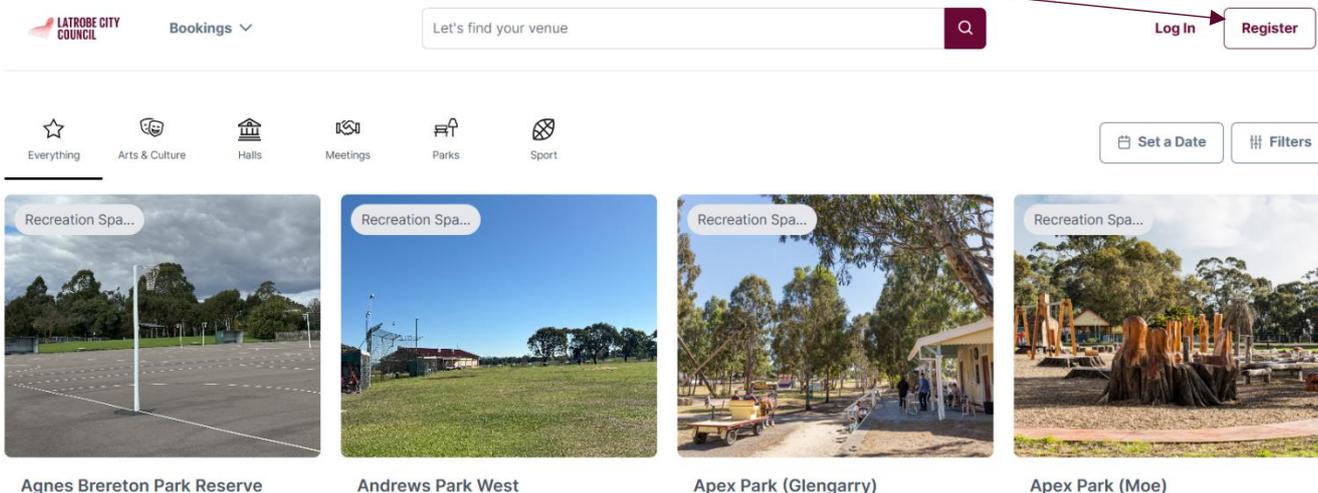


Customer Guide – Booking System

How to register for an account

1. Open Bookable, using the [customer link](#).
2. Click the 'register' button in the top right-hand corner.



3. Follow the prompts to set up your account.

Private & Commercial Hirer's will be able to commence making bookings immediately. All other hirer types will need to have their registration reviewed before they can make bookings. The reasoning for this is they are required to submit supporting documentation which derives pricing amendments, so Council must confirm their eligibility.

