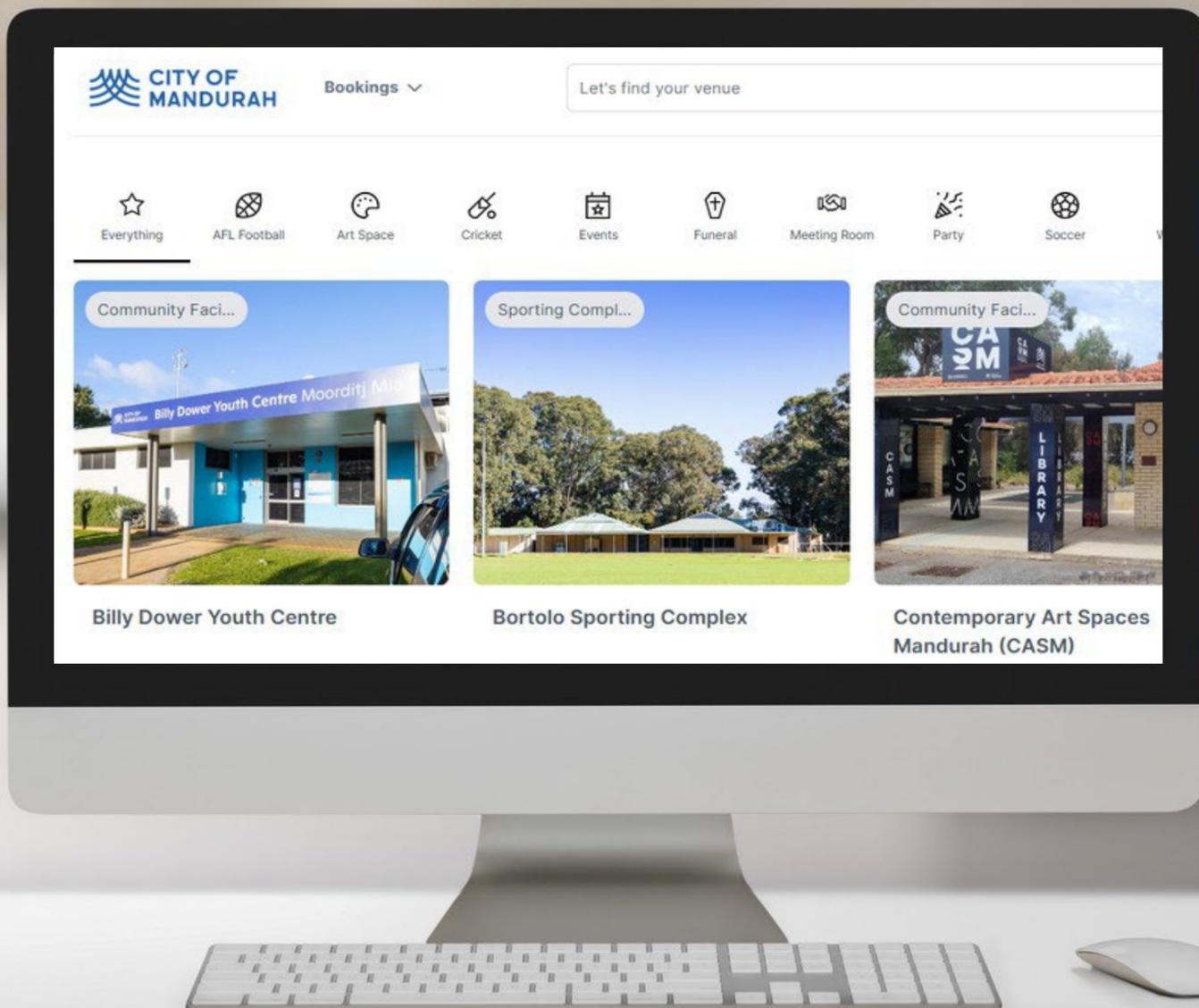


Bookable

Online booking tutorial



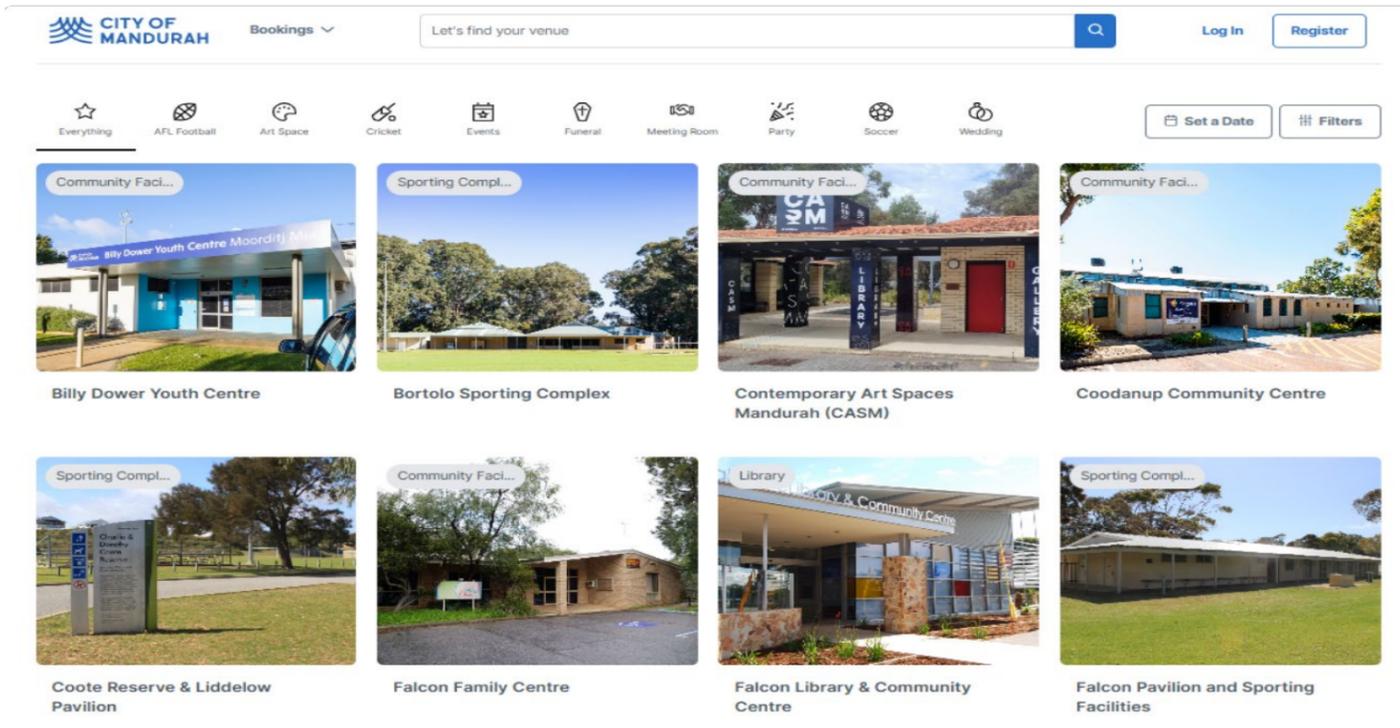
Index

Logging in (existing user)	2
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Make a booking	9
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Make a payment	23
Download your invoice	26
Add a user to your organisation	27
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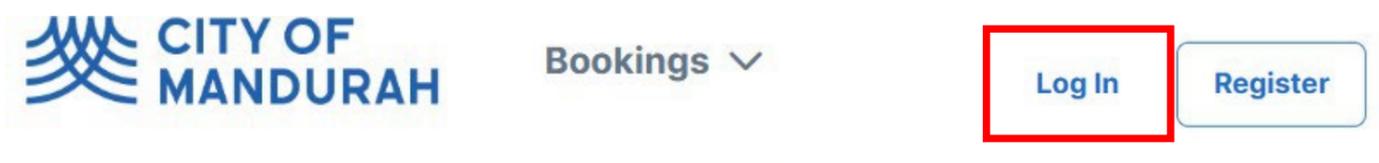
