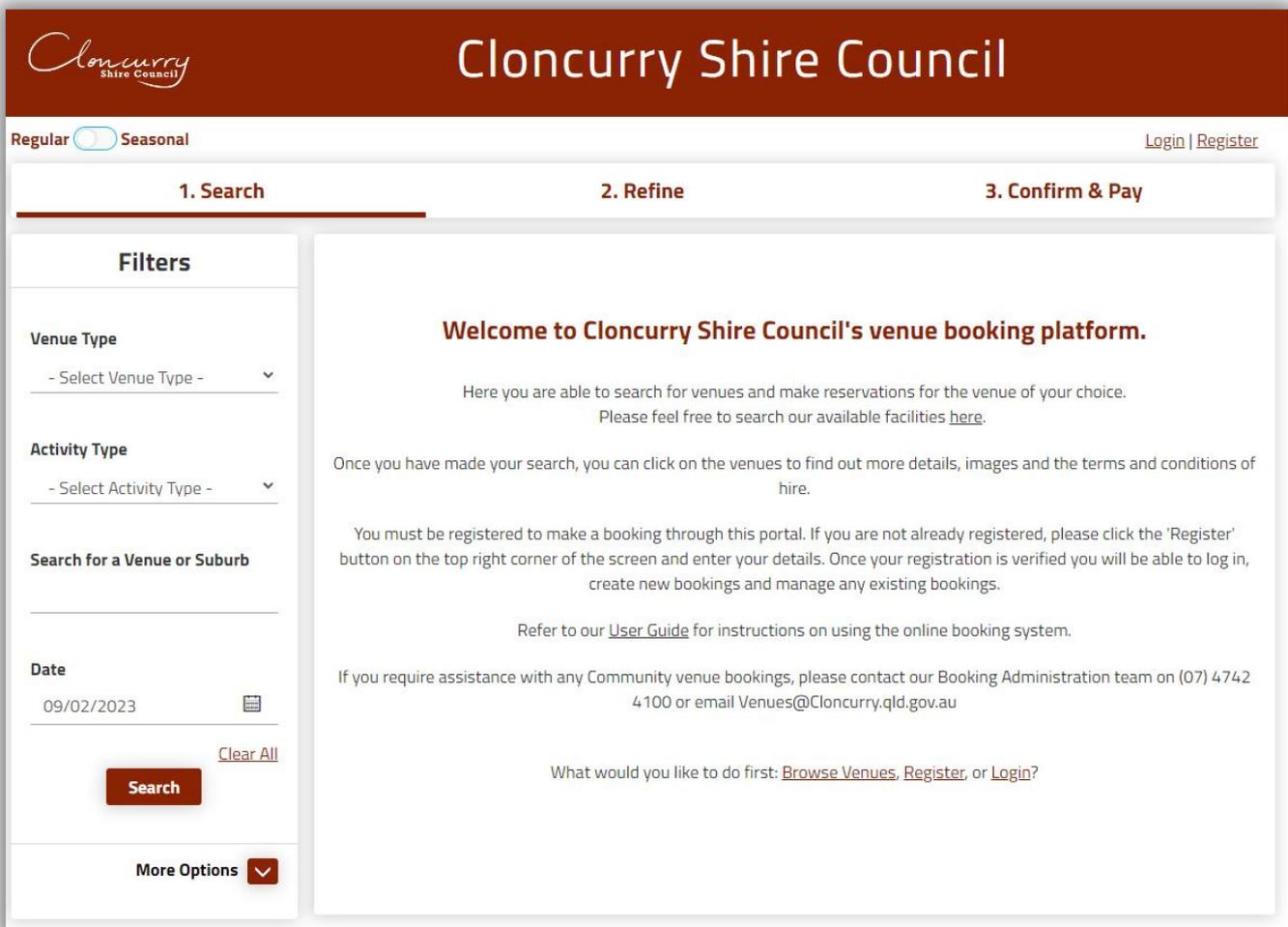
Cancel

Accept Holiday Dates

14 ADD ADDITIONAL BOOKING ITEMS, TIMES AND DATES IF REQUIRED.

AMEND A BOOKING

- 1 ENTER THE LANDING PAGE AT BOOKABLE.



