



How to Guide: Making a Booking in the Datascape Online Booking System - Customer Portal

Document Number: KL-CBUSPRO010

1 Purpose

This procedure shows how to make a new booking in the customer website.

2 Scope

This procedure applies to Latrobe and Kentish Council Staff, and customers wishing to hire a Council facility.

3 Responsibilities

This procedure documents the responsibilities of individuals who wish to hire out a Council facility.

4 Procedure

1. From the Council or Banksia Website go to the Bookings Homepage - <https://forms.latrobe.tas.gov.au/facilities/index>. This will bring up an A-Z index of all bookable facilities. Select the facility you wish to hire.



My Latrobe My Bookings

Search > Facilities A - Z

A - Z Index

ABCDEFGHIJKLMNOPQRSTUVWXYZ

B

Banksia Centre
Bells Parade

C

Camp Banksia

H

Hamilton Hub

L

Latrobe Memorial Hall
Latrobe Youth Centre Squash Courts

S

Sheffield Community Rooms
Sheffield Town Hall

2. You will be taken to a page that has specific facility information, pictures, and the different areas of the facility.

To view the availability of an area, select the **Availability** button.

Description
Outdoor BBQ and rotunda community facility

Amenities

- Accessibility Toilet
- Toilets

Features


- Power

Parking

- Disability parking
- Off-street parking
- On-street parking

Available for Bookings:

BBQ Area Bark Hut




Equipment

- Basic cleaning equipment
- Fridge
- Hot plates
- Hot water unit
- Hotplate
- Oven
- Sink
- Tables
- Umb

Features

- Electric BBQ
- Garbage bins
- Hot water unit
- Kitchen
- Outdoor Play Equipment
- Picnic Facilities
- Power
- Rubbish
- Seating
- Stainless grip bench
- Wheelchair access ramp

Rotunda



Features

- Outdoor Play Equipment
- Picnic Facilities
- Rubbish
- Wheelchair access ramp

AVAILABILITY **BOOK**

AVAILABILITY **BOOK**

To book an area, select the **Book** button.

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Outdoor BBQ and rotunda community facility

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AVAILABILITY **BOOK**

AVAILABILITY **BOOK**

- The system will request you to log in to your account. If you do not have an account, you can make an account through email, Google, Facebook or Microsoft.

If creating an account with an email, complete your profile with the ***Required Fields**. Once completed, select **Submit**.

SUBMIT

4. Choose Facility

You will be given the option to add on additional facilities. To do so select **Add Another Resource**.

Latrobe Council DO IT ONLINE

Do It Online | My Forms | Bills & Payments

Do It Online > Events, Bookings > Book a Facility

Book a Facility

1 Choose Facility | 2 Choose When | 3 Booking Details | 4 Files | 5 Reminders | 6 Booking Summary | 7 Payment | 8 Confirmation

Selected Resources

	BBQ Area Bark Hut Belis Parade	Remove from booking
--	--	---------------------

ADD ANOTHER RESOURCE

START MY BOOKING

Select all the relevant venues and facilities you wish to hire. Once all are under Selected Resources, click **Start My Booking**.

Book a Facility

1 Choose Facility | 2 Choose When | 3 Booking Details | 4 Files | 5 Reminders | 6 Booking Summary | 7 Payment | 8 Confirmation

Selected Resources

	BBQ Area Bark Hut Belis Parade	Remove from booking
	Rotunda Belis Parade	Remove from booking

Select a venue

Belis Parade

[Learn more about the venue](#)

Available resources to book

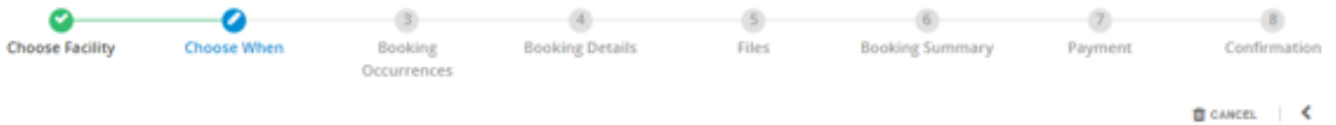
This venue has no additional bookable resources

START MY BOOKING

5. Choose When

Select whether the booking is **Single schedule** (once off) or Multi schedule (multiple occurrences)

Book a Facility - Bells Parade, BBQ Area Bark Hut and 1 other resource

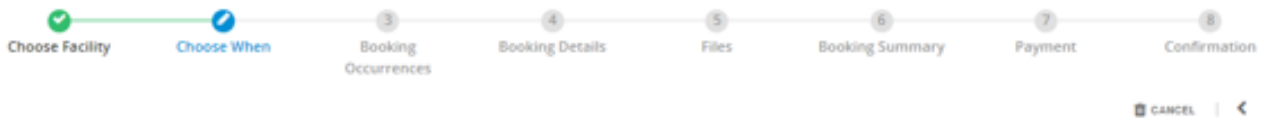


What type of booking are you creating? *

Single schedule Multi schedule

Select the Booking Start Date & Time and End Date & Time and click Continue.

