



Bookable

Venues and Sportsgrounds Website Tutorial

TIMARU DISTRICT COUNCIL
2 KING GEORGE PLACE, TIMARU 7910
PHONE: 03 687 7200
EMAIL: BOOKINGS@TIMDC.GOV.NZ

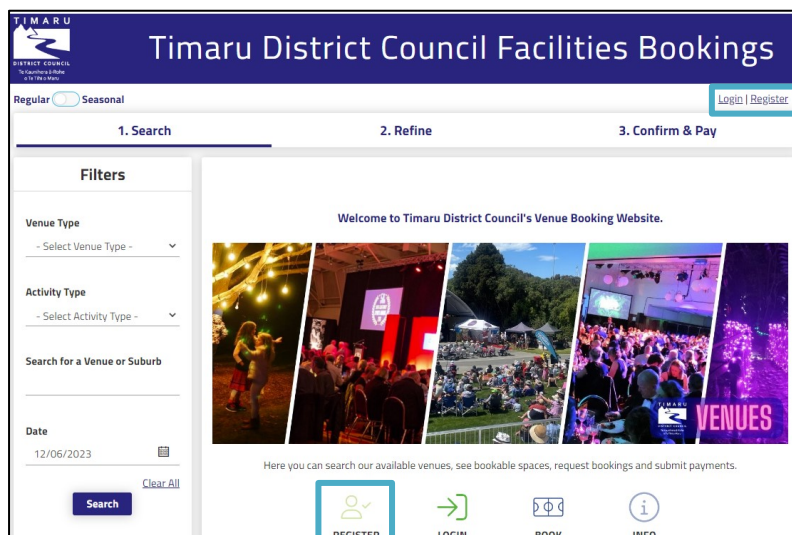
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Register (new user) for an account


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 the **Register icon** or choose **Register** at the top righthand corner of the page.



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


Please complete the below registration form to access the Timaru District 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 


Please choose one of the following 

3. If it's for an organisation, enter the organisation's contact details.
4. Select the customer type that will be applicable to the organisation, from one of the following categories:
 - a. Community Group
 - b. Funeral Director
 - c. Organisation/commercial
 - d. Registered not for profit/Charities Incorporated Societies.
 - e. Schools
 - f. Sporting Clubs & Associations
5. Complete the required registration and contact detail fields.

Please complete the below registration form to access the Timaru District 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 

Organisation

Organisation Details 


Bookable Test

00712121212

Test Street

Timaru Central


7910

Create Account 

Copy Organisation Email Address

Test.Bookable@timd.c.govt.nz

Show Password Show Password

Primary User Personal Details 


Copy Organisation Contact Details

00712121212

Test Street

Timaru


7910

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.
Public Liability Insurance

[Select Files](#)

- Any required documents, for example, Public Liability Insurance or Certificate of incorporation for Non-Profit organisation can be loaded at the time of registration or on a later date.

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](#)

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

[Select Files](#)

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

- Select [Create Account](#) to complete the registration.

[Create Account](#)

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

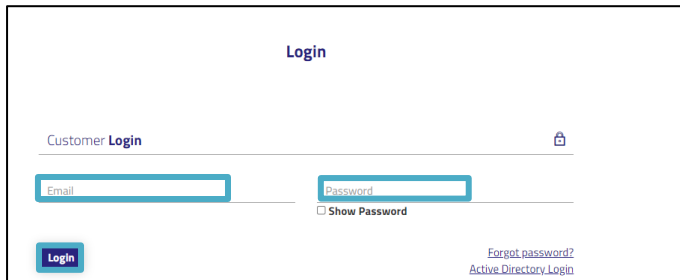
Login to your account

Once you have registered for an account in Bookable you can log in either by clicking on the icon on the home page or by clicking [Login](#) at the top right-hand corner.

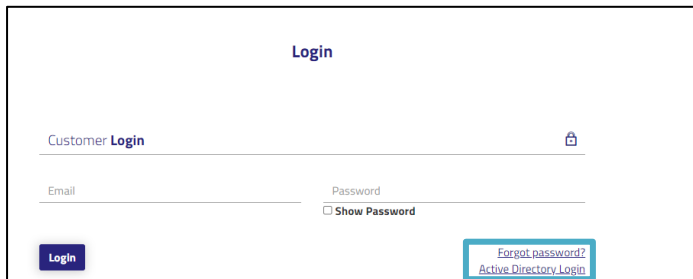
1. Click on [login](#)



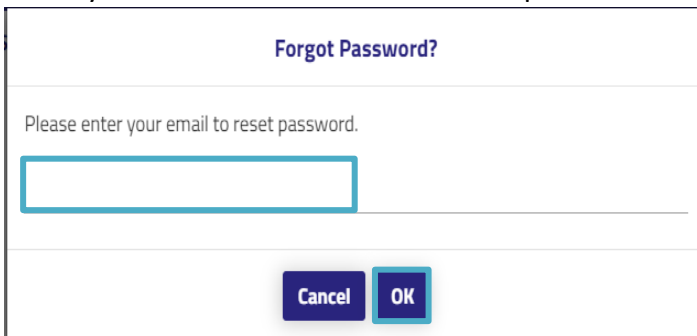
2. Enter your email address and password.



