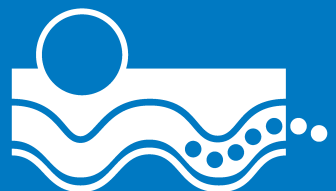


# How to hire a council venue using Bookable

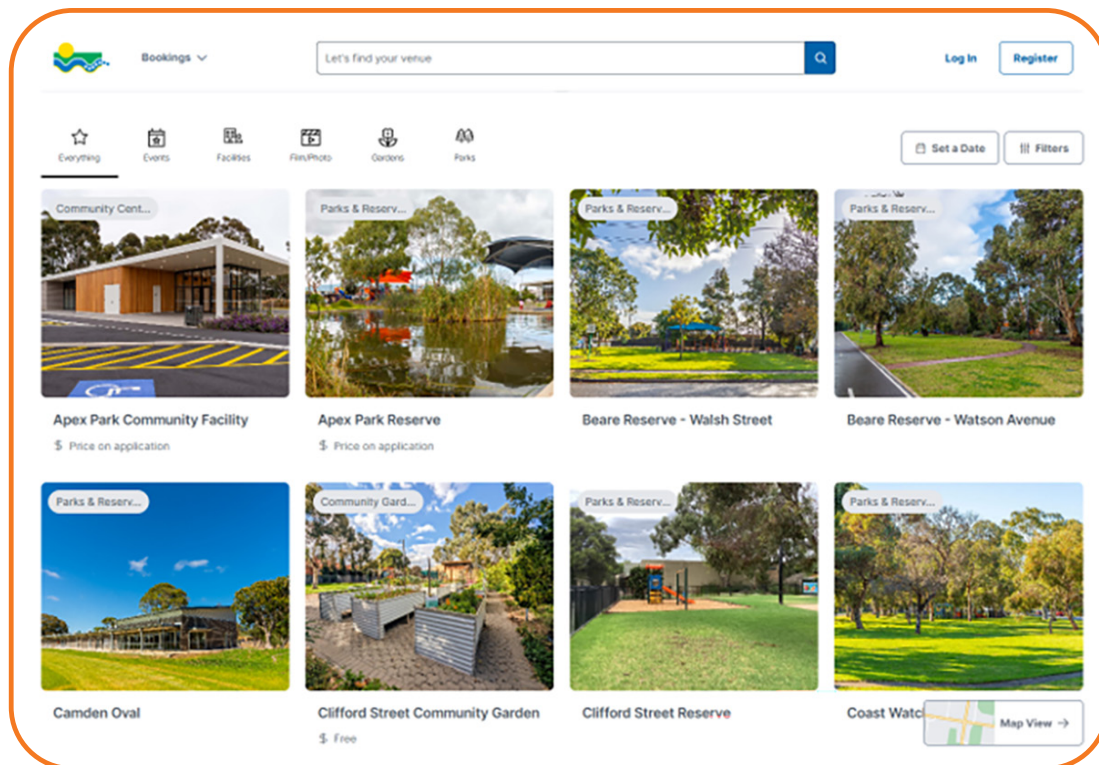


City of  
West Torrens



## Contents

- Register as a new user ..... 3
- Log in as an existing user ..... 5
- Reset your password ..... 5
- View venues using map view ..... 6
- Check venue availability ..... 7
- Browse venues and use filters ..... 8
- Make a single casual booking ..... 8
- Make a repeat or regular booking ..... 11
- Amend or cancel an existing booking ..... 12
- Make a payment ..... 12
- Frequently asked questions ..... 13