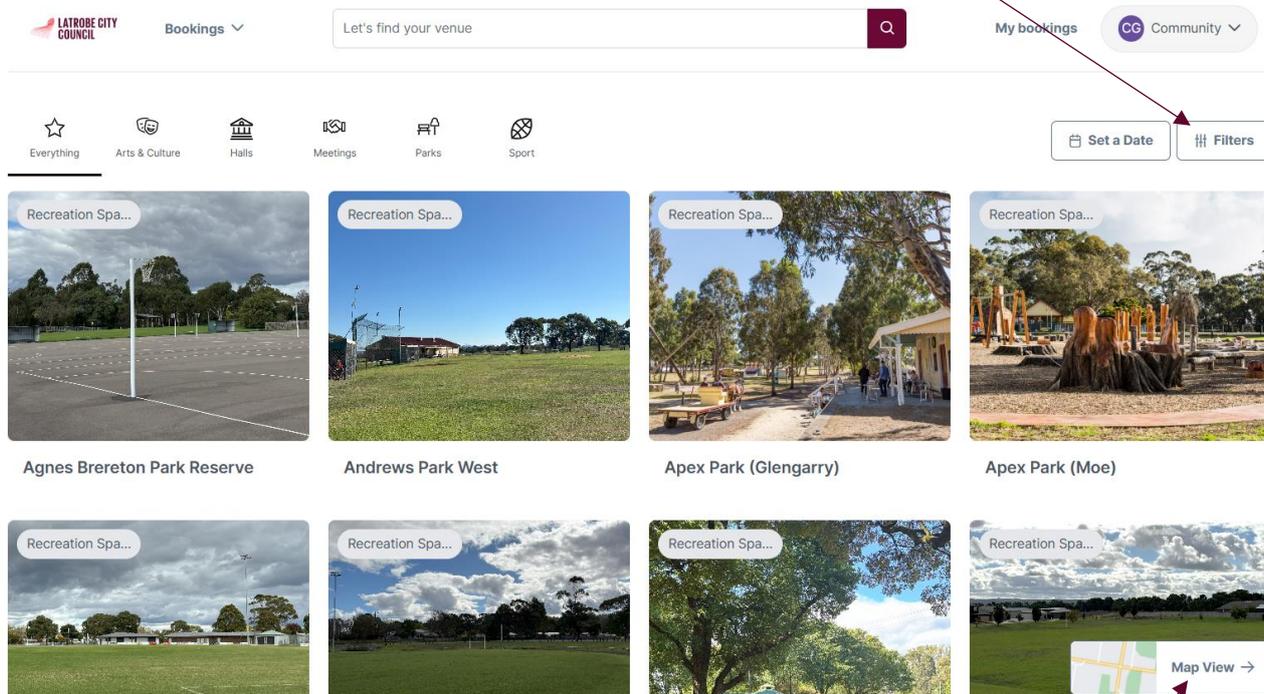
Customer Type	Definition
Private Hirer	An individual person who is hiring for personal use.
Commercial	A person or business utilising the space for business activities or who will be earning revenue during the booking (e.g. DR hiring for telehealth appts).
Community Group	A gathering of community members who share a common interest or goal.
Not-for-profit/ Registered Charity	An organisation registered with the ACNC (Australian Charities and Not-for-Profits Commission).
Educational Institution	An organisation whose primary purpose is to provide learning.
Senior Citizens Club	A collective of people aged 55+, recognised by Council.

Within/ Outside of Latrobe refers to whether the group/ organisation is based within or outside of Latrobe City Council municipal boundaries.

Please note that community members who do not have an email address will need to speak with Council officers to make a booking.

Searching for a Bookable space

There are several ways that customers can search for a venue. If you know which space you're after, you can use the search bar at the top of the page. However, if you're unsure where you might like to book, you can filter down the venues in the search area. The filters include preferred date, suburb, number of people, venue type or activity type.



Alternatively, customers can select the map view option to browse for spaces nearby.



Customers can also search by category using the icons just under the search bar or by simply scrolling through the venues page until they find something that catches their eye.

Making a Booking

1. Select the desired venue.
2. Read through the details provided to ensure the space is suitable for your needs.
3. Click the 'Book It' button on the space you'd like to reserve.

Meeting Room 3

Up to 30 people

[Read more about the space](#)



Meeting Room 4

Up to 20 people

Book It >

4. Fill out the required fields with information on your request & attach any required documentation (if applicable).

Booking Information

Name of Booking (17/150 characters)

Committee Meeting

Purpose of Booking

Standard Hire

Number of People Attending

8

Your Booking Account

Proceed as

Community Group at Community Group (Community Group - non LGA)

[\[> Not you? Log out](#)

New Booking

Starting Tuesday 22nd July 2025

Moe Library and Service Centre

Notes from the Booking Team

Register

You will need to be a Registered User in order to book a venue at Latrobe City Council. Registering makes the booking process faster, with all your history kept in one place, and fees & charges automatically generated based on the information previously provided.

[Read the full instructions](#)