3. Click on [Login](#).
4. If you do forget your password, click on [Forgot Password](#). This is at the bottom righthand corner, and it will send you an email to reset your password.



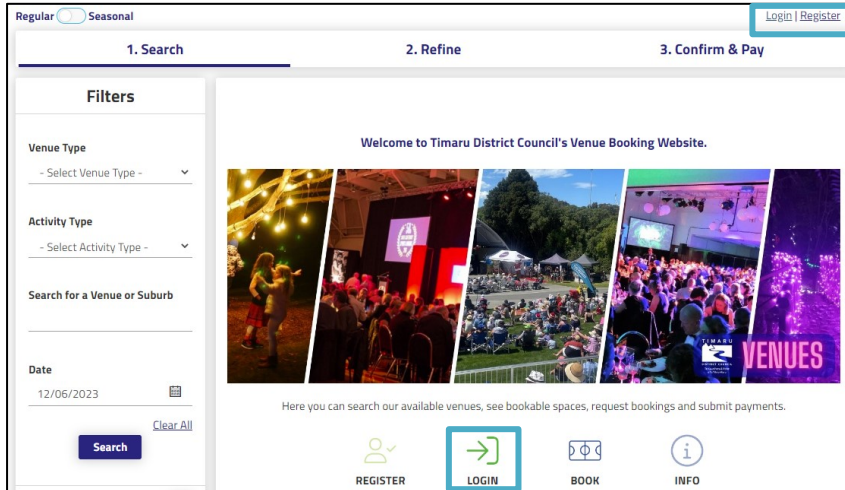
5. Enter your email address to reset the password and click on [Ok](#).



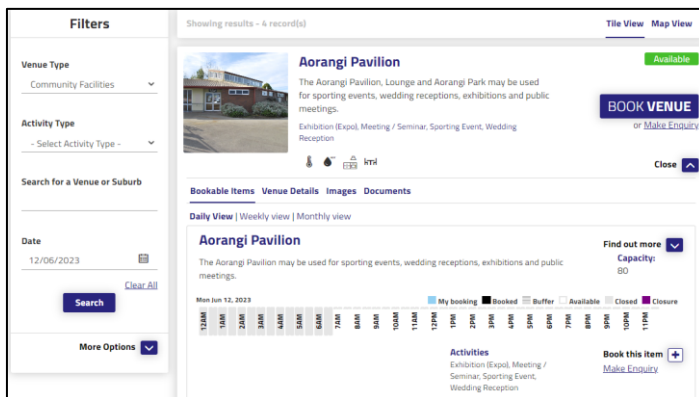
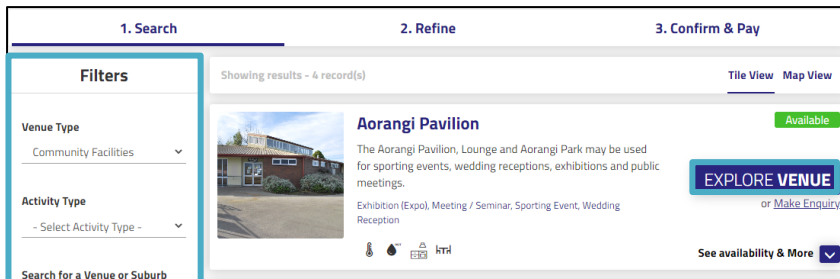
6. You can now go in and make your booking.

Check availability and venue description for a venue, park or sportsground

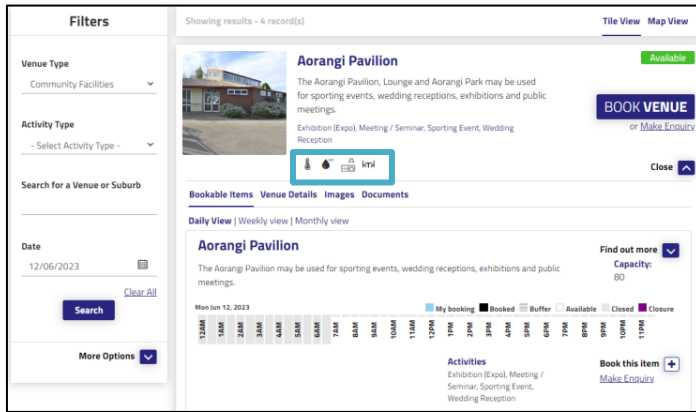
1. To check availability and the venue description first log into your **Account** by clicking on **Login**.