Logging in (existing user)

If you have recently made a booking with the City of Mandurah, your user account will already exist under your email address with a temporary password. You may have already received emails from the booking system. If you are unsure of which email address has been used, please contact the team at recreationservices@mandurah.wa.gov.au.

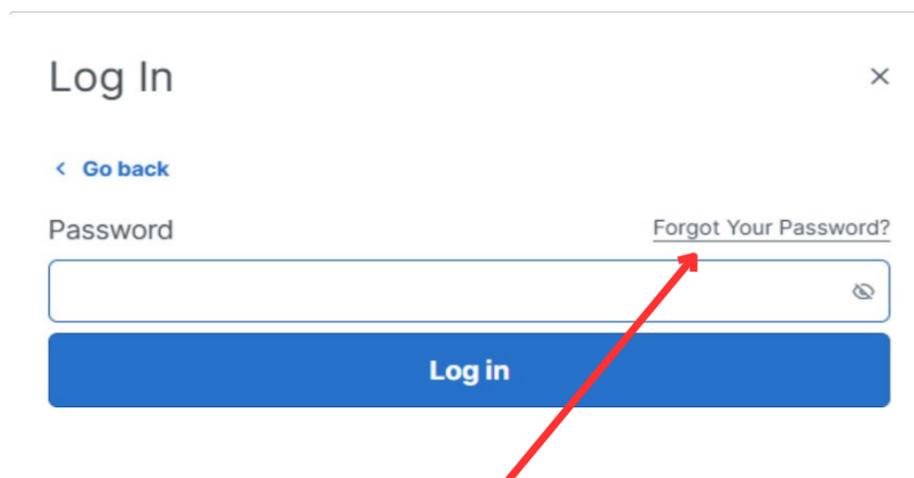
1. Enter the landing page at Bookable.