- 2 SELECT LOGIN AT THE TOP OF THE PAGE.



3

ONCE LOGGED IN, SELECT MY ACCOUNT.



4

SELECT YOUR BOOKING LINK UNDER THE BOOKING NAME.

My Account

My Bookings My Details My Transactions

My Bookings Outstanding: **\$1,281.80** [Add Payment](#)

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
27	MEETING	Cloncurry Community Precinct	Cloncurry Community Precinct	09/Apr/23	10/Feb/23	\$1,281.80	Tentative ⋮

5

SCROLL TO THE BOTTOM OF THE PAGE AND SELECT THE EDIT BUTTON NEXT TO THE DATE OF THE BOOKING YOU WISH TO AMEND.

09 April 2023 Sunday ✎

Booking Breakdown

Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Cloncurry Community Precinct	09:00 AM	05:00 PM	Days	1	\$1,281.80	\$1,281.80	\$0.00

6

FROM THIS PAGE YOU CAN CHANGE THE DATE, ADD A DATE, OR ADD A BOOKABLE ITEM TO YOUR BOOKING.

Booking : 09 April 2023 Sunday

Date **Attendee Numbers:**

09/04/2023 20

[+ Add Date to Booking](#)

Bonds Current \$ New \$ Change \$ Payable/Refundable

No bonds.

Additions Current \$ New \$ Change \$ Payable/Refundable

No additions.

Item	Date	Before	From	To	After	Units	Delete
Cloncurry Community Precinct	09/04/2023	15 mins	09 : 00	17 : 00	15 mins		

[Add Resource](#)

[Add Bookable Item](#)

■ Clash
 ■ Overbooked
 ■ Current
 ■ Reserved
 ■ Booked
 ■ Available
 ■ Closed
 ■ Closure

Cloncurry Community Precinct - Apr 9, 2023

12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
------	-----	-----	-----	-----	-----	-----	-----	-----	-----	------	------	------	-----	-----	-----	-----	-----	-----	-----	-----	-----	------	------

[Show all venue items](#)

7

ONCE YOU HAVE MADE YOUR AMENDMENT, SELECT SAVE.



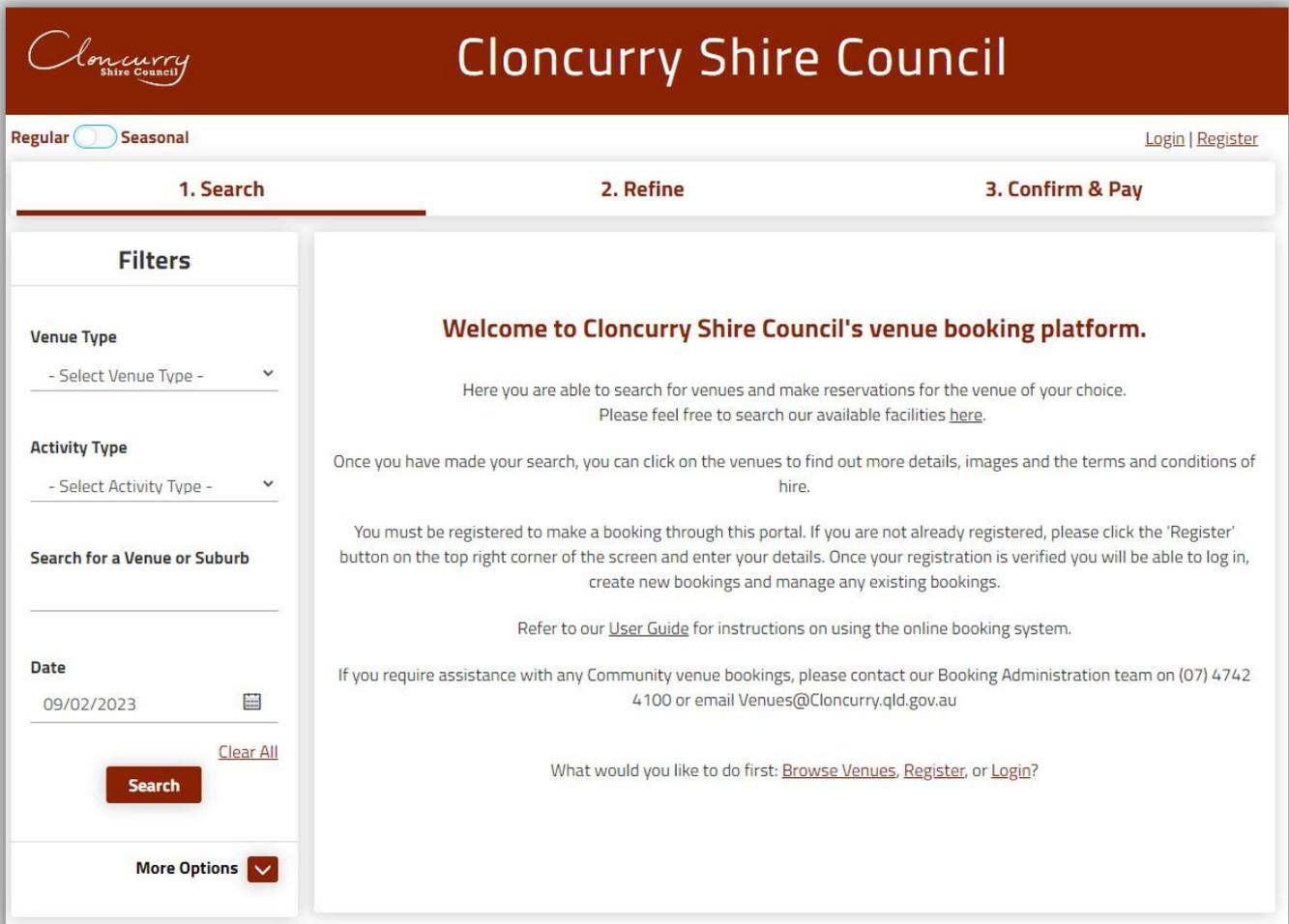
Please be advised all new registrations are required to be verified by Council before being able to log in and make a booking.