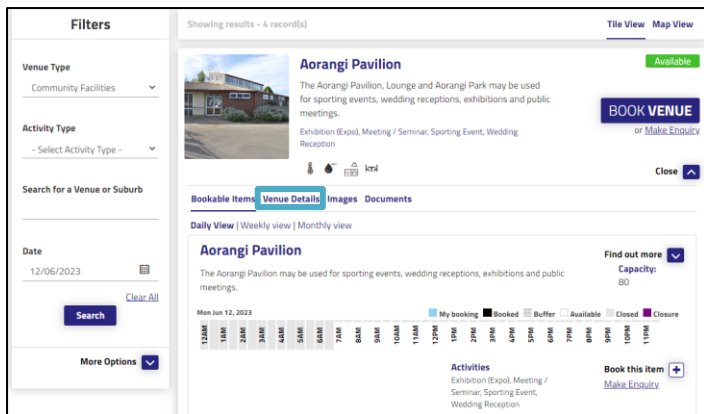
2. Use the side navigation on the lefthand side to filter by venue type, by activity type, by searching the venue or by searching for the date that you would like to book. Once you have found the venue, click on **Explore Venue**.



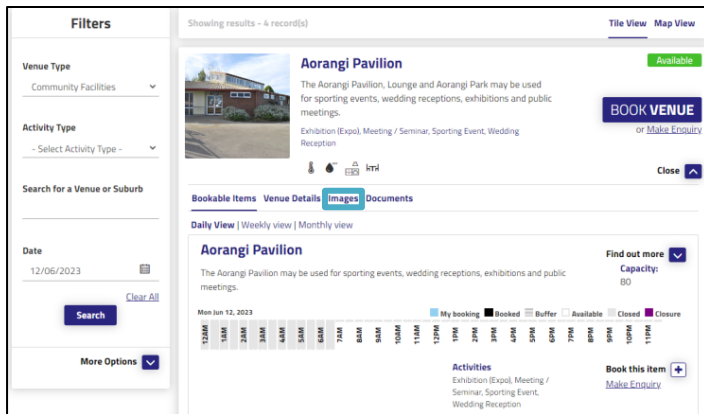
3. The icons underneath the venue summary indicate the facilities that are at each venue eg. changing rooms, kitchen facilities and heating etc.



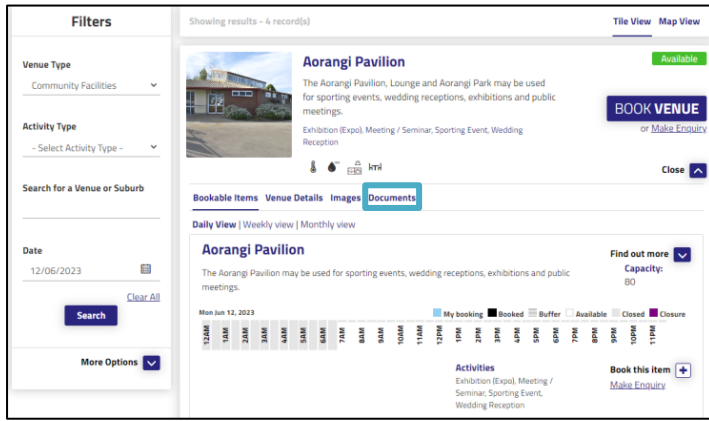
4. Click on **venue details** to view more about the venue and this will show you the address, contact details and the hours of operation.



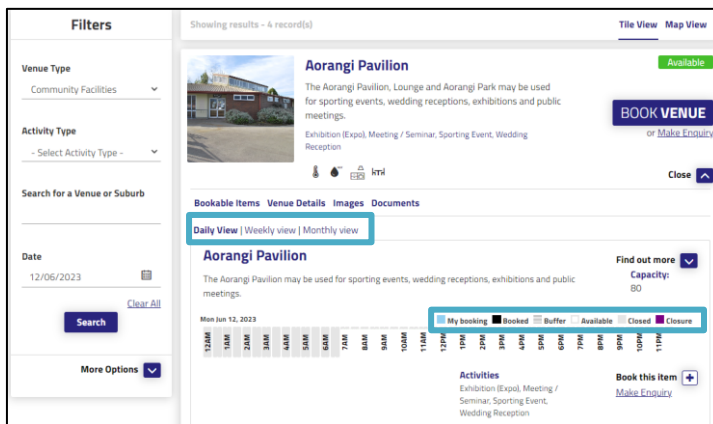
5. Click on **images** to see pictures of the venue.