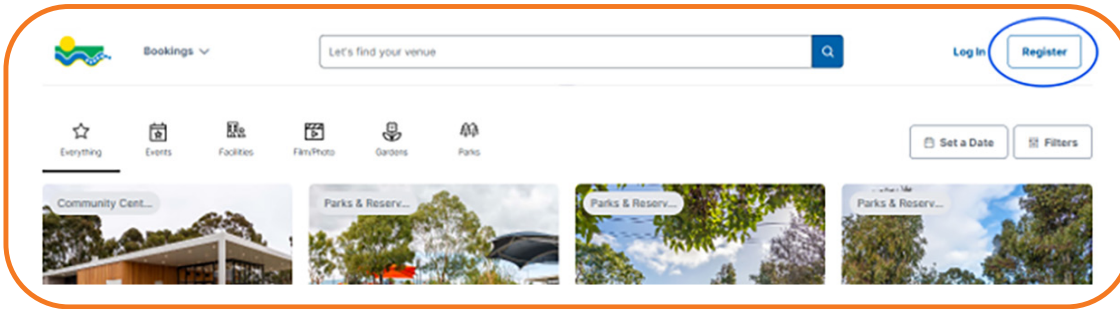
## Register as a new user

You need to register before you can make a booking in Bookable. Registration helps ensure you are charged the correct fee based on your selected customer type.

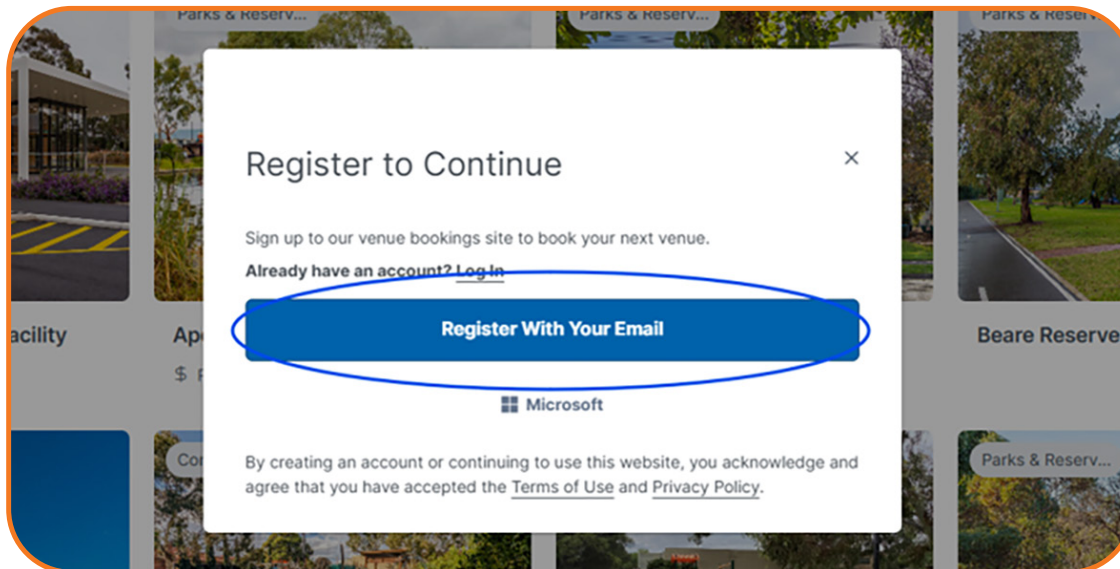
Some customer types may need council verification before bookings can be made. If verification is required, you will receive an email when your account has been approved.

Steps:

1. Go to <https://westtorrens.bookable.net.au>
2. Select 'Register' at the top right of the screen.



3. Select 'Register with your email'.



Continues over

**4. Choose the account type.**

Select from the following options:

1. Individual Person - CWT Non-Resident  
You are booking for yourself and you do not reside within the City of West Torrens.
2. Individual Person - CWT Resident  
You are booking for yourself and you do reside within the City of West Torrens.
3. Commercial / Business  
You are making a booking on behalf of a company or commercial organisation.
4. Community Group  
You are making a booking on behalf of a community group or a non-for-profit organization.

Register with your email address Create account ×

Your Customer Type determines eligibility for pricing. If you are hiring for personal use you must create an Individual Account. If you are hiring as a representative of an organisation you must create an Organisation Account. You may need to create two separate accounts if you wish to book for personal use as well as organisation use. You will need a different email for each account.