Booking Items

Tuesday
22/07/2025

+
Add a Date

↻
Create a Series

Booking summary for Tuesday 22/07/2025

On 22/07/2025

You are booking

Meeting Room 4

from

11 AM

: 30

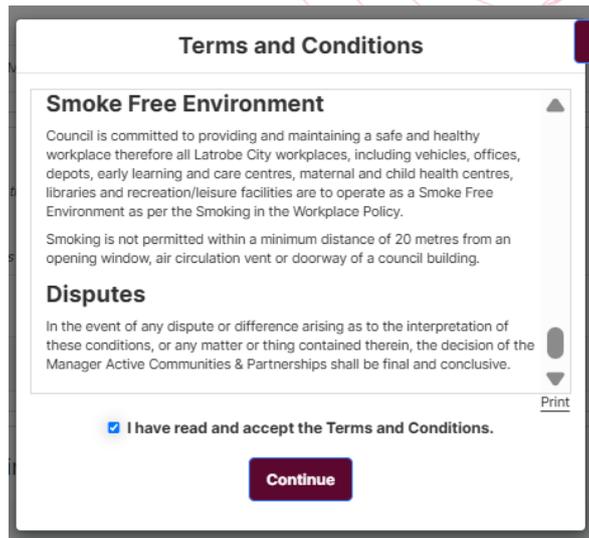
to

1 PM

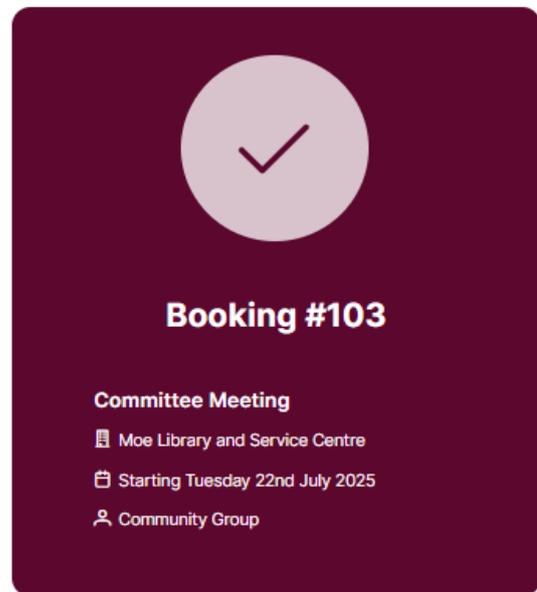
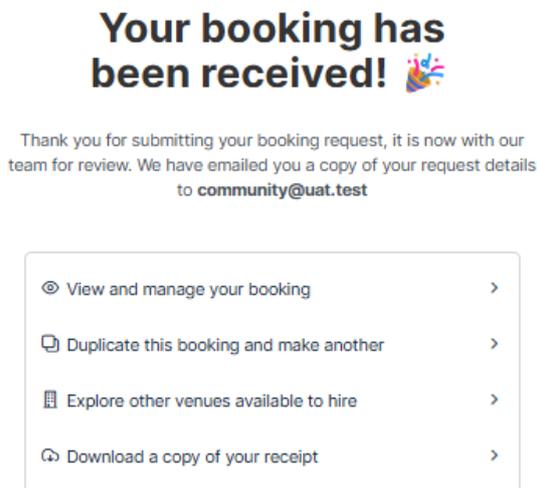
: 30

Add another

5. Read and accept the Terms & Conditions.



6. Submit your booking request.



7. The booking request will now be reviewed by Council officer's (in most cases) and the customer will be notified with the outcome.

How to modify or cancel a booking

1. In the top right corner of the Bookable home page, select My Bookings.

My bookings

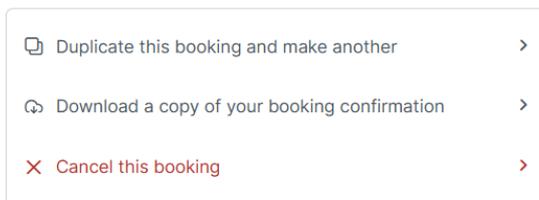
CH Chelsea ▾

2. Select the booking you'd like to modify or cancel.

My Account

My Bookings	My Details	My Organisation	My Transactions					
My Bookings							Outstanding : \$0.00	Add Payment
Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status	
121	Emma's Party	Latrobe City Traffic School	Facility	28/May/25	16/May/25	\$0.00	Tentative	⋮
120	Test	Newborough Public Hall	Hall	22/May/25	16/May/25	\$0.00	Tentative	⋮

3. Now that you're in the booking, you can edit details such as time, date, number of attendees, add in any special requirements or upload documents. There are additional options in the top right corner, as shown below.



To cancel the booking, simply select the tab and confirm you are wanting to cancel.

Cancel Booking

Are you sure you wish to cancel your booking?

Yes

No

The booking will now display as cancelled by customer.

Emma's Party

ⓘ Cancelled by Applicant Booking #121

📍 Latrobe City Traffic School

📅 Starting Wednesday 28th May 2025

👤 Booked by Chelsea Hearn

If the customer has chosen to modify their booking, it may need to be reviewed again, leaving it in tentative status.

Please note that depending on the venue's cancellation policy, the customer may be required to pay a cancellation fee or answer further questions.