6. Click on **documents** to see things like Health and Safety Brochures, Zero waste documents.



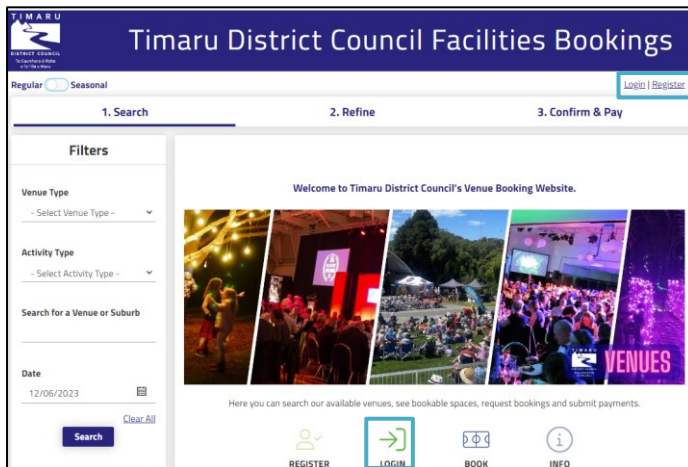
- To check if the facility is available on the date you would like to book you can either view it by daily, weekly, or monthly view. If it is available, it will be white however if it is booked or tentatively booked it will be greyed out.



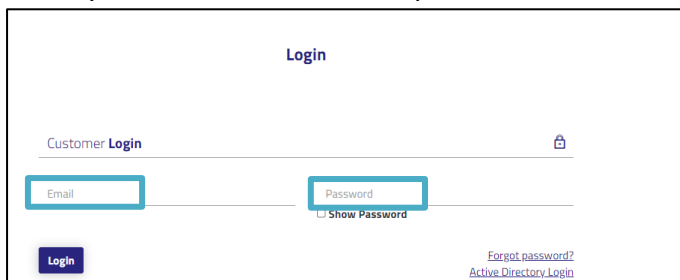
Make a booking

Please be advised Timaru District Council has a minimum notice requirement of 7 days. However, when alcohol is involved, a notice of 25 days is required.

1. Click on **login**.



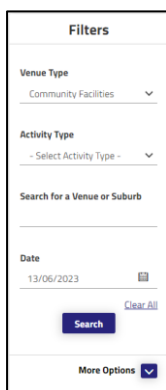
2. Enter your email address and password and click on Login.



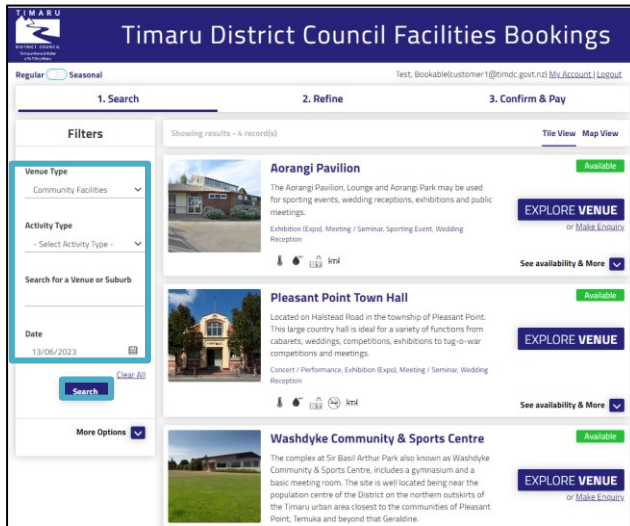
3. You will now be logged into your account and this is displayed at the top of the screen.



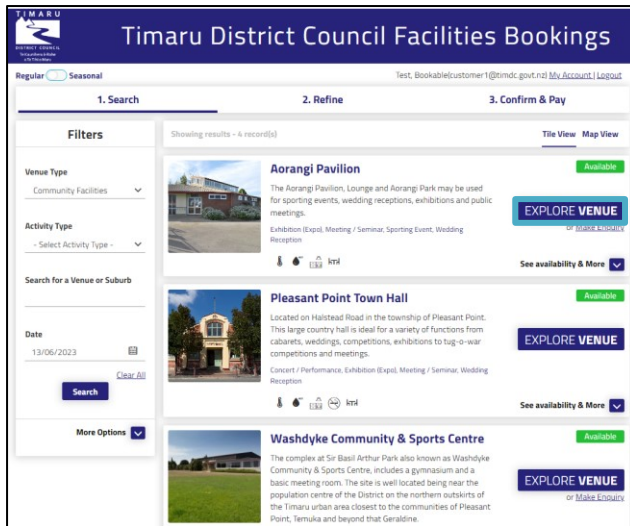
4. Use the filters on the left-hand side to search by venue type, activity type, venue name or available date.