Account type

I am an individual

I represent a company or organisation

Individual Person - CWT Non-Resident Individual Person - CWT Resident Commercial / Business Community Group

5. Enter your email address and create a password.
6. Depending on the type of account you are creating, you may be required to upload some documents, such as public liability insurance or incorporation documents. Upload these now if requested. Please note: documents will need to be verified by council before your account is available to use. You will receive an email once council has verified your account.
7. Enter your contact details, including name, phone number and address. If you are registering for an organisation, enter the organisation's contact details as well.
8. Read the terms of use and privacy information, then select 'Create account'.

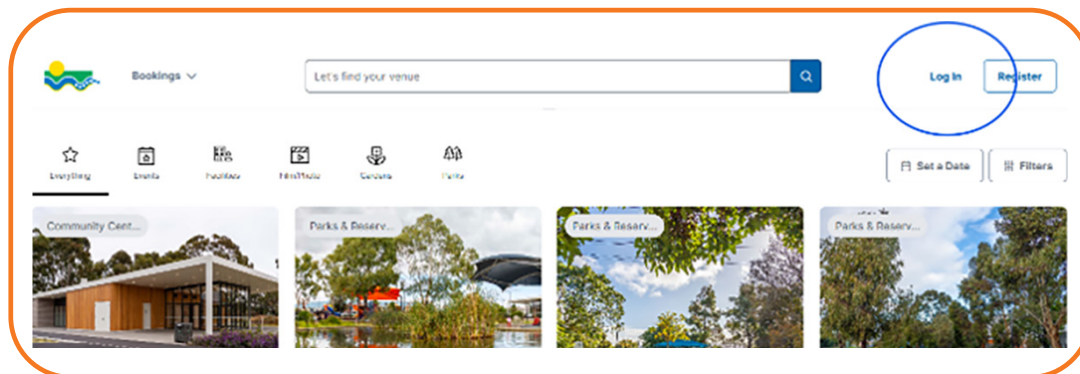
Account types that do not need verification will be immediately available to use. Account types that require documentation to be verified will be sent an email once the account has been activated.

## Log in as an existing user

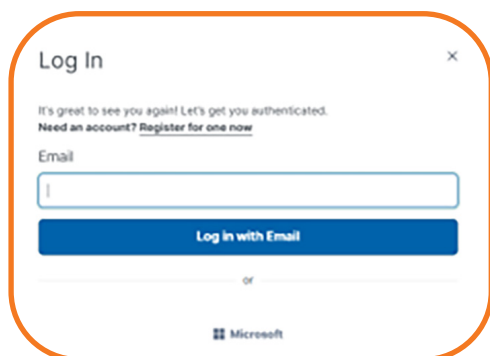
After your account is registered or verified, you can log in and start browsing venues.

Steps:

1. Go to <https://westtorrens.bookable.net.au>
2. Select 'Log in' at the top right of the screen.



3. Enter the email address and password you used to register and select 'Log in with email'.



## Reset your password

Use the password reset option if you have forgotten your password or want to create a new one.

Steps:

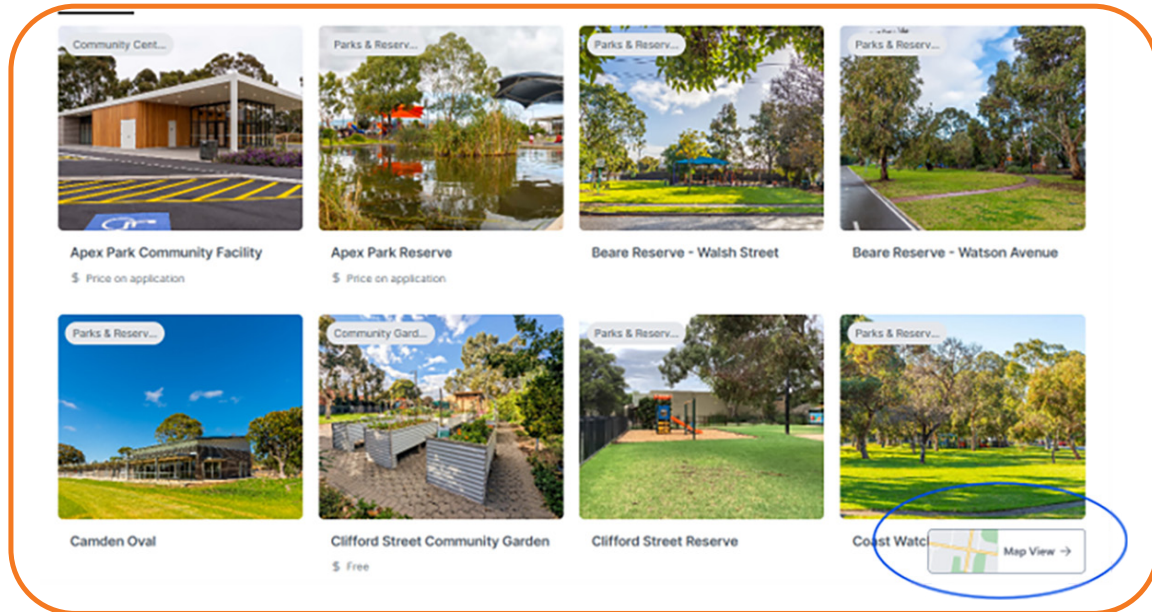
1. Select 'Log in'.
2. Select 'Forgot your password' above the password field.
3. Enter your email address and select OK.
4. Check your email and follow the link to reset your password.