2. Select Log In at the top of the page.



3. Select Forgot Your Password.



4. Enter your email address then select OK to reset your password.

Forgot Password?

Please enter your email to reset password.

5. Check your inbox and follow the steps provided to reset your password.

Forgot Password

Email sent successfully. Please check your inbox.

6. Return to the log-in page and enter email address and new password. Once logged in you can view all City of Mandurah venues to make a booking and view your account.

Register (new user)

You must be a registered user or organisation to make a booking. If you are unsure whether you already have an account registered, please contact the Recreation Services Team at recreation@mandurah.wa.gov.au.

1. Enter the landing page at Bookable.

CITY OF MANDURAH Bookings ▾ Let's find your venue

Everything AFL Football Art Space Cricket Events Funeral Meeting Room Party Soccer Wedding

- Billy Dower Youth Centre** (Community Facility)
- Bortolo Sporting Complex** (Sporting Complex)
- Contemporary Art Spaces Mandurah (CASM)** (Community Facility)
- Coodanup Community Centre** (Community Facility)
- Coote Reserve & Liddelow Pavilion** (Sporting Complex)
- Falcon Family Centre** (Community Facility)
- Falcon Library & Community Centre** (Library)
- Falcon Pavilion and Sporting Facilities** (Sporting Complex)

2. Select Register at the top of the page.



Bookings ▾

3. Select the required account type. The options are either 'Individual' or 'Organisation'

4. The following instructions are for an 'Individual' customer type. Select 'Private Hirer' as the account type.

Register with your email address

Create account ×

Account type

I am an individual

Private Hirer

I represent a company or organisation

Commercial Organisation

Registered Charity Group

Registered Non-Profit Organisation

School (Educational Institution)

Sporting Club or Association

Your account

Email

Confirm email

Confirm email is required.

Password

Confirm password

Sign up to news and other helpful information from City of Mandurah

5. Enter your details as prompted and click Create Account.

Your Details

Title (optional)

First name Last name

61 99 9999 9999 61 99 9999 9999

Phone number Landline (Optional)

Street address

Select a country

Suburb/City State/Region/Province Postcode

Our terms of use

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

Create account

6. The image below shows the help information and warnings that might display during this step.

Your account

Email **Warning will display if email is not valid**

Invalid email.

Confirm email **Warning will display if email does not match**

Confirm email should match with email.

Password **Show password**

Confirm password **Warning will display if password does not match**

Confirm password should match with password.

Password strength

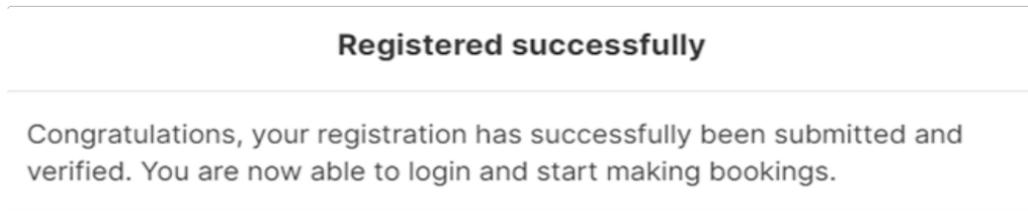
Strong

Strong password rules

- At least one lowercase
- At least one uppercase
- At least one numeric
- Minimum 8 characters

Password rules and strength indicator are displayed

7. Your account has now been registered, and you can log in to make bookings.



If you are an 'Organisation' customer type, follow the instructions below.

1. Select the correct organisation type

Register with your email address [Create account](#) ×

Account type

I am an individual

Private Hirer

I represent a company or organisation

Commercial Organisation

Registered Charity Group

Registered Non-Profit Organisation

School (Educational Institution)

Sporting Club or Association

2. Enter your account information.

Tips: *Email:* A valid email address consists of an email prefix and an email domain, both in acceptable formats.

The prefix appears to the left of the @ symbol. The domain (e.g. gmail.com) appears to the right of the @ symbol.