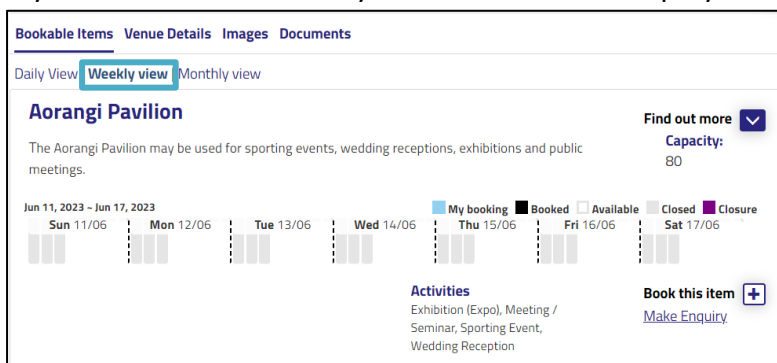
5. Select **Search** and all matching venues will be populated.



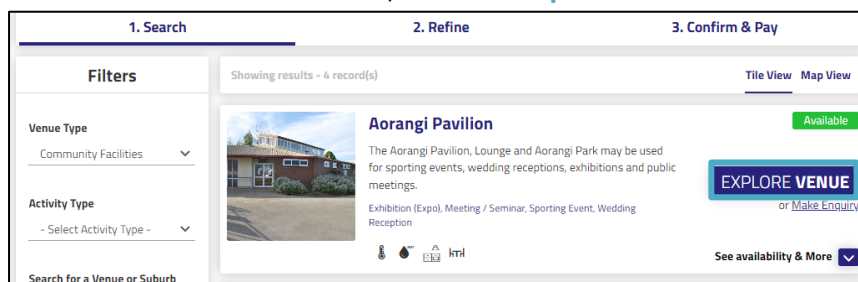
6. Select **Explore Venue** and then bookable items to view availability, this can be viewed, “Daily View”, “Weekly View”, “Monthly View”.



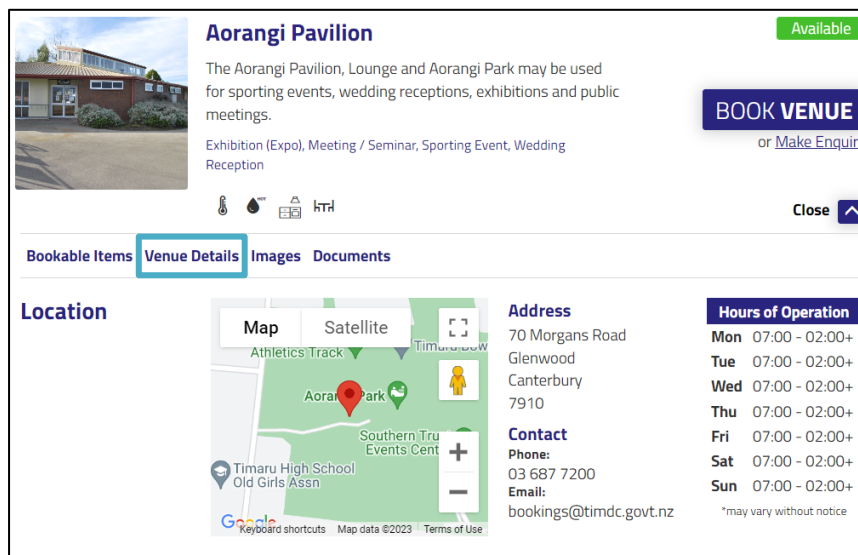
7. If you click on the “Weekly view” this will be displayed as per below.