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MAKE A PAYMENT

1

ENTER THE LANDING PAGE AT BOOKABLE.



2

SELECT LOGIN AT THE TOP OF THE PAGE.



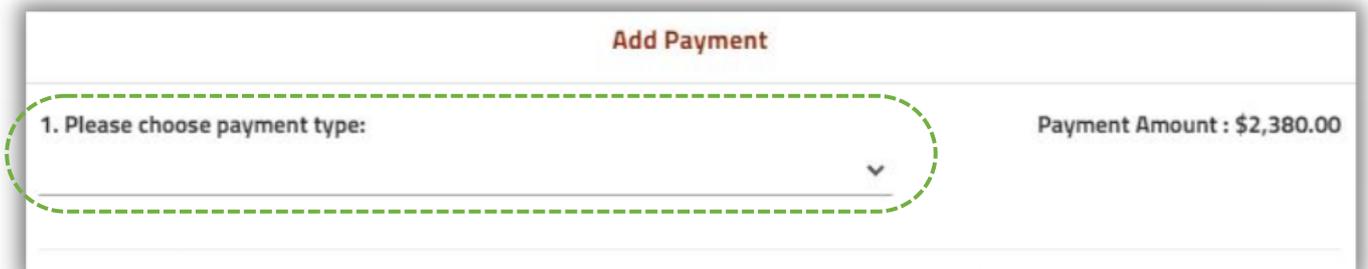
3 ONCE LOGGED IN, SELECT MY ACCOUNT.



4 SELECT ADD PAYMENT.



5 CHOOSE YOUR PAYMENT TYPE FROM THE DROP DOWN OPTIONS, THEN SELECT VISA OR MASTERCARD IF PAYING BY CREDIT CARD.



6

SELECT THE INVOICE YOU WISH TO PAY, OR SELECT PAY TO PAY ALL INVOICES

Add Payment

1. Please choose payment type: Payment Amount : \$2,380.00

Booking 81 - Community and Business Information Sessions (Amount Due: \$2,380.00) Pay