Password: Strong Password rules apply.

Select *Sign up to new and other helpful information....* if you wish to receive marketing communications

Your Details

As you are signing up for an organisation account, make these details the primary contact for your organisation.

Phone number Landline (Optional)

Will copy Address from above Organisation Details section

3. Upload Required documentation is applicable.

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.

Proof of Not For Profit Status (ACNC Register or equivalent)

4. Once all mandatory fields are complete, select Create account.

All new registrations are required to be verified before being able to log-in and make a booking. The Recreation Services Team will review and verify your registration within 3 working days. Once your account is verified, an email notification will be sent directly from the booking system to the email address used for registration.

Our terms of use

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

Common scenarios that could occur:

Email already taken:

This email is already in use against an account in the system. Refer to Login information.

× Register with your email address

Create account

Email john.doe@test.com is already taken. [Log in](#)

Your organisation may already have an account:

This email domain is already in use against an account in the system. Reach out within your organisation and the primary user will be able to invite you to join the organisation.

Your account

Email

john.doe@communitymatters.com

Confirm email

john.doe@communitymatters.com

Great news. Looks like your organisation may already have an account with us.
Signing up within your organisation's existing account is easy. If your organisation is already registered, simply ask a coworker or your IT department for an invitation, and you'll be part of the team in no time.

Password

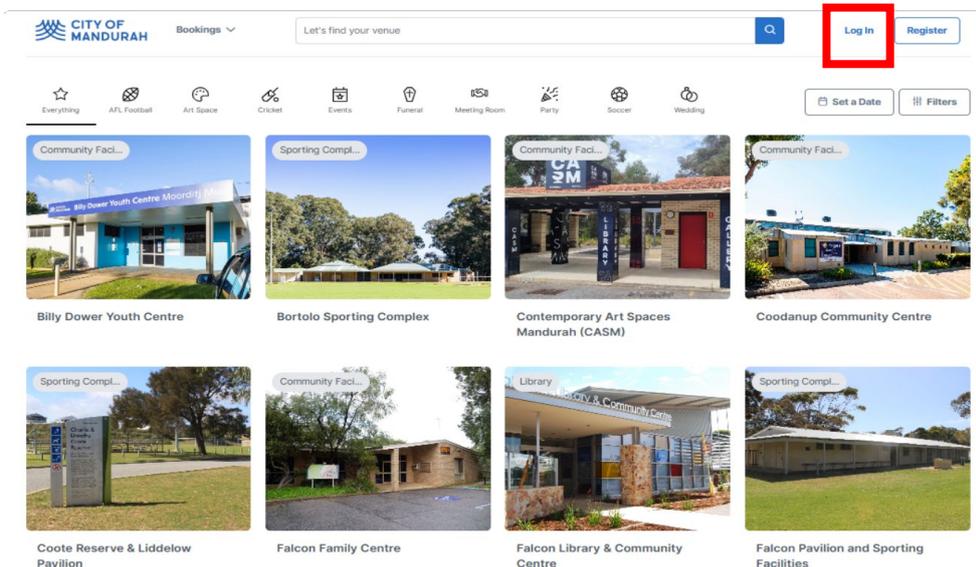
.....

Confirm password

.....

Booking a venue

1. Enter the landing page at [Bookable](#). Then click **Log In**.



Finding and Selecting a Venue

- Use the predefined category filters the top of the page to search for a space based on the purpose of your booking.
 - If you know the name of the venue, you can enter this in the search bar at the top.
 - Alternatively, click the 'Filters' button to narrow down venues by: Venue types
 - Allowed activities
 - Other specification
-
- To check venue availability for a specific date: Click 'Set a Date' to display available venues for your selected date.
 - Select your preferred venue to proceed with the booking
-
- Enter the date of your meeting/event in the 'Find Availability' field. If you used the 'Set a Date' in Step 2, the date will already be prefilled.

The screenshot shows the City of Mandurah website interface. At the top, there is a navigation bar with the City of Mandurah logo, a 'Bookings' dropdown, a search bar containing 'Let's find your venue', and a user profile for 'Laura'. Below the navigation bar, the page title is 'Coodanup Community Centre'. There are several images of the venue, including a large main hall and an outdoor play area. The text describes the venue's features, such as sprung wooden floors, a playgroup area, and a meeting room. A 'Book It' button is visible. Below the venue information, there is a 'Find Availability' section with a date field set to '16/07/2025' and a 'Filters' button. A red box highlights the 'Find Availability' field and the date input. Below this, there is a 'Main Hall' section with a photo of the hall, a 'Book It >' button, and a list of facilities including 'Up to 238 people', 'Kitchen Available', 'Parking Available', and 'Heating'. At the bottom, there is a calendar view showing the availability for the selected date, with a time slot from 6am to 4pm.