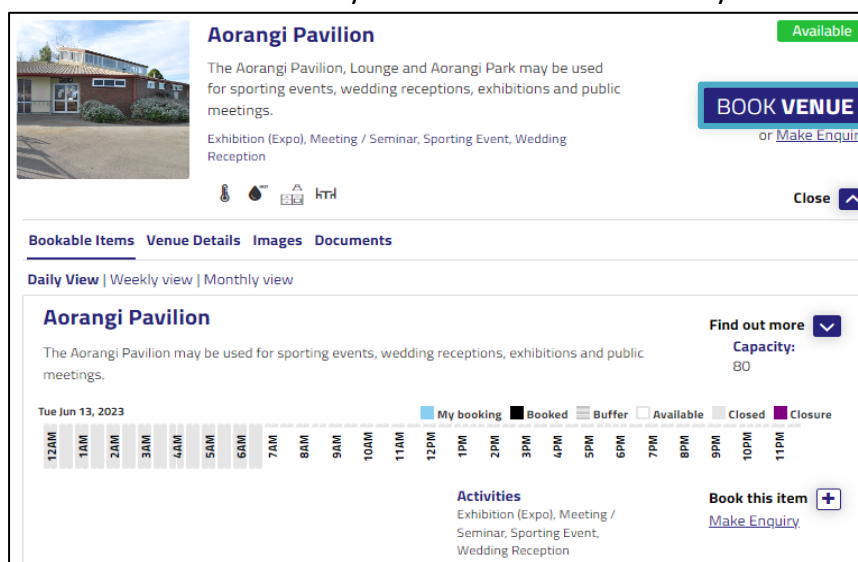
8. To check for available dates, click on **Explore Venue**.



9. Click on **Venue Details** to see the **Venue Description, Hours of Operation, Activities, and Facilities**.




10. Select **Book Venue** once you have found the venue you would like to book.



11. You can also click on the time grid and it will take you straight into the **Booking Refinement** page.

Aorangi Pavilion

The Aorangi Pavilion may be used for sporting events, wedding receptions, exhibitions and public meetings.

Find out more 


Capacity: 80

Tue Jun 13, 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

My booking Booked Buffer Available Closed Closure

Activities
Exhibition (Expo), Meeting / Seminar, Sporting Event, Wedding Reception

Book this item 
[Make Enquiry](#)

- 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.
- Click on **Purpose** and from the drop down select the applicable setting.

1. Search 2. Refine 3. Confirm & Pay

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: * (10/150 characters)
Conference

Attendee Numbers: *
42

Included Dates
Monday 12/06/2023



Purpose: *
(STANDARD) Hire without Alcohol

Customer:
Guest

[+ Additional Information](#)


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

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

12/06/2023   Create Repeat/Add Date

Bookable Items * From To

Aorangi Pavilion 09 : 00 15 : 00

 Add Booking Item



Aorangi Pavilion

Daily View | Weekly view | Monthly view

Man Jun 12, 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

My booking Current Reserve Booked Buffer Available Closed Closure

 New Search  Checkout

Instructions Regular Seasonal Test, Bookablecustomer1@tmdc.govt.nz | My Account | Logout

1. Search 2. Refine 3. Confirm & Pay

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: * (12/150 characters)
Sports Class

Attendee Numbers: *
22



Included Dates
Saturday 09/09/2023

Purpose: *
(STANDARD) Hire with Alcohol

Customer:
Bookable Test


[+ Additional Information](#)

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

09/09/2023   Create Repeat/Add Date

Bookable Items * From To

Aorangi Pavilion 09 : 00 15 : 00

 Add Booking Item



Aorangi Pavilion

Daily View | Weekly view | Monthly view

Sat Sep 09, 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

Clash My booking Current Reserved Booked Buffer Available Closed Closure

 New Search  Checkout

15. Add additional 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: * (12/150 characters) Attendee Numbers: * Included Dates
Sports Class 22 Friday 08/09/2023

Purpose: * Customer:
(STANDARD) Hire without Alcohol Bookable Test

[+ Additional 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: * (12/150 characters) Attendee Numbers: * Included Dates
Sports Class 22 Friday 16/06/2023

Purpose: * Customer:
(STANDARD) Hire with Alcohol Bookable Test

Description: (1000 characters) Special Requirements: (1000 characters)
Description (Optional) Special Requirements (Optional)

16. Check that all your details are correct.

17. Click on **Checkout**.

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

16/09/2023 Create Repeat/Add Date

Bookable Items * From To
Aorangi Pavilion 09 : 30 15 : 30

[Add Booking Item](#)

Aorangi Pavilion Daily View | Weekly view | Monthly view

Aorangi Pavilion Sat Sep 16, 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

Clash My booking Current Reserved Booked Buffer Available Closed Closure

[New Search](#) [Checkout](#)

18. This will take you into the **Confirm** screen. All bonds will be required to be paid one month prior to the event.

[Instructions](#) Test, Bookable(customer1@timdc.govt.nz) [My Account](#) | [Logout](#)

1. Search 2. Refine [3. Confirm & Pay](#)

Booking Details **Booking Status: Temporary**

Home

Booking **Overview** [Pricing Summary](#)

Venue: Customer:

19. For bookings where Alcohol has been selected and Amusement devices, you will need to complete the Health & Safety Plan. Once completed you can upload it.