Invoice	Outstanding	Due Date	Amount	Payment
<input checked="" type="checkbox"/> INV-68 [INVOICE] Cloncurry Community Precinct Shire Hall 28/03/2023 12:00 to 29/03/2023 00:00	\$695.00	07/03/2023	\$695.00	695
<input checked="" type="checkbox"/> INV-68 [INVOICE] Cloncurry Community Precinct Urn 20L / 30L 28/03/2023 12:00 to 29/03/2023 00:00	\$20.00	07/03/2023	\$20.00	20
<input checked="" type="checkbox"/> INV-68 [INVOICE] Cloncurry Community Precinct Black Tablecloth 28/03/2023 12:00 to 29/03/2023 00:00	\$110.00	07/03/2023	\$110.00	110

7

IF YOU WANT TO PAY A PORTION OF THE INVOICE, EDIT THE AMOUNT UNDER PAYMENT.

Booking 81 - Community and Business Information Sessions (Amount Due: \$2,380.00) Pay

Invoice	Outstanding	Due Date	Amount	Payment
<input checked="" type="checkbox"/> INV-68 [INVOICE] Cloncurry Community Precinct Shire Hall 28/03/2023 12:00 to 29/03/2023 00:00	\$695.00	07/03/2023	\$695.00	695

8

SELECT CHECKOUT.

Checkout >

9

ENTER YOUR PAYMENT DETAILS, SELECT THE RECAPTCHA AND SELECT SUBMIT.