- Review available spaces at the venue.
- Proceed with your booking based on the available options by clicking on the start time on the availability calendar underneath the space that you wish to book.
- The calendar will show if there is availability or if the venue is already booked or closed.

Find Availability 18/07/2025 Filters Calendar Legend Day Week Month

Main Hall Up to 238 people Kitchen Available Parking Available Heating View all 10 facilities Book It

A large hall with sprung wooden floors, suitable for many activities including dance, workshops and community groups. The main hall... [Read more about the space](#)

6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm

- Click on the time on the calendar that you wish to book and it will go green.

Availability calendar for Friday 18th July 2025 Calendar Legend Day Week Month

Main Hall midday 1pm 2pm 3pm 4pm 5pm 6pm 7pm 8pm 9pm 10pm

Playgroup Area 6am 7am 8am 9am 10am 11am midday 1pm 2pm 3pm 4pm

Refine your Booking

Enter a name for your booking (e.g. 'Public Art Committee Meeting'), select the most appropriate purpose from the list and enter the Number of People that will be attending.

The screenshot shows the 'Refine' step of a booking process. The 'Booking Information' section is highlighted with a red box. It includes a text input for 'Name of Booking' (11/150 characters) with the value 'Dance Class'. Below it is a dropdown menu for 'Purpose of Booking' with 'Facility Hire - No Alcohol' selected. To the right is a numeric input for 'Number of People Attending' with the value '20'. Below these is the 'Your Booking Account' section, showing the user is 'Laura Billingsley at City of Mandurah (Internal User - Council Staff)' with a 'Log out' link. On the right, a sidebar displays 'New Booking' details: 'Starting Wednesday 9th July 2025' and 'Coodanup Community Centre'. It also includes 'Notes from the Booking Team' with 'Important Information' regarding cleaning and event bookings.

- You can then adjust the length of your booking and add any additional spaces that will be hired at this venue.

Booking Items

Wednesday
09/07/2025
+ Add a Date
 ↻ Create a Series

Booking summary for Wednesday 09/07/2025

On

You are booking

from : to :

- If this booking is required for multiple dates, click the 'Create a Series' button to add additional dates and times.

× Add new date or repeat

Repeating series

 Individual dates

Booking date to copy

Start repeating on

Repeat every

Repeat on

Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

Repeat times

The same time on each day

Varying times on different days

- Alternatively, you can add individual dates.

× Add new date or repeat

🔄 Repeating series

📅 Individual dates

Booking date to copy

Wednesday 09/07/2025

New dates

Add another date

Confirm your Booking

- If a venue has any additional add ons, these will appear at the next step. Some extras will incur an additional cost, which will be displayed on this screen if selected.
- Click Review and Finalise when you are finished.

Select Extras

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

Included Dates
Wednesday 09/07/2025

Name	Description
<input type="checkbox"/> Breakout Room	Available in addition to the Main Hall, this is a versatile space designed to accommodate 10-15 people. This room would be perfect as a breakout space during larger events held in the main hall, such as conferences, workshops, or training sessions, providing a quiet area for group discussions or team activities. Additional charges apply.

[← Back](#) [Review and Finalise →](#)

- Next you will have the opportunity to upload any requirement documents. IF you don't have these to hand, they can be uploaded at a later date.
- At the bottom of the confirmation page, you will be required to fill out a checklist. This will give our booking officers more information about your requirements and any additional permits or approvals that may be required.

Additional questions

Recreation Services - Booking Detail Checklist

Thank you for choosing The City of Mandurah for your facility booking requirements. Please answer the questions below and a friendly booking officer will review your request within 48 hours.

Are you over 18? *

Yes No

Is your booking for an 18th or 21st Birthday Party? *

Yes No

Please give as much detail as possible about the purpose of your booking, including any planned activities. *

Is your booking for a funeral service? *

Yes No

Are you providing food during your function/activity? *

Yes No

Will you be having music or excessive noise via a DJ, Band, PA System or other? *

Yes No

Will you be paying for you booking with a debit/credit card? (This is the preferred method of payment for instant refunds of bonds and hire fees where applicable). *

Yes No No, I usually pay via bank transfer N/A - I am a staff member

- The City of Mandurah Terms and Conditions will be displayed on the next page for you to read and accept.

Terms and Conditions

RECREATION SERVICES - TERMS OF HIRE

1. BOOKING APPLICATION

The Hirer must be over the age of 18 years. If requested by the City of Mandurah (the City), a copy of photo ID must be provided by the Hirer.

