

Booking Council Venues on-line

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This factsheet provides information about Council's online venue booking system ('Bookable') enables hirers to view venue availability, to make and manage bookings and assist users to navigate the booking process.

Do I have to use Bookable to book a Council venue?

Yes, this is the preferred way for hirers to book a venue. You can find Bookable on Council's [website](#).

Do I need a user account, or can I just make a booking?

It is beneficial for you to register for a user account. With an account, you can view and manage all of your bookings and apply for venue hire discounts available in Council's [Fees and Charges](#).

Once account is created, it is estimated of one (1) business day before account is active.

Is my booking secured at the time of making the booking?

Bookings for some of Council's smaller venues are automatically confirmed. Bookings made for larger venues remain as a tentative booking until reviewed and confirmed by a Council officer.

What happens if I need to change my booking?

You can change your booking seven (7) business days prior to your booking. Once a change to a booking is made, the booking will change back to a tentative booking and will be reviewed by a Council officer. If the change is approved, any additional charges applied will need to be paid and the booking will be reconfirmed.

Will there still be support available for making bookings?

Yes, you can contact one of Council's Customer Service officers during business hours for assistance.

How can I make payment?

Bookable user account holders can pay for bookings by credit card once the booking has been confirmed. Guest users will receive an email once a booking is confirmed by Council with an invoice and payment can be made via credit card, BPay or visiting a Council office.

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.

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

A refund may be applicable if a cancellation is made within the terms and conditions of hire. If a refund is required, Council can refund fees back onto the credit card used to make booking.

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

Log into your account and go to the 'My Organisation' tab where you can add, remove and invite new users.

What if I forget my password?

On the Bookable login, follow the 'Forgot Password' link and follow the prompts to reset your password.

Further Information?

For further information in relation to Bookable or would like to speak with a Council Customer Service officer, you can contact Council via one of the following methods:

- ✉ South Burnett Regional Council
PO Box 336
KINGAROY QLD 4610
- ☎ (07) 4189 9100
- @ info@sbrc.qld.gov.au
- 👤 Visiting a Customer Service Centre