Please input credit card details

Total Amount:
\$560.00

Card Type:
 VISA

Card Number:
Card Number

Card Holder Name:
Cardholder Name

CVV:
CVV

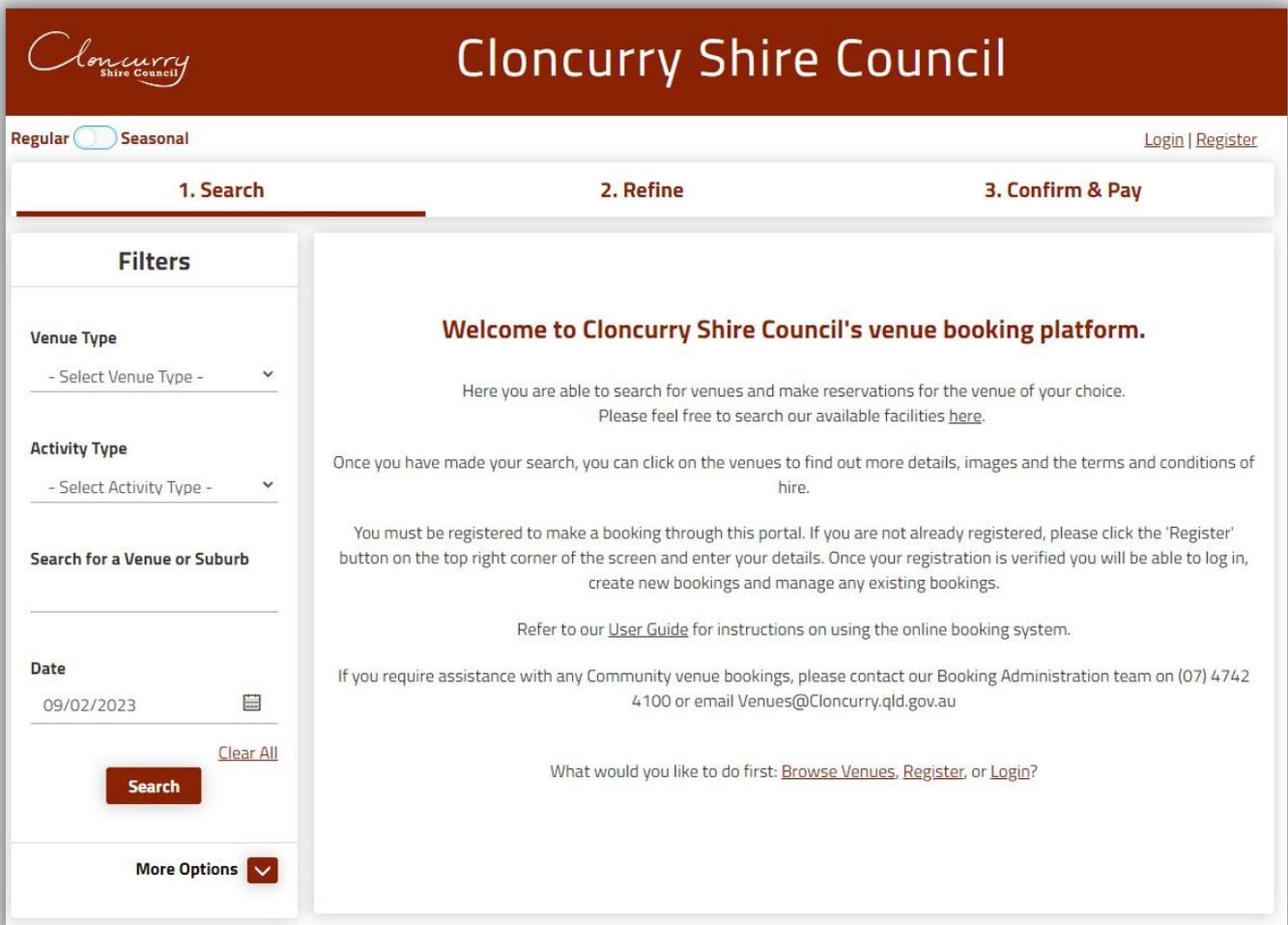
Expiry:
MM/YY

I'm not a robot 
reCAPTCHA
Privacy - Terms

DOWNLOAD YOUR INVOICE

1

ENTER THE LANDING PAGE AT BOOKABLE.



Cloncurry Shire Council

Regular Seasonal [Login](#) | [Register](#)

1. Search **2. Refine** **3. Confirm & Pay**

Filters

Venue Type
- Select Venue Type -

Activity Type
- Select Activity Type -

Search for a Venue or Suburb

Date
09/02/2023

[Clear All](#)

Search

More Options

Welcome to Cloncurry Shire Council's venue booking platform.

Here you are able to search for venues and make reservations for the venue of your choice. Please feel free to search our available facilities [here](#).

Once you have made your search, you can click on the venues to find out more details, images and the terms and conditions of hire.

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2

SELECT LOGIN AT THE TOP OF THE PAGE.



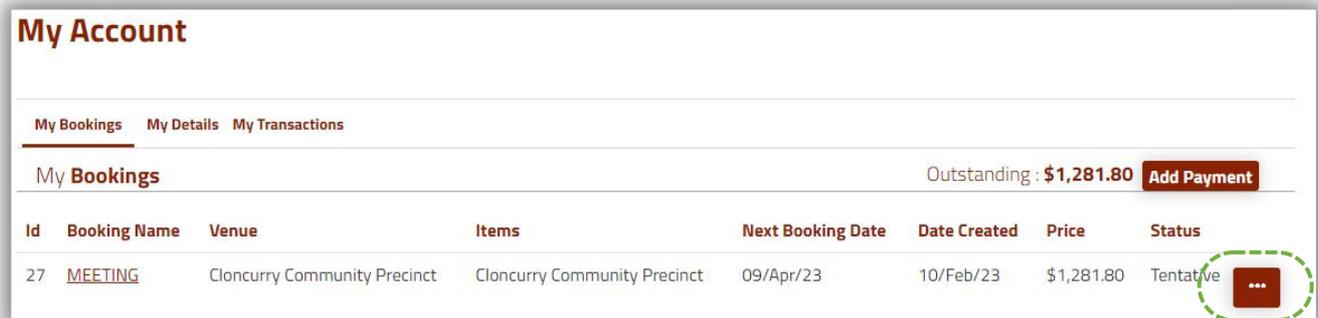
Cloncurry Shire Council

Regular Seasonal [Login](#) | [Register](#)