## View venues using map view

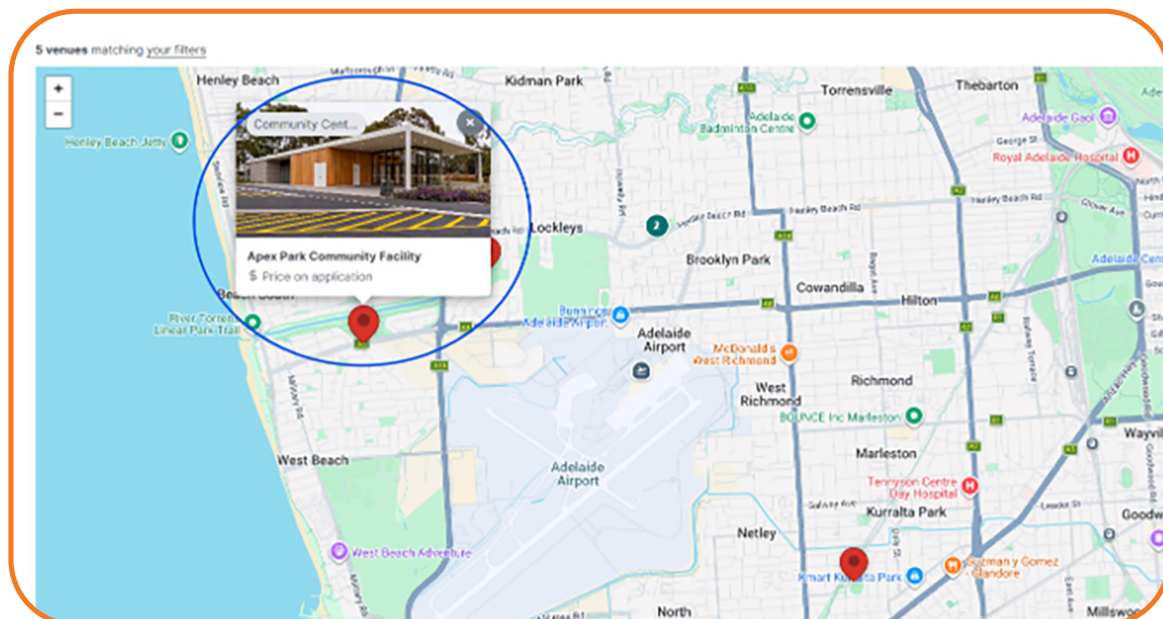
Map view lets you see bookable venues across the council area.

Steps:

1. Select 'Map view' at the bottom right of the screen.



2. Select a venue drop-pin to view the venue name and image. Select the venue image to view more information and check availability.

