



This guide will outline the following:

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Registering a Bookable Account

1. Click **'Register'** at the top right of the screen.



2. Select **'Register With Your Email'** to get started.

× Register to Continue

Sign up to our venue bookings site to book your next venue.

Already have an account? [Log In](#)



 **Continue with Microsoft Entra ID (Organisation employees)**

By creating an account or continuing to use this website, you acknowledge and agree that you have accepted the [Terms of Use](#) and [Privacy Policy](#).


- 3. Select Your Customer Type:** Choose the most appropriate option. **Note:** All organisations require manual verification.

× Register with your email address


Create account


Account type

I am an individual


 Private Hirer


I represent a company or organisation

 Coaches

 Commercial Entities / Business


 Community Group – LGA

 Community Group – Outside LGA


 Government Agency

 Not For Profit – LGA (Registered)


 Not for Profit – Outside LGA (Registered)

 Political Parties – LGA


 Political Parties – Outside LGA


 Religious/Worship Groups – LGA

 Religious/Worship Groups - Outside LGA

 School (Educational Institution) – LGA

 School (Educational Institution) – Outside LGA

 Sporting Group or Association – LGA

 Sporting Group or Association – Outside LGA

 Unincorporated Groups

This account type requires manual verification



This ensures the safety and integrity of our platform and its users. Once verified, you can enjoy faster bookings.

- 4. Enter your email address and create a password to set up your account on Bookable.**

Your account

Email



Confirm email

Password



Confirm password

5. Complete both the **‘Organisation Details’** and the **‘Your Details’** sections.

Your Details

Title (optional) ✕ ▾		
First name	Last name	
 61 ▾ 9 9999 9999	 61 ▾ 9 9999 9999	
Mobile Number	Landline (Optional)	
Street address		
Select a country ✕ ▾		
Suburb/City	State/Region/Province	Postcode

Your Details

Title (optional) ✕ ▾		
First name	Last name	
 61 ▾ 9 9999 9999	 61 ▾ 9 9999 9999	
Mobile Number	Landline (Optional)	
Street address		
Select a country ✕ ▾		
Suburb/City	State/Region/Province	Postcode

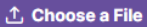
6. Upload any required documents by selecting **‘Choose a File’** (e.g., your Public Liability Insurance document if you are an Organisation)
7. Read and acknowledge the **‘Terms’** and **‘Platform Privacy Policy’**.
8. When you are finished, click **‘Create Account’** to complete the process.

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.

NA

No documents uploaded.

 Choose a File

Our terms of use

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

Create account

9. **Verify Registration:** A pop-up will inform you that your registration needs to be verified by a Bookings and Community Centre Officer. Click **‘OK’** and wait for a confirmation email. **Note:** if you don't receive a confirmation email with 48 hours, please contact the **Bookings Team on 8757 9000**

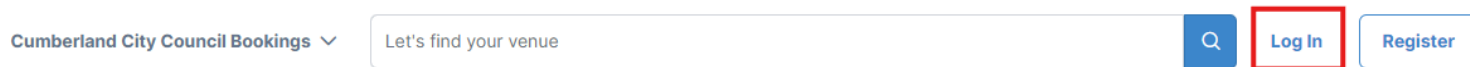
Registered successfully

Congratulations, your registration has successfully been submitted. Once your account has been verified you will be notified by email at the email address you provided. You will then be able to login and start making bookings. Any registrations that do not have the required information, including documentation, will take longer to verify and Cumberland City Council may be in contact to complete your registration

OK

How to make a booking

1. Once your account has been verified, click **‘Log in’** to access the Council’s Booking System using the registered email address and password.