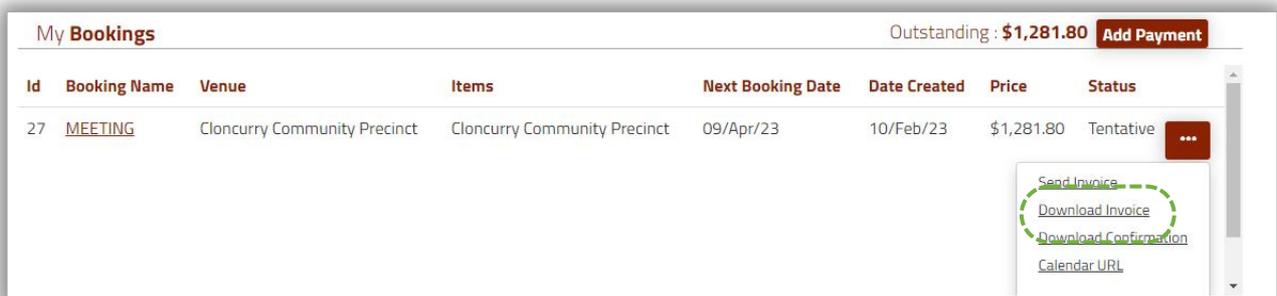
3 ONCE LOGGED IN, SELECT MY ACCOUNT.



4 SELECT THE THREE DOTS NEXT TO YOUR BOOKING.



5 SELECT DOWNLOAD INVOICE TO DOWNLOAD A PDF VERSION TO YOUR COMPUTER



FREQUENTLY ASKED QUESTIONS

1

I HAVE FORGOTTEN MY PASSWORD - HOW DO I RESET IT?

Select Forgot Password on the Login page and follow the prompts. You can also follow the instructions on Page 3; 'Logging In (Existing User)'.

2

HAVE FORGOTTEN THE EMAIL ADDRESS FOR MY LOGIN - HOW DO I FIND IT?

If you have recently held a booking with Cloncurry Shire Council, you may have already received emails from the Booking System to your user login email address. If you are still unsure of which email address has been used, please contact the Facilities Team at venues@cloncurry.qld.gov.au or (07) 4742 4100.

3

I HAVE CREATED AN ADDITIONAL USER TO THE ONE CLONCURRY SHIRE COUNCIL HAS REGISTERED FOR ME - WHAT DO I DO?

The user email address is a unique identifier for all customers and we recommend one email address and user for all bookings. Please contact the Facilities Team at venues@cloncurry.qld.gov.au or (07) 4742 4100.

4

HOW DO I UPDATE MY CONTACT DETAILS?

Once logged in, select My Account at the top of the page, then select My Details. Here you can update your contact details as required.

5

HOW DO I ADD AN ADDITIONAL CONTACT TO RECEIVE CONFIRMATION EMAILS AND INVOICES?

Once logged in, select My Account at the top of the page, then select your booking link under the Booking Name.

Select Add Manual Contact at the bottom of your booking details.

Enter the contact details name, email address and mobile number (if applicable) and select Add Contact.

FREQUENTLY ASKED QUESTIONS CONT.

6

CAN I CANCEL MY BOOKING?

Once logged in, select My Account at the top of the page, then select your booking link under the Booking Name.

Click Cancel Entire Booking.

Please note, in accordance with our Terms and Conditions, Cloncurry Shire Council requires fourteen days notice for all cancellations. You may be subject to a cancellation fee upon cancelling your booking. Please refer to the adopted fees and charges on Council's website for more information.

7

I HAVE RECEIVED AN EMAIL FROM BOOKABLE REQUESTING PAYMENT FOR THE FULL AMOUNT OF MY BOOKING. HOW DO I MAKE A PART PAYMENT?

Payment reminder emails are automatically generated and sent to your email address. Select the first link in the email and you will be taken to your account. You will then be able to select the amount you wish to pay.

The second link in the email will take you to your booking which requests the amount in full.

8

WHAT PAYMENT METHODS ARE AVAILABLE?

Online Card (PAYWAY) is the preferred method, which accepts both debit and credit, Visa and Mastercard.

We are also accepting cash, and eftpos in person at Cloncurry Shire Council Administration Building, located at 38-46 Daintree Street, Cloncurry.

9

WHO CAN I CONTACT FOR ASSISTANCE?

Council's Facilities Team at venues@cloncurry.qld.gov.au or (07) 4742 4100 or email Council@cloncurry.qld.gov.au.

For after hours security matters, contact Cloncurry Shire Council's after hours team on (07) 4742 4100.

BOOKABLE

Facility and Recreational Booking



(07) 4742 4100

38-46 Daintree Street, Cloncurry QLD 4824

PO Box 3, Cloncurry QLD 4824

www.cloncurry.qld.gov.au

council@cloncurry.qld.gov.au