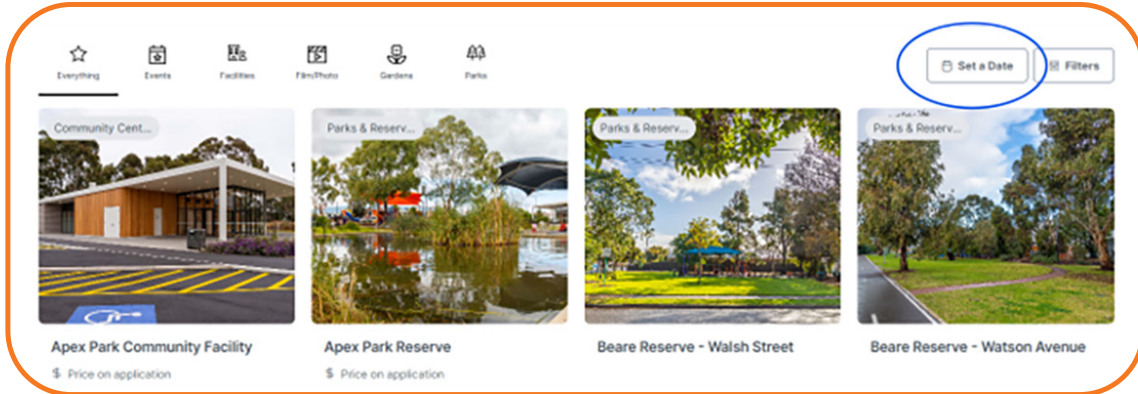


## Check venue availability

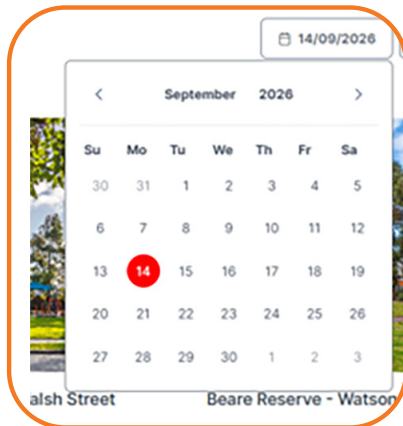
Search by 'Set a Date' to check whether a venue is available when you need it.

Steps:

1. Log in to your Bookable account.
2. Select 'Set a Date' near the top right of the screen.



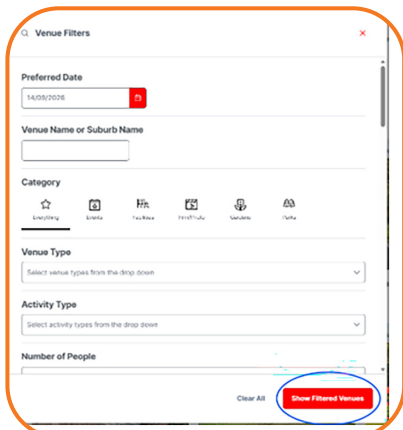
3. Choose your preferred date.



4. Use the venue filters to refine your search further if required.



5. Select 'Show filtered venues' to view matching venues.



## Browse venues and use filters

You can browse from the homepage or use filters to narrow your search.

Steps:

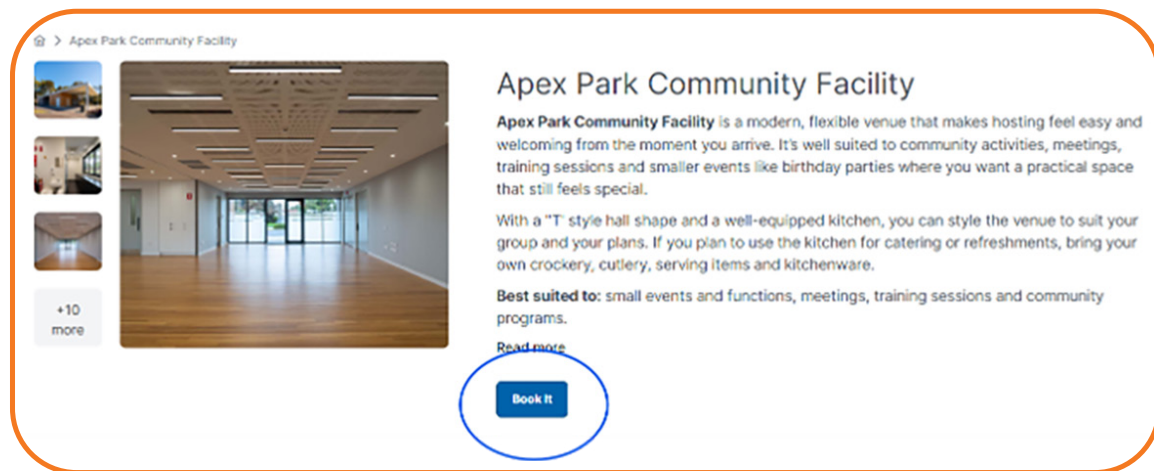
1. Use filters such as preferred date, venue name or suburb, category, venue type, activity type, number of people and facilities.
2. After selecting filters, select 'Show filtered venues' to display venues that match your requirements.