Log In ×

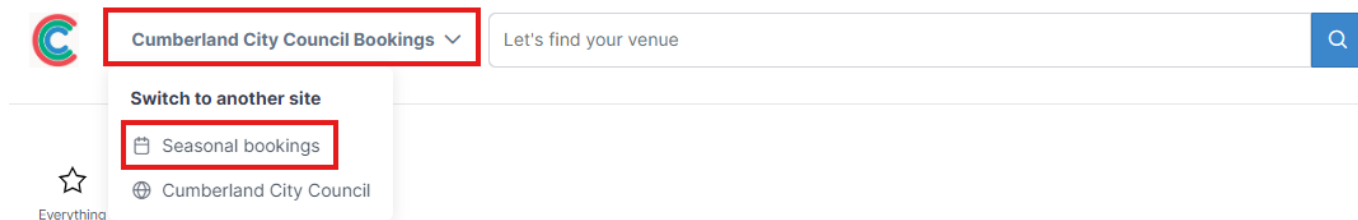
It's great to see you again! Let's get you authenticated.

Need an account? [Register for one now](#)

Email

Log in with Email

2. **Select Seasonal Bookings:** Click the drop-down arrow next to **‘Cumberland City Council Bookings’** at the top left-hand corner and then select **‘Seasonal Bookings’**.



- On the next page, you will see options for **‘Open for Submissions’**, **‘Submissions Opening Soon’** and **‘Submissions Now Closed’** options. Select the appropriate season for your booking.

Open for submissions

Schools - Term 4 (2024) & ...

Monday 14/10/2024 to
Friday 11/04/2025

🕒 Submissions close in 224 days

Schools – Terms 2 & 3 (20...

Monday 29/04/2024 to
Friday 27/09/2024

🕒 Submissions close in 28 days

Schools – Terms 2 & 3 (20...

Monday 28/04/2025 to
Friday 26/09/2025

🕒 Submissions close in 392 days

Submissions opening soon

Schools - Term 1 (2026)

Tuesday 27/01/2026 to
Thursday 02/04/2026

🕒 Submissions open in 282 days

Schools - Term 4 (2025)

Monday 13/10/2025 to
Friday 19/12/2025

🕒 Submissions open in 282 days

Summer 2025/2026

Saturday 20/09/2025 to
Sunday 22/03/2026

🕒 Submissions open in 282 days

Summer 2025/2026 - Prof...

Saturday 20/09/2025 to
Sunday 22/03/2026

🕒 Submissions open in 282 days

Winter 2025

Saturday 05/04/2025 to
Sunday 07/09/2025

🕒 Submissions open in 86 days

Winter 2025 – Professional

Monday 31/03/2025 to
Sunday 05/10/2025

🕒 Submissions open in 86 days

Winter 2026

Saturday 11/04/2026 to
Sunday 06/09/2026

🕒 Submissions open in 450 days

Submissions now closed

Regular Hirers - Communit...

Monday 01/07/2024 to
Monday 30/06/2025

Summer 2024/2025

Saturday 14/09/2024 to
Sunday 23/03/2025

Summer 2024/2025 - Prof...

Monday 07/10/2024 to
Sunday 30/03/2025

Winter 2024

Saturday 06/04/2024 to
Sunday 01/09/2024

Winter 2024 – Professional

Friday 01/03/2024 to
Sunday 06/10/2024

- Click **‘Book this season now’** on the left-hand side of the screen.



Seasonal bookings ▾

🏠 > Seasonal bookings > Season Detail

Schools - Term 4 (2024) & Term 1 (2025)

Runs from Monday 14/10/2024 to Friday 11/04/2025

🕒 Submissions close in 221 days (Friday 11/04/2025 at 11:55 PM)

📍 174 sections available across 46 Venues

Book this season now

5. A list of available venues will appear.

Available Venues

Alpha Road Park

Auburn Park

Bathurst Street Park

Bright Park

Coleman Park

Colquhoun Park

CV Kelly Park

Daniel Street Park

Darling Street Park

Everley Park North

Everley Park South

Fairfield Road Park

Freame Park

Gipps Road Park

Girraween Park

Granville Park

Greystanes Sportsground

Guildford Park

Guildford West Sportsground

Guilfoyle Park

Harold Read Park

Harry Gapes Reserve

Holroyd Sportsground

6. **Select Your Venue** and complete the details. Name your submission descriptively (e.g., ‘Winter Season’, ‘Gala Day’, ‘Sports Training’). The ‘Customer’ field will auto-fill with your organisation’s information.