Book a Facility - Bells Parade, BBQ Area Bark Hut and 1 other resource



What type of booking are you creating? *

Single schedule Multi schedule

You can refine and modify the booking time of individual resources on the next step, after making a selection below.

Booking Start Time *

6/02/2024 10:30am

Date Time

Booking End Time *

6/02/2024 12:30pm

Date Time

< Tue 6 Feb 2024 >

	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm
BBQ Area Bark Hut Bells Parade																		
Rotunda Bells Parade																		

BACK CONTINUE

6. Booking Occurrences

Review all your occurrences. If you wish to add another booking, select **Add Another Booking**. Select all the additional Facilities you wish to book. Once all have been added and reviewed, select **Continue**.

Book a Facility - Bells Parade, BBQ Area Bark Hut and 1 other resource

Progress bar: 1 Choose Facility (checked), 2 Choose When (checked), 3 Booking Occurrences (active), 4 Booking Details, 5 Files, 6 Booking Summary, 7 Payment, 8 Confirmation. Includes CANCEL, <, > buttons.

Please review the availability below and adjust booking dates and times as required. Booking will be created for the available date(s).

Venue / Resource	Date	Start / End time	Number booked	Available	Actions
Bells Parade, BBQ Area Bark Hut	Tue 6 Feb 2024	10:30am - 12:30pm	1	✓	
Bells Parade, Rotunda	Tue 6 Feb 2024	10:30am - 12:30pm	1	✓	
New	New	New	New		Save Cancel

Venue / Resource * Resource *

SAVE CANCEL

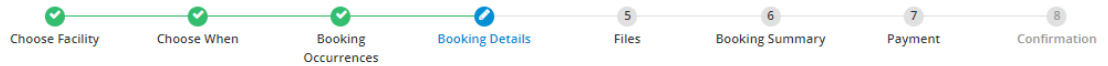
ADD ANOTHER BOOKING

BACK CONTINUE

7. Booking Details

Fill in the booking form with details. Ensure all ***Required Fields** have been completed. Once completed, select **Continue**.

Book a Facility - Bells Parade, BBQ Area Bark Hut and 1 other resource



CANCEL | < >

*- indicates required field.

Hirer's details

Are you hiring this venue as a group, company or an individual? *

- Individuals, Business or Government
- Not for profit or local community group
- Staff booking

Booking details

Activity type *

Type of Booking *

- Meeting/Activity (Eg. Meeting, exercise class, table tennis)
- Function/Event (Eg. Exhibition, fundraiser, concert, celebration)

Payment

- Casual users are required to make payment in full at the time of booking.
- Council will issue a monthly tax invoice for permanent or regular users
- Payment options are:
 - Debit / Credit card (Visa or Mastercard)
 - In-person at Latrobe-Kentish Councils

Undertaking

- I understand that cancellation within 14 days of this booking will incur a cancellation fee as set out in the Conditions of Hire. *
- I hereby agree that this application for the premises as set out in this application for the day(s) and time(s) specified and declare the following:
 - I acknowledge having received and read a copy of the Terms and Conditions of hire and undertake to be bound by and complete with these in every respect.
 - I undertake to be responsible for ensuring that all individuals or groups using the premises in association with this application shall comply with the Conditions.
 - I have nominated a Chief Fire Warden (Latrobe Memorial Hall only)
- I acknowledge and understand that typing my name in the box below constitutes an electronic signature, the equivalent of a handwritten signature on a hardcopy form. *

Name *

Signature name on behalf of hirer

Date signed *

Personal Information Protection Statement As required under the Personal Information Protection Act 2004

- Personal information is managed in accordance with the Personal Information Protection Act 2004 and may be accessed by the individual to whom it relates, on request to Council.
- Information can be used for other purposes permitted by the Local Government Act 1993 and regulations made by or under that Act, and if necessary, may be disclosed to other public sector bodies, agents, or contractors of Council, in accordance with Council's personal information protection policies.
- Failure to provide all required information may result in your application not being able to be accepted or processed.

8. Files

If you have Public Liability, you will need to upload a copy of the certificate. Select **Upload** and attach. You can also upload any other relevant documentation. Once all files have been uploaded, select **Continue**.

If you require Councils casual hirers public liability cover, just select **Continue**.

Do It Online | My Forms | Bills & Payments

Do It Online > Events, Bookings > Book a Facility

Book a Facility - Bells Parade, BBQ Area Bark Hut and 1 other resource

Choose Facility | Choose When | Booking Occurrences | Booking Details | **Files** | Booking Summary | Payment | Confirmation

* - indicates required field.

Please attach a copy of your Certificate of Insurance

UPLOAD

Please attach relevant certificate i.e. First-aid, CPR, etc.