## Make a single casual booking

Once you have found a suitable available venue, you can start a casual booking.

Steps:

1. Select 'Book it' on the venue page.



Apex Park Community Facility

**Apex Park Community Facility** is a modern, flexible venue that makes hosting feel easy and welcoming from the moment you arrive. It's well suited to community activities, meetings, training sessions and smaller events like birthday parties where you want a practical space that still feels special.

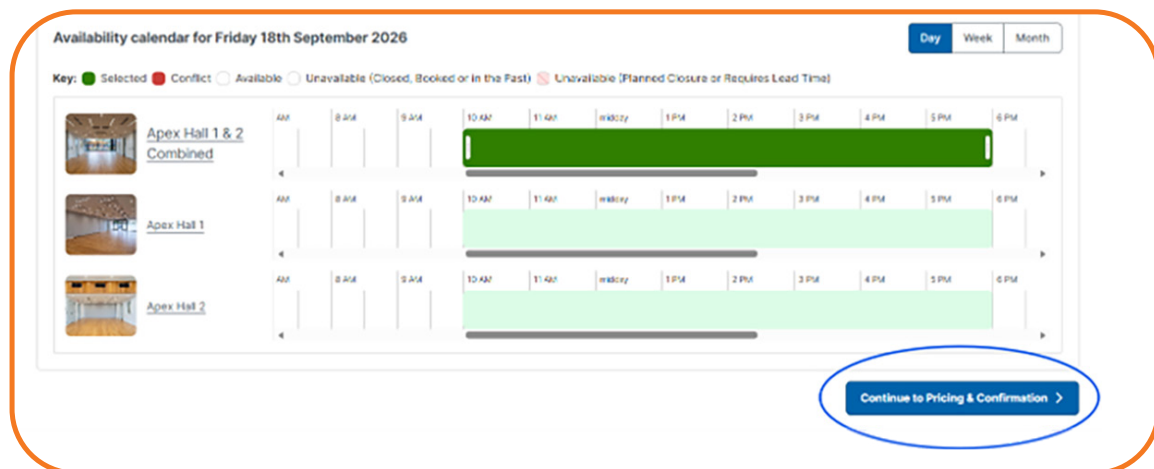
With a "T" style hall shape and a well-equipped kitchen, you can style the venue to suit your group and your plans. If you plan to use the kitchen for catering or refreshments, bring your own crockery, cutlery, serving items and kitchenware.

**Best suited to:** small events and functions, meetings, training sessions and community programs.

[Read more](#)

[Book it](#)




2. Enter the booking name.
3. Select the purpose of booking.
4. Enter the number of people attending.
5. Check the booking date and time are correct.
6. Select 'Continue to pricing and confirmation'.