Submission details

Season

 Summer 2024/2025

 [Not the one? Select another season](#)


Venue

 Merrylands Park



 [Not the one? Back to Venues](#)

Name of Submission

Purpose

Number of People Attending

7. Complete the Submission Frequency for your booking:

- Choose **'On a schedule'** for recurring bookings.
- Name your series.
- Select the required space (e.g., Field 1) and time.
- Set the repeat frequency and days.
- The 'Start Date' will auto-populate based on the season.
- Specify the finish date by selecting a duration or a specific end date.
- Click **'Save Series'**.

Submission frequency


How would you like to book this season?

On a schedule - Choose repeating dates and times and override them as needed

With irregular dates - Go with ad hoc dates for bookings that don't follow a regular pattern

Schedule times

You can customise individual dates in the next step.

Sports Training
- dates 

Name of series

Which spaces would you like to book?
 from : to :


Repeat every

Which day/s would you like to book?
 Monday Tuesday Wednesday Thursday Friday Saturday Sunday

When would you like to start?











When would you like to finish?
 after time/s
 On

8. Refine and confirm the dates. Click 'Continue.'

 Refine and confirm 10 dates

[+ Add another date](#)

Sports Training

- Wednesday 06/11/2024 
- Wednesday 13/11/2024 
- Wednesday 20/11/2024 
- Wednesday 27/11/2024 
- Wednesday 04/12/2024 
- Wednesday 11/12/2024 
- Wednesday 18/12/2024 
- Wednesday 25/12/2024 
- Wednesday 01/01/2025 
- Wednesday 08/01/2025 

[Continue >](#)

9. Holiday Dates: Remove any dates you do not need by clicking 'Remove Dates and Proceed'

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
25/12/2024	Christmas Day 2024, School Holidays - Term 4 December 2024/January 2025	<input checked="" type="checkbox"/>
01/01/2025	School Holidays - Term 4 December 2024/January 2025, New Years Day 2025	<input checked="" type="checkbox"/>
08/01/2025	School Holidays - Term 4 December 2024/January 2025	<input checked="" type="checkbox"/>

[Cancel](#) [Remove Dates and Proceed](#)

10. To add an additional series, click on **'Save and Add New Series'** and repeat the steps from Step 7.

Submission frequency


How would you like to book this season?

- On a schedule** - Choose repeating dates and times and override them as needed
- With irregular dates** - Go with ad hoc dates for bookings that don't follow a regular pattern

Schedule times

You can customise individual dates in the next step.

[+ Add another repeating series](#)

Sports Training
10 dates 

Name of series

Which spaces would you like to book?
 from : to :

Repeat every
 weeks

Which day/s would you like to book?
 Monday Tuesday Wednesday Thursday Friday Saturday Sunday

When would you like to start?

When would you like to finish?
 after time/s
 On

11. Click **‘Review and Finalise’**. If you need to add anything, select **‘Add’**.

Select Extras

Please select any optional extras you'd like to include with your booking.

Included Dates

Wednesday 06/11/2024

Wednesday 13/11/2024

Wednesday 20/11/2024

Wednesday 27/11/2024

Name	Description
------	-------------

Add

Floodlights

Add

Parks Event

Waste Removal - Supply
and Removal of 240L
Recycle Bin

Add

Parks Event

Waste Removal - Supply
and Removal of 240L
Waste Bin

Add

Parks Event

Waste Removal - Supply
and Removal of 660L
Waste Bin

< Back

Review and Finalise >

12. The **Confirm & Checkout** page will appear. **Provide any additional information** related to your booking.

Confirm Submission Information

Name of Booking (15/150 characters)

Sports Training

Purpose of Booking

Seasonal Booking

Number of People Attending

20

Description (1000 characters)

You can optionally leave a description to help you remember what the booking is for, and to guide our bookings team.

Special Requirements (1000 characters)

Let us know special requirements you have, such as accessibility needs, dietary restrictions, or technical requirements

13. If any additional documentation is required, upload it by clicking **‘Choose a File’**.


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**

14. Complete the 'Additional Questions' section in the Confirm & Checkout process.

? Additional questions

Standard Booking (Sports Grounds)

Please complete the following questionnaire in order for us to ensure booking details are correct.

