

Booking Facilities

WITH BOOKABLE



Bookable User Guide

FAQs

Do I have to use the online booking system?

Yes, this is our preferred way of booking our facilities. You secure your dates in a tentative status until an officer reviews the booking.

What happens if I need to change my booking?

Once a booking has been entered it can be changed, as long as that change is completed more than 5 business prior to the start of the booking. When you make a change your booking will no longer be “Confirmed” and will change to a “Tentative” status. The booking will then be reviewed by Council and if approved the booking will be reconfirmed. If any additional charges apply due to the change they will need to paid.

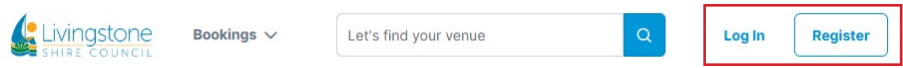
You can also save your details and documents in Bookable (eg. Public Liability Insurance) so they don't have to be submitted every time you make a booking.

Account Registration and Logging in

If you are a current regular hirer of Council facilities an account may already be set up for your Organisation and details of how to log in will have already been emailed. If unsure if you already have an account, please call us to confirm.

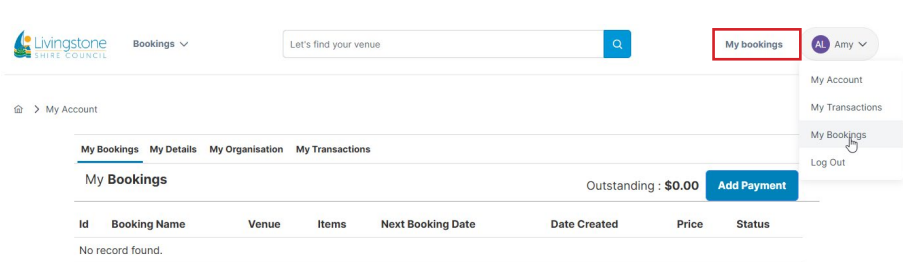
To register for a new account go to livingstone.bookable.net.au (Chrome is the best browser) and click on “Register” in the top right hand side of the screen. Follow the prompts to create your account.

To log in select “Login” and enter your email address and password.



Viewing account details and bookings

Once logged in, you will be able to view your booking history and account details. Select “My Account” from the top right-hand side of the screen.



You can then navigate through the tabs to complete the following:

My Bookings	My Details	My Organisation	My Transactions
View bookings and status	Edit your personal details	Edit your organisation details	View historical bookings transactions
Download invoices	Change your password	Add or invite other members of your organisation to be an approved user	
Make payments			
Duplicate bookings			
Click into your booking			

FAQs

Will there still be support available via phone for making bookings?

Yes. You are still able to phone for assistance with your booking and speak directly with one of Council's helpful staff members during business hours.

How can I make payment?

Payment via credit card through Bookable is Council's preferred option. If a refund is required Council can place monies straight back on your credit card. Other payment options available are listed on your invoice.

What if the time I want is booked?

Unfortunately, if the time you would like is booked out then you will need to look at hiring another venue. As per Council's terms and conditions if the booking is for a major event Council may reschedule bookings in preference.

If I need to cancel my booking will I get a refund?

A refund may be applicable if it is within cancellation terms in Council's terms and conditions.

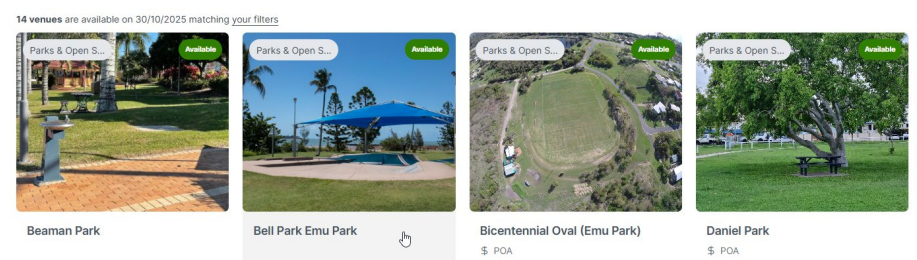
How to see if a venue is free

From the landing page enter in search filter options:

- Venue or;
- Date required
- Activity type
- Select search

The screenshot shows the Livingstone Shire Council Bookings website. At the top, there is a search bar with the text "Let's find your venue" and a magnifying glass icon. To the right of the search bar is a "My bookings" section with a dropdown menu showing "All" and "Amy". Below the search bar is a navigation bar with icons for "Everything", "Banners", "Community Ce...", "Lighting", "Parks", "Sportsfields", and "Venues". To the right of the navigation bar is a "Set a Date" button and a "Filters" button. Below the navigation bar are four thumbnail images: "Banner Booking...", "Sport Precinct...", "Parks & Open S...", and "Parks & Open S...". Below the thumbnails is a "Venue Filters" section. It includes a "Preferred Date" field with a calendar icon, a "Venue Name or Suburb Name" field, a "Category" section with icons for "Everything", "Banners", "Community Ce...", "Lighting", "Parks", "Sportsfields", and "Venues", a "Venue Type" dropdown menu, and an "Activity Type" dropdown menu. A "Show Filtered Venues" button is located at the top right of the filters section.