UPLOAD

BACK | **CONTINUE**

9. Booking Summary

Review the booking summary. If all correct, select Continue. If not correct, select back and amend as necessary.

Please note, the charges may not reflect what you will get charged in your invoice as it will not include any Bonds, Key Deposit, Pre/Post Event Set Up, Catering or Public Liability Insurance charges that your booking may require.

Book a Facility - Bells Parade, BBQ Area Bark Hut and 1 other resource

Progress bar: Choose Facility (✓), Choose When (✓), Booking Occurrences (✓), Booking Details (✓), Files (✓), Booking Summary (✓), Payment (7), Confirmation (8). CANCEL | < >

Please review your booking summary.

Details

Venue	Resource	From	To
Bells Parade	BBQ Area Bark Hut	Tue 6 Feb 2024 10:30 a.m.	Tue 6 Feb 2024 12:30 p.m.
Bells Parade	Rotunda	Tue 6 Feb 2024 10:30 a.m.	Tue 6 Feb 2024 12:30 p.m.

Charges summary

All charges are an indication only and will be confirmed when your booking has been accepted.

Booking Date	Venue	Fee Description	Amount Due (\$)
06-Feb-2024	Bells Parade	BBQ Area Bark Hut - Standard Rate (10:30 - 12:30)	60.00
06-Feb-2024	Bells Parade	Rotunda - Standard Rate (10:30 - 12:30)	60.00
Total			120.00

BACK CONTINUE

10. Payment

No payment will be required straight away. Council or Banksia Customer Service staff will consider your request and will contact you to confirm.

Select **Submit** to finalise your application for consideration.

Book a Facility - Bells Parade, BBQ Area Bark Hut and 1 other resource

Progress bar: Choose Facility (✓), Choose When (✓), Booking Occurrences (✓), Booking Details (✓), Files (✓), Booking Summary (✓), Payment (8), Confirmation (9). CANCEL | < >

No payment is required now. We will consider your request and will contact you to confirm. Please click Submit to finalise your application for consideration. Once approved, you will need to pay before your booking can be confirmed.

BACK SUBMIT


Once approved by our Council or Banksia Customer Service Team, you will need to pay prior to your booking before it can be confirmed.

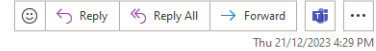


11. Confirmation

Your booking will be tentatively confirmed, and you will receive an email confirmation from council@latrobe.tas.gov.au.

Tentative booking: REF231204392

 council@latrobe.tas.gov.au
To



Follow up. Start by Friday, 22 December 2023. Due by Friday, 22 December 2023.
If there are problems with how this message is displayed, click here to view it in a web browser.
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Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hi

Thank you for making your booking with us. Your booking reference is REF231204392.

Your booking is **tentative and requires approval** from us before it can be paid for and confirmed.

Just to confirm we have the main details correct, please check them below.

Venue	Resource	From	To
Bells Parade	BBQ Area Bark Hut	Tue 6 Feb 2024 10:30 a.m.	Tue 6 Feb 2024 12:30 p.m.
Bells Parade	Rotunda	Tue 6 Feb 2024 10:30 a.m.	Tue 6 Feb 2024 12:30 p.m.

If any of these details are incorrect please contact our bookings team on (03) 6426 4444.

Once you have provided Council with the necessary information and it has been reviewed you will be notified via email if your booking has been approved. In order to secure your booking you will need to pay the outstanding balance of \$120.00 after receiving our confirmation.

Please note that the outstanding amount above is indicative only. Your booking charges will be reviewed by staff and additional charges such as bonds or equipment hire might be added to your booking.

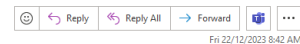
If you have any questions please feel free to contact us. Have your booking reference number handy: REF231204392
Phone: (03) 6426 4444
Email: council@latrobe.tas.gov.au

Thanks
Customer Service Team

Once your booking has been reviewed and confirmed by the relevant Customer Service Team, you will receive a second email confirming your booking and with an invoice attached and details for payment.

Confirmation of booking: REF231204392

 council@latrobe.tas.gov.au
To



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Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

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Venue	Resource	From	To
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Bells Parade	Rotunda	Tue 6 Feb 2024 10:30 a.m.	Tue 6 Feb 2024 12:30 p.m.

Amount Owning:

Your booking is now confirmed and your Tax Invoice attached.
The following payment methods are available to make Payment:

Online Payment

You can make online payment [here](#)

In Person

You can pay in-person by cash at the Latrobe-Kentish Councils.

If you have any questions please feel free to contact us. Have your booking reference number handy: REF231204392
Phone: (03) 6426 4444
Email: council@latrobe.tas.gov.au

Thanks
Customer Service Team

Issue Date: 11/01/2024
Review Date: 10/01/2026

Document Set Id: 646909
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Booking System – Customer Portal

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Version: 0.1

Note: If this document is a printed copy always check the electronic version to ensure it is up-to-date.