Availability calendar for Friday 18th September 2026

Day Week Month

Key: ● Selected ● Conflict ○ Available ○ Unavailable (Closed, Booked or in the Past) ○ Unavailable (Planned Closure or Requires Lead Time)

	AM	8 AM	9 AM	10 AM	11 AM	midday	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM
 Apex Hall 1 & 2 Combined				Selected	Selected	Selected	Selected	Selected	Selected	Selected	Selected	Selected
 Apex Hall 1				Available	Available	Available	Available	Available	Available	Available	Available	Available
 Apex Hall 2				Available	Available	Available	Available	Available	Available	Available	Available	Available

[Continue to Pricing & Confirmation](#)

7. Review the booking breakdown and pricing information.

### Confirm Booking Information

Name of Booking (10/150 characters)

Purpose of Booking

Number of People Attending

Description (1000 characters)

Special Requirements (1000 characters)

### My booking

Your booking is tentatively reserved whilst you complete everything

Starting Monday 14th September 2026

Apex Park Community Facility

community@cw community@cw

Modify Booking Download Quote

### Pricing Summary

Fees	\$35.75
Bonds	\$0.00
Booking fees	\$35.75
<b>Total incl. GST</b>	<b>\$35.75</b>
Payable now	\$0.00
Payable later	\$35.75

8. Upload any required documents.

9. Complete the additional questions and select 'Complete booking'.

### Additional questions

#### Community Venue - Booking Request

Please read our [Handy Booking Guide](#) and only place a booking request once you are satisfied with the venue's suitability and the [Terms and Conditions of Hire](#).

Who is the booking request for? \*

Do you already have an access key/FOB for this venue? \*

Attendance to my activity is: \*

Will you have alcohol onsite? \*

Will you engage any service providers for your event/ activity? \*

**Help note:** service providers are any third-party suppliers engaged for your booking (for example catering, entertainment/amusements, event styling or decorating).

[Complete Booking >](#)

Continues over

10. Read the terms and conditions, select the checkbox to confirm you understand and agree to them, and ensure you have uploaded any required documents before selecting 'Continue'.

**Terms and Conditions**

West Torrens community facilities terms and conditions of hire (Schedule C)

**1. General**

1.1 These Terms and Conditions of Hire represent the requirements of the City of West Torrens (hereinafter called the 'Council') at the time the booking is made.

1.2 The Council reserves the right to refuse or cancel any booking without the

[Print](#)

**Specific Booking Requirements**

Any documents specified below must be uploaded as part of your booking. Bookings that do not include the required documents may be delayed or rejected.

Public Liability Insurance \$20 million \*

- No documents uploaded.

[Upload Document](#)

I have read and accept the Terms and Conditions.

[Continue](#)

11. Read and accept the terms and conditions.
12. Select 'Complete booking' again.
13. Save or download the confirmation or receipt if required.

## Make a repeat or regular booking

Repeat bookings follow a similar process to casual bookings, but you can add multiple dates or create a series.

Steps:

1. Select a venue from the homepage or use the filter option.
2. Check availability for your preferred date and time.
3. Select 'Book it'.
4. Complete the booking information, including attendee numbers.
5. In 'Booking items', choose 'Add a date' or 'Create a series'.

The screenshot shows the 'Booking Items' section of a booking system. At the top left, there is a red button labeled 'Monday 05/10/2026'. To its right are two buttons: '+ Add a Date' and a circular refresh icon labeled 'Create a Series'. These two buttons are circled in blue. In the top right corner, there is a 'Filter:' dropdown menu with the text 'Select Bookable Options'. Below these buttons is a grey box titled 'Booking summary for Monday 05/10/2026'. Inside this box, there is a date input field with '05/10/2026', a section titled 'You are booking' with a dropdown menu 'Select an item', and a time range selector 'from 2 PM : 00 to 3 PM : 00'. At the bottom of the summary box is an 'Add another' dropdown menu.

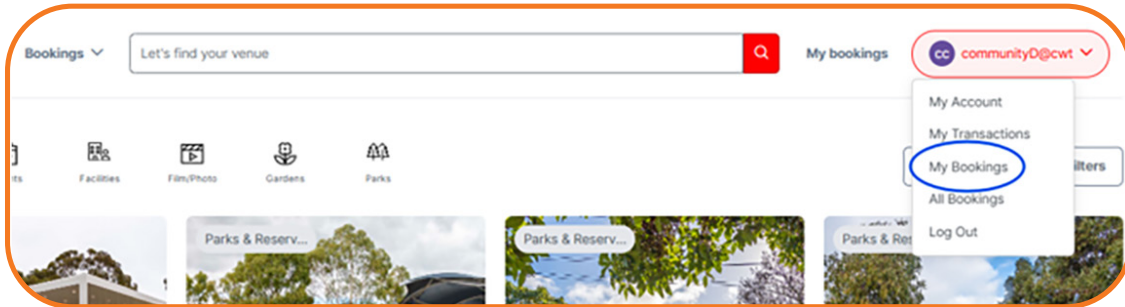
6. If creating a series, customise the regular booking dates and select 'Save'.
7. Select 'Continue to pricing and confirmation'.
8. Review the booking breakdown and upload any required documents.
9. Complete any additional questions and select 'Submit'.
10. Select 'Complete booking', accept the terms and conditions, then complete the booking again.