Are participants being charged to attend? *

Yes No

Percentage of participants from the Cumberland Local Government Area (%) *

Will food be served? *

Yes No

Will you have amplified sound or music? *

Yes No

Do you wish to erect any temporary structures like jumping castles, amusement devices? *

Yes No

Will you be bringing any hired equipment (signing tables, chairs etc.) *

Yes No

If you are an incorporated organisation or commercial organisation, please attach a copy of your Certificate of Currency for Public Liability Insurance and complete the details below. Note: Regular Hirers – Please provide annually. Certificate of Currency attached? *

Yes No

Bond refunds will be processed within 7 business days upon inspection and/or return of keys/swipe card following a booking. Note: the bond will be refunded to the credit card used to pay online via Bookable. If a credit card is not used, please select either Cheque or EFT for the refund of the bond. *

EFT Cheque Credit Card (Online via Bookable)

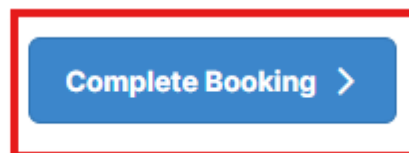
Declaration: I agree to advise Council in writing should there be any alterations or additions to the information supplied herein 2 weeks prior to the booking. *

Yes

Are you a seasonal hirer? *

Yes No

15. Click 'Complete Booking' to finalise your booking.



16. Read the Terms and Conditions and accept them.

Terms and Conditions

Thank you for booking a Cumberland City Council community facility. Council aims to provide the community with a variety of facilities that are well maintained, resourced and accessible.

We ask that you read and understand the following terms and conditions of hire to ensure your use of Council's community facilities is operationally sound, safe, considerate to others and complies with both Council's policies, procedures and overarching legislation.

Priority of Access

Council's use of its own Facilities
Cumberland City Council (Council) retains the right to refuse, relocate, or cancel bookings at any time if facilities are required for the purpose of Council business. In these instances, staff will endeavour to provide impacted parties with due notice and where possible offer an alternative facility. In the event that Council is unable to offer an alternative facility, all monies paid in respect to the cancelled booking will be returned to the Hirer.

[Print](#)

I have read and accept the Terms and Conditions.


[Continue](#)

17. Your booking request will be sent to the **Bookings and Community Centre** team for review. Once approved, your booking will be confirmed and you will receive an invoice and a confirmation letter.

Your interest has been received! 🎉

A confirmation has been sent to . and our team will be in touch in the near future.

- 👁️ View and manage your booking >
- 📄 Make another request >
- 📅 Explore other venues available to hire >



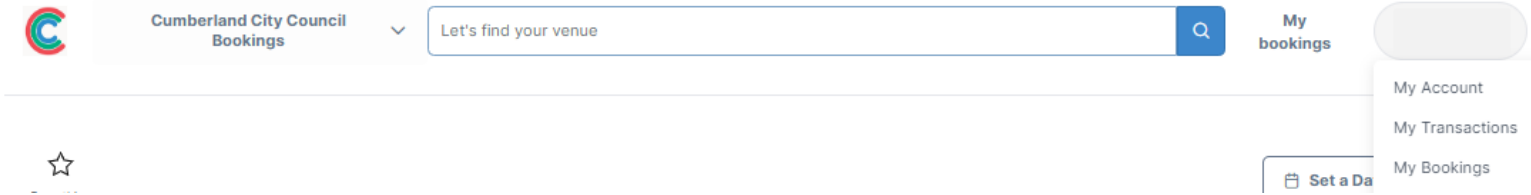
Interest

Sports

- 📍 Alpha Road Park
- 📅 1 dates starting Monday 14th October 2024

Managing your Account/Booking

1. Hover over your name in the top right corner to, reveal a drop-down menu with three options: **My Accounts, My Transactions** and **My Bookings**.



2. The first option, **'My Account'**, displays all your personal and contact details. If you need to change your password, click 'Change Password.'