A listing of venues will load that match the search criteria. Select venue to load availability.

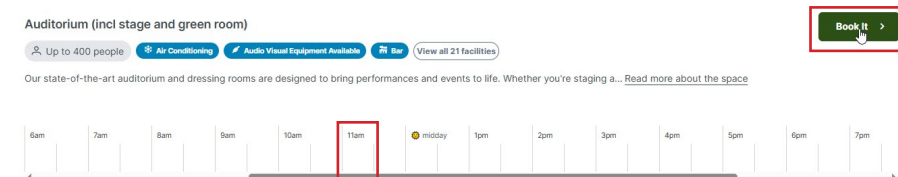


- You can then see if the facility is available.
- You can also view a weekly or monthly calendar for other dates
- View pictures of the venue
- View the facility on an interactive map

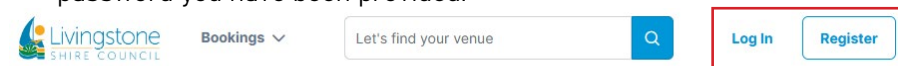
The screenshot shows the availability calendar for "Open Park Space 1" at Bell Park. At the top, there is a "Find Availability" section with a date field set to "30/10/2025", a "Filters" button, and a "Clear filters" button. To the right of the "Find Availability" section is a "Calendar Legend" section with buttons for "Day", "Week", and "Month". Below the "Find Availability" section is a thumbnail image of the venue. To the right of the thumbnail is a "Book It" button. Below the thumbnail is a description of the venue: "Open Park Space 1 at Bell Park is the middle grassed area closest to the skate park. Read more about the space". Below the description is a calendar grid showing the availability for the month of October 2025. The grid has columns for each day of the week and rows for each week. The "midday" slot is highlighted in yellow.

Booking the Venue

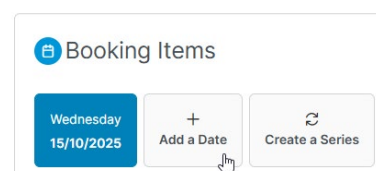
1. Once you have found the date and time you would like for your booking click on the time or “Book It”.



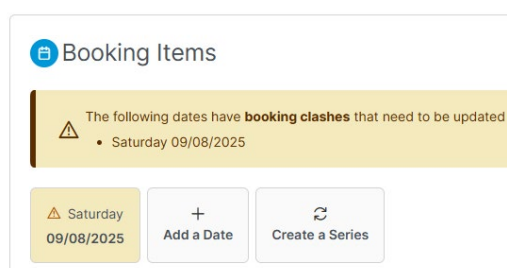
2. The booking refinement screen will load. If you have an account and have not yet logged in, select “Login” and enter the username and password you have been provided.



3. After logging in continue to fill in all the booking required information. To add another date to the booking or a repeat weekly/fortnightly/monthly booking click on the “Add a Date” or “Create a Series” button.



4. If you add a date that already has a booking, the date will highlight as a clash. Click into the date that has the clash to view. You may be able to change your booking times, or the date may not be available at all. If not available, click on the bin icon to delete that date.



5. Once you are happy with the dates and times added click “Checkout”.

The Booking details overview screen will load. This is where you check over your booking to ensure your venue, dates and times are correct. If they are not correct you can select “Modify” and it will take you back a screen where you can edit.

You can also add additional contacts to a booking, so they get email notifications regarding the booking. If you would like someone to receive these notifications enter their details into the contact section.

Once all changes and contacts are added select “Complete”. A booking checklist will now load, as per the paper application form. Tick the boxes as required and select “Save”. Council’s Terms and Conditions will then need to be accepted. Review and tick the box and select “Continue”. The booking has now been added!

You and any additional contacts added will then receive an automated email advising that Council has received your booking and will process. Once Council reviews and confirms your booking if any fees are required to be paid you can then make payment.

FAQs

Why am I being charged a booking fee?

A non-refundable booking fee was implemented to help minimise the costs involved with administration, cleaning and maintenance of venues.

Full list of councils fees and charges is available at: livingstone.qld.gov.au/your-council/about-council/fees-and-charges

How can I remove users that are no longer with my Organisation?

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

What if I forget my password?

In the log in page there is a link for “Forgot Password”. Click and follow the prompts to reset your password. You can also call Council and we can reset it for you.