## Amend or cancel an existing booking

You can manage existing bookings from your Bookable account.

Steps:

1. Log in to your Bookable account.
2. Select your name at the top right of the screen.
3. Select 'My bookings' from the drop-down menu.



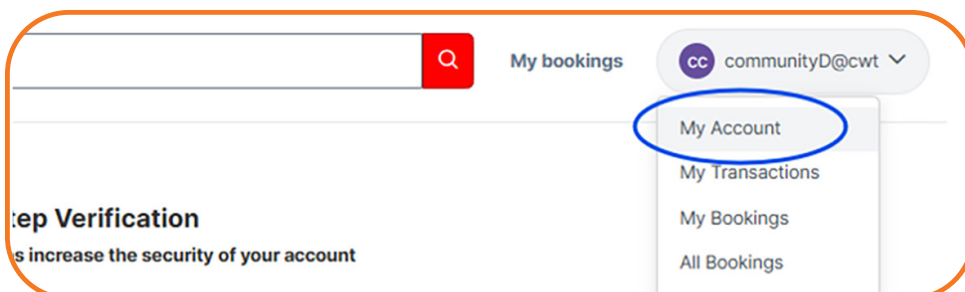
4. Select the booking name to view options.
5. Depending on your booking status and permissions, options may include:
  - cancelling the booking
  - viewing payment detail
  - changing attendee numbers
  - editing the event description or special requirements
  - editing booking dates
  - adding documents
  - adding notification contacts
  - downloading a confirmation
  - sending or downloading an invoice
  - using a calendar URL
  - duplicating the booking.

## Make a payment

Payment options and timing should be checked against City of West Torrens requirements before publication.

Steps:

1. To pay all outstanding fees, log in, select your name, choose 'My account', select 'Add payment', enter your card details, select the booking and proceed to check out.



2. To pay a specific venue fee, log in, select the booking name and choose whether to pay the full outstanding amount or a portion of the amount, where available.

## Frequently asked questions

### Can I book a venue without registering for an account?

No. Users need to create a Bookable account so the correct customer type and fee can be applied.

### Do I have to use the online booking system, or can I send an email?

Venue bookings should be made through Bookable. If you need help, contact 08 8416 6333.

### What if the day or time I want is already booked?

If a venue is unavailable, please choose another available venue or another date or time.

### How do I update my account details?

Log in, select 'My account', then select 'My details' to update your contact information.

### How do I cancel my booking, and will I receive a refund?

Log in, open 'My bookings', select the booking and choose the cancellation option. For details on refunds, check 'City of West Torrens terms and conditions for cancellation fees'.

### How do I know if my booking has been confirmed?

Bookable will send an email confirmation. You can also log in and check the status of your booking.

### How do I collect the key or access information?

Confirmed hirers are invited to join a staff-guided in-person, staff onsite equipment demonstration or complete an online digital induction and collect keys during an appointment at the Civic Centre.

### What happens if I forget my password?

Select 'Forgot your password' on the login screen, enter your email address and follow the password reset email.

### What payment methods are available?

Credit card transactions are available via Bookable.

### Can multiple people in my organisation have an account?

Yes. Each user can have a separate login.

### How can I remove users who are no longer in my organisation?

Log in and go to 'My organisation'. From there, you can add, invite or remove organisation users, subject to your account permissions.

### Where can I find more support?

For more information contact the City of West Torrens, phone 08 8416 6333.