Upload **Document** (Note: * documents added after account verification cannot be deleted.)



3. The second option, **'My Transactions'**, displays all your transactions, including fee breakdowns.
4. The third option, **'My Bookings'**, shows all your bookings with details such as, Booking ID, venue, items, next booking date, creation date, price and status.
5. To find more details, such as how to pay or cancel, click on the **'Booking Name'** under **'My Bookings'**.

6. To make payment, click **'Make Payment Now'**.

Manage your booking




Payment Information Dates Additional fees Contacts

Payment due

Fees	\$678.00
Adjustments	\$0.00
<hr/>	
Bonds	\$816.00
<hr/>	
Total incl. GST	\$1,494.00
<hr/>	
Paid	\$1,494.00
Payable now	\$0.00
Payable later	\$0.00

Make payment now

7. To cancel a booking, click **'Cancel this Booking'**. *Note: A cancellation fee may be applicable. Please refer to the **'Terms and Conditions'** for details.*

-  Duplicate this booking and make another >
-  Download a copy of your booking confirmation >
-  **Cancel this booking** >


8. To modify a booking, scroll down to **'Booking Dates'** and click **'Edit'**.


Booking dates



Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
Monday 14th October 2024								Edit
Field 1	09:00 AM	10:00 AM	Hours	1		* TBC *		Checklist

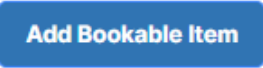
- 9. A pop-up like the one below will appear, allowing you to edit the date, time, attendees, and items for the selected venue. Click **'Save'** to ensure all changes are applied.

Booking : 14 October 2024 Monday

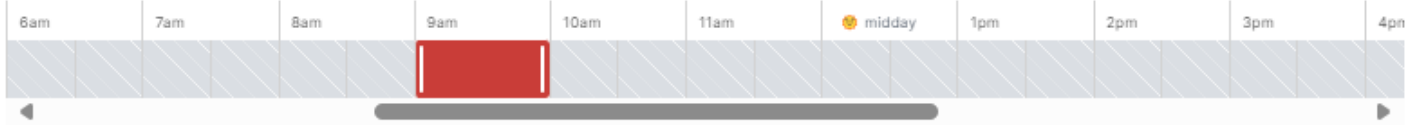
Date
14/10/2024 
[+ Add Date to Booking](#)

Attendees:
20 

Item	Date	Before	From	To	After	Units
Field 1 	14/10/2024	30 mins	9 AM : 00	10 AM : 00		



Field 1 - Oct 14, 2024





[Show all venue items](#)



 

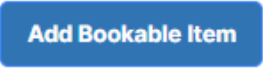
- 10. To add an additional date, click **'Add Date to Booking'**.

Booking : 14 October 2024 Monday


Date
14/10/2024 
[+ Add Date to Booking](#)

Attendees:
20 

Item	Date	Before	From	To	After	Units
Field 1 	14/10/2024	30 mins	9 AM : 00	10 AM : 00		



Field 1 - Oct 14, 2024





[Show all venue items](#)

11. A pop-up like the one below will appear. You can edit the date by clicking the calendar, add a repeated event, and adjust the time, attendees, and item for the chosen venue. Click **'Save'** to apply all changes.

Booking : 18 October 2024 Friday

Date 18/10/2024  **Attendees:** 20  **Create Repeat** **Included Dates** Fri 18/10/24

October 2024						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	01	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	01	02	03
04	05	06	07	08	09	10

Before 30 mins **From** 9 AM : 00 **To** 10 AM : 00 **After** **Units** **Remove**

Today **Clear** **Close**

10am 11am midday 1pm 2pm 3pm 4pm

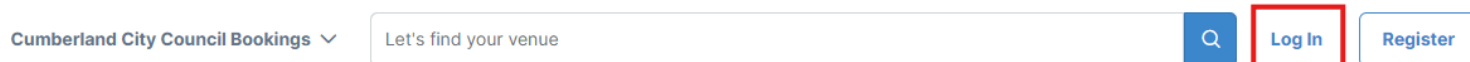
[Show all venue items](#)