Required Documents

The document(s) specified below are required for your booking to be assessed. The maximum file size is 30MB per file.

Please Complete Health & Safety Plan for any bookings where there will be alcohol, Inflatables, Amusement Devices and large events - [Visit Page](#) *

Upload Document

- No documents uploaded.

20. You can also upload any other documents if required.

Other Documents

Only use this option to upload additional documents that are NOT specified in the 'Required Documents' panel

- No documents uploaded.

Upload Document

21. A booking breakdown will appear at the bottom of the screen.

Booking Breakdown							
09 September 2023 Saturday							
Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Aorangi Pavilion	09:00 AM	03:00 PM	Hours	6	\$22.00	\$132.00	\$17.22

22. You can add additional contacts for booking notifications about your event.

Add contacts for booking notifications

If you would like others to be notified about certain updates to this booking, please add those contacts here.

Add Existing Contact
Add Manual Contact

Delete
Modify
Print Quote
Complete

23. Click on **Complete**.

Required Documents

The document(s) specified below are required for your booking to be assessed. The maximum file size is 30MB per file.

Completed Health & Safety Plan - [Visit Page](#) *

Upload Document

- No documents uploaded.

Other Documents

Only use this option to upload additional documents that are NOT specified in the 'Required Documents' panel

- No documents uploaded.

Upload Document

Booking Breakdown

08 September 2023 Friday

Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Aorangi Pavilion	09:00 AM	03:00 PM	Hours	6	\$22.00	\$132.00	\$17.22

Add contacts for booking notifications

If you would like others to be notified about certain updates to this booking, please add those contacts here.

Add Existing Contact
Add Manual Contact

Delete
Modify
Print Quote
Complete

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

Enter Checklist

Name
General Booking Checklist

Instruction
Please complete the following questions regarding this booking.

1. Are you hiring/bringing in lighting or sound equipment? * Yes No

2. Will anyone be working at heights? * Yes No

3. Does your event have more than 50 attendees (including organisers and staff)?
*For Health and Safety purposes, if your event has more than 50 attendees (including event organisers and staff), please list names and contact phone numbers for three additional people involved in the running of the event. ** Yes No

4. Please select your intended layout from the dropdown. For any selection requiring tables and chairs, you will be required to upload a layout/seating plan. * _____

5. 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 \$13.00. * 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 \$20.00 fee

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

25. 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](#)

- No documents uploaded.

Please Complete Health & Safety Plan - [Visit Page](#) * [Upload Document](#)

- No documents uploaded.

I have read and accept the Terms and Conditions.

[Continue](#)

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

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

28. At this stage in the process your booking status will be Tentative until the bookings team have confirmed your booking.

29. Once your booking is confirmed by the Bookings team, you will receive an email confirming the details along with a copy of the invoice.

Thank You!

Your booking is now submitted and a copy of your request has been sent to: customer1@timdc.govt.nz. Please note the status of your booking. Your booking is only confirmed when the status reflects Confirmed and you receive a confirmation email from council.

[Invoice/Receipt](#) [Duplicate Booking](#)
[Manage Booking](#) [Return to Search](#)

Amend a booking

1. To amend a booking ensure you have logged into your account and then choose **My Account** at the top righthand corner. Here you will see a list of all your bookings including what you've booked, your next booking date, the date it was created and the total price for that booking. You can also see the status of the 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, or add a bookable item to your booking.
6. Once you have made your amendment, select **Save**.
7. Please be aware that any additions if they have already been approved will be required to go for re-approval by the Council Bookings team.
8. Click **Done** at the bottom of the screen. Your booking will be submitted for approval.

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. Then click on **Create/Repeat/Add Date.**

3. Click on the drop down and select, Never, Daily Weekly or Monthly.

4. You can update the Frequency field and select the days that you would like the booking. You can also add in an end date for the booking.

Create Repeat/Add Date

[Create Repeat](#) or [Add Date\(s\)](#)

Repeat:
Weekly

Repeat every: 1 week(s)

Repeat on: Advanced Timing
 Sun Mon Tue Wed Thr Fri Sat

End:
 After occurrence(s)
 On 31/10/2023

OK **Cancel**

5. Click on **Advanced Timing** to select the days and times that you would like to create a repeat booking for.
6. You have the option to modify the frequency and select multiple days as well.
7. You can change the time on multiple days, for example, I want to start 12pm-2pm on a Monday but on a Friday from 8am-10am. You can either enter this after multiple occurrences or on a particular date.