2. CONFIRMATION OF BOOKING

If approved, the City will confirm all bookings through the Bookable online portal. Once the booking is confirmed, a confirmation will be sent via email, including a copy of the City of Mandurah's full Terms and Conditions of Hire (Terms and Conditions). The Hirer will be responsible for ensuring the use of the facility complies with the approved purpose and all other Conditions of Hire.

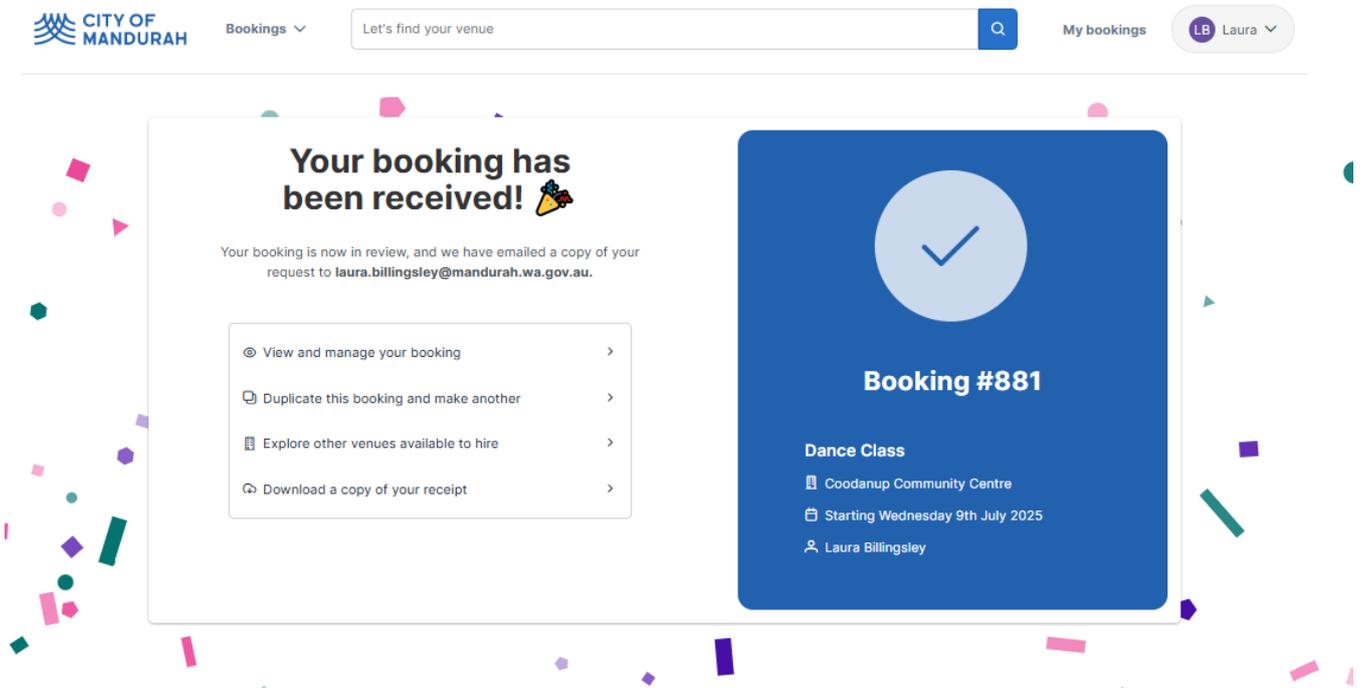
Any Hirer granted approval to use a City Facility is at no time permitted to sub-lease or make it available for hire to any other individual, group or organisation.

[Print](#)

I have read and accept the Terms and Conditions.