Save **Cancel**

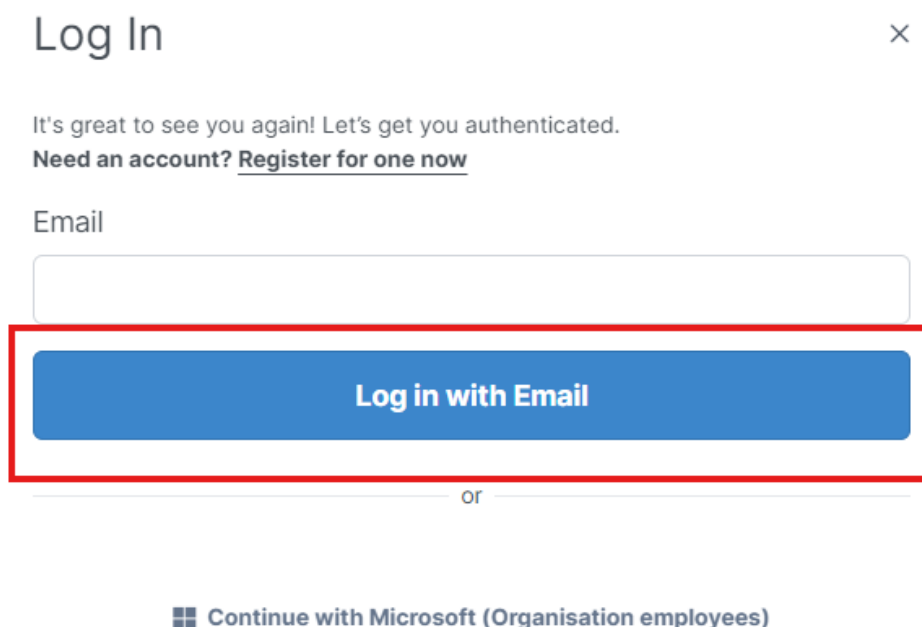
18. Your booking will be marked as tentative while changes are being processed. The modification will be sent to the **Bookings and Community Centre** team for review. Once approved, your booking will be confirmed and you will receive an invoice and revised confirmation letter.

How to Reset your Password

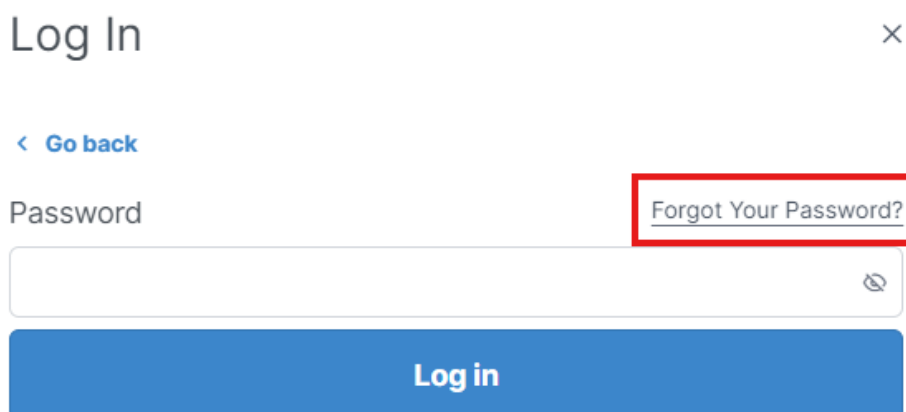
1. Click **'Log In'**.



2. Enter your email address and click **'Log in with Email'**.



3. If you have forgotten your password, click **'Forgot Your Password?'**



4. Re-enter your email address when prompted, click **'OK'**.
5. You will receive an email from **'bookable@cumberland.nsw.gov.au'**
6. Open the email and click the link provided to be redirected to the booking site.
7. Enter and confirm new password in the relevant fields.
8. Click **'Reset Password'**
9. Your password is now reset, and you can log in using the new password.

Important Information

1. One (1) account per organisation / club
2. Additional users can be added to each account.
3. Public Liability Insurance Certificate (PLI) must be uploaded against your EOI request. Ensure the PLI is current and has not expired.