Create Repeat/Add Date

[Create Repeat](#) or [Add Date\(s\)](#)

Repeat:
Weekly

Repeat every: 1 week(s)

Repeat on: **Advanced Timing**

Day	From	To
<input type="checkbox"/> Sunday		
<input checked="" type="checkbox"/> Monday	12 : 00	14 : 00
<input type="checkbox"/> Tuesday		
<input type="checkbox"/> Wednesday		
<input type="checkbox"/> Thursday		
<input checked="" type="checkbox"/> Friday	08 : 00	10 : 00
<input type="checkbox"/> Saturday		

End:
 After occurrence(s)
 On 31/10/2023

- Click on **Add Date**, select the **date** and click on **Add**. You can also change the times on this screen.

- Click **Ok** and you will see all the dates on the right-hand side.

- If you wish to delete one of those dates just click the **Delete** button and that will remove the date from your list.

- Scroll down and choose **Check Out**.

12. Here you can see that your booking status is temporary, you can see the total amount payable, and you can scroll down and double check each of your dates is correct.

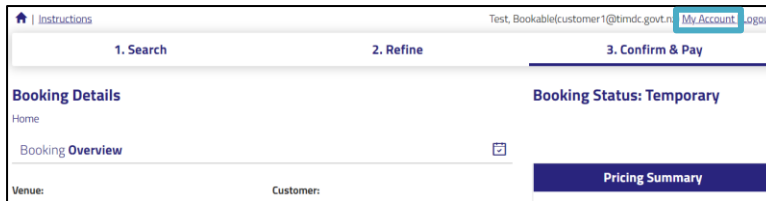
Booking Status: Temporary	
Pricing Summary	
Fees (Incl GST):	\$88.00
Bonds:	\$0.00
Total (Incl GST):	\$88.00
GST:	\$11.48
Payable:	\$88.00
Payable Now:	\$0.00
Payable Later:	\$88.00

Booking Breakdown							
27 July 2023 Thursday							
Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Aorangi Pavilion	09:00 AM	10:00 AM	Hours	1	\$22.00	\$22.00	\$2.87
06 August 2023 Sunday							
Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Aorangi Pavilion	09:00 AM	10:00 AM	Hours	1	\$22.00	\$22.00	\$2.87
26 August 2023 Saturday							
Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Aorangi Pavilion	09:00 AM	10:00 AM	Hours	1	\$22.00	\$22.00	\$2.87
27 August 2023 Sunday							
Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Aorangi Pavilion	09:00 AM	10:00 AM	Hours	1	\$22.00	\$22.00	\$2.87

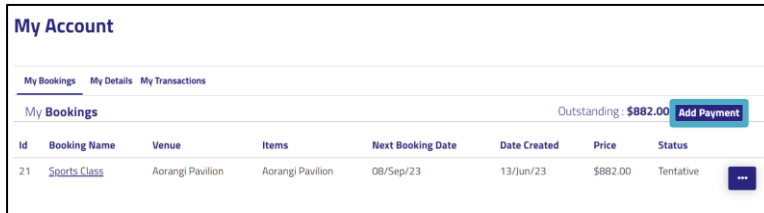
13. If you are happy with all your booking items, you can click **Complete**.
14. Read and accept the Terms and Conditions then click **Continue**.
15. Your booking has now been submitted to the Bookings Team for approval.

Make a Payment

1. Login to your Bookable account
2. Click on **My Account**.



3. Click **Add Payment**.



4. Select your card type.
5. Tick which 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.
6. Click **Checkout** and enter your payment details.
7. 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.

My Account

My Bookings My Details My Transactions

My Bookings Outstanding: \$882.00 [Add Payment](#)

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status	
21	Sports Class	Aorangi Pavilion	Aorangi Pavilion	08/Sep/23	13/Jun/23	\$882.00	Tentative	⋮

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 of our Bookable platform to make an 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 now 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 your contact details.

5. Can I cancel my booking, and will I get a refund?

Once you have logged in, select My Account, and in your list of bookings click on the booking you would like to cancel. Select Cancel Entire Booking next to Booking Overview.

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

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

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

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

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

When you try to log in, click Forgotten Password? to receive a password reset email.

9. What payment methods are available?

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

10. 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.

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

Yes, you can have multiple users under one organisation.

12. 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.

13. 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.

14. Who can I contact for assistance?

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

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

There is no reserve list available.

16. What do I do if my event requires a special licence?

Contact the Liquor team at liquoradmin@timdc.govt.nz or 687 7200. They will be able to provide you with an application form. Please be aware this will incur an application depending on attendees.