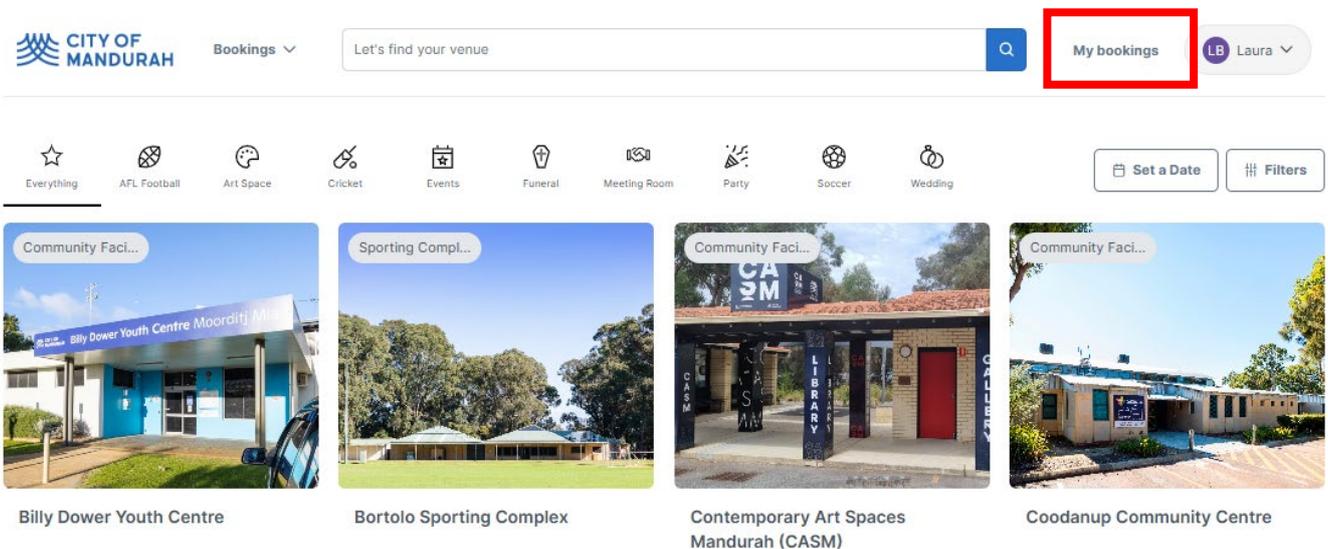
[Continue](#)

- Once you are happy with the booking details, you can confirm the booking, and it will be submitted to the relevant department for approval. Please allow 48 hours for this process.



Amend a booking

1. To manage a booking click on 'My Bookings'.



- A 2-step authenticator prompt will appear, if your mobile number is registered in the system, it will be displayed here. Click 'Send SMS' and you will receive a code from Bookable.

2-Step Verification
2-Step Verification helps increase the security of your account

2-Step **Verification** 

We will send the Verification code to selected mobile phone number.

Mobile Phone Number
*****7314 

I'm not a robot 
reCAPTCHA
Privacy - Terms

Send SMS

- If the number displayed is incorrect, please contact the relevant Facility Custodian and they will update the number for you.
- From the 'My Bookings' section, you can:
 - View all bookings.
 - Amend or cancel or duplicate your booking.
 - Make a payment in full, or part payment.
 - Download your invoice.
 - Update your personal details.
 - Upload documents.
 - If you are an organisation, you can invite or add new users.

2. To view your booking, click on the booking name.

The screenshot shows the City of Mandurah Bookings interface. At the top, there is a search bar with the text 'Let's find your venue' and a search icon. To the right, it says 'My bookings' and 'LB Laura'. Below this, there is a navigation menu with 'My Bookings', 'My Details', 'My Organisation', and 'My Transactions'. Under 'My Bookings', it shows 'Outstanding : \$0.00' and an 'Add Payment' button. A table lists bookings with columns: Id, Booking Name, Venue, Items, Next Booking Date, Date Created, Price, and Status. The first row shows '88', 'Dance Class', 'Coodanup Community Centre', 'Main Hall', '09/Jul/25', '30/May/25', '\$0.00', and 'Tentative'. The 'Dance Class' text is highlighted with a red box. To the right of the row is a blue button with three dots.

3. To amend a booking date, click 'edit' next to the relevant date.

The screenshot shows the 'Booking dates' section. It has a table with columns: Bookable Item, From, To, Unit, # of Units, Unit price, Total, GST, and Issues. The first row is expanded to show 'Wednesday 9th July 2025'. Below this, there is a row for 'Main Hall' with '09:00 AM' to '11:00 AM', 'Units', '1', '\$0.00', '\$0.00', '\$0.00', and a 'Checklist' button. An 'Edit' button is highlighted with a red box in the 'Issues' column.

- From the edit screen you can:
 - Change the date of the booking
 - Change the time of the booking
 - Cancel the date of the booking
 - Add a bookable item

Booking : 09 July 2025 Wednesday

Date 09/07/2025 **Attendees:** 20

[+ Add Date to Booking](#)

Bonds	Current \$	New \$	Change \$	Payable/Refundable
No bonds.				

Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units	
Main Hall	09/07/2025	15 mins	9 AM ▾ : 00 ▾	11 AM ▾ : 00 ▾	15 mins		Cancel
Add Resource Add Bookable Item							

Main Hall - Jul 9, 2025

[Show all venue items](#)

Save Cancel

- You can also add a date to the booking by clicking here.

Booking : 09 July 2025 Wednesday

Date 09/07/2025 **Attendees:** 20

+ Add Date to Booking

Bonds	Current \$	New \$	Change \$	Payable/Refundable
No bonds.				

Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units	
Main Hall	09/07/2025	15 mins	9 AM ▾ : 00 ▾	11 AM ▾ : 00 ▾	15 mins		Cancel
Add Resource Add Bookable Item							

Main Hall - Jul 9, 2025

[Show all venue items](#)

Save Cancel

- Then add the new date and time required or change the bookable item.

Booking : 17 July 2025 Thursday

Date
 17/07/2025

Attendees: 20 **Create Repeat** Included Dates
Thu 17/07/25

Item	Date	Before	From	To	After	Units
Main Hall	17/07/2025	15 mins	3 PM : 00	5 PM : 00	15 mins	Remove

Add Resource

Add Bookable Item

Main Hall - Jul 17, 2025

Show all venue items

Save **Cancel**

- The new date will then be added to the booking page.

Booking dates

Bookable Item	From	To	Unit	# of Units	Unit price	Total	GST	Issues
<div style="display: flex; justify-content: space-between; align-items: center;"> ▼ Wednesday 9th July 2025 Edit </div>								
Main Hall	09:00 AM	11:00 AM	Units	1	\$0.00	\$0.00	\$0.00	Checklist
<div style="display: flex; justify-content: space-between; align-items: center;"> ▼ Thursday 17th July 2025 Edit </div>								
Main Hall	03:00 PM	05:00 PM	Units	1	\$0.00	\$0.00	\$0.00	Checklist

4. To cancel a booking date, click edit and then 'Cancel'

Booking : 09 July 2025 Wednesday

Date 09/07/2025  **Attendees:** 20 

[+ Add Date to Booking](#)

Bonds	Current \$	New \$	Change \$	Payable/Refundable
No bonds.				

Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units
Main Hall	09/07/2025	15 mins	9 AM	11 AM	15 mins	





Main Hall - Jul 9, 2025



[Show all venue items](#)

- All changes will be saved automatically, and the booking status will revert to 'Tentative'. A booking officer will review the changes and 'Confirm' the booking.

Dance Class

 Tentative Booking #881

 Coodanup Community Centre

 Starting Wednesday 9th July 2025 [Add to Calendar](#)

- You will receive email confirmation once your amended booking is confirmed.

Dance Class

Confirmed Booking #881

Coodanup Community Centre

Starting Wednesday 9th July 2025 [Add to Calendar](#)

- Click on the blue button with 3 dots to access more information about your booking.

My Account

My Bookings My Details My Organisation My Transactions

My Bookings

Outstanding : \$0.00

Add Payment

001 [Dance Class](#) Coodanup Community Centre 10am-11am 09/July/20 00/may/20 00.00 tentative

Send Invoice
Download Invoice
Download Confirmation
Add to Calendar
Duplicate Booking

Making a payment

1. Log into your account.
2. Access 'My Bookings'



Home > My Account

My Bookings My Details My Transactions

My Bookings Outstanding : \$5,012.00 [Add Payment](#)

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
880	test	Bortolo Sporting Complex	Function Room (inc kiosk)	06/Jan/26	27/May/25	\$5,012.00	Confirmed ...

- If you have payment due, you will see a notice at the top of the page
 - If you click Make a payment now, you will be able to pay with a Visa or Mastercard.
3. Pay the amount due, or the full balance.

Payment due Please review the [payment table](#) below and make payment.

Documentation missing Required documentation needs to be uploaded for this booking

Manage your booking [Payment](#) [Information](#) [Dates](#) [Documentation](#) [Contacts](#)

Payment due

Fees	\$5,012.00
Adjustments	\$0.00
<hr/>	
Bonds	\$0.00
<hr/>	
Total incl. GST	\$5,012.00
<hr/>	
Paid	\$0.00
Payable now	\$150.00
Payable later	\$4,862.00

[Make payment now](#)

Add Payment

1. Please choose payment type:
 Credit Card (TEST) ▼
 VISA Mastercard

2. Please choose payment amount:
▼

Payable Now - \$150.00
 Amount Outstanding - \$5,012.00
Booking 880 - test (Amount Due: \$5,012.00)

Invoice	Outstanding	Due Date	Amount
[INVOICE] FY24/25 Reserve Sports Lighting Monthly sports lighting charges	\$150.00	30/05/2025	\$150.00
[INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 06/01/2026 09:00 to 06/01/2026 10:00	\$46.75	02/03/2026	\$46.75
[INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 07/01/2026 09:00 to 07/01/2026 10:00	\$46.75	02/03/2026	\$46.75
[INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 13/01/2026 09:00 to 13/01/2026 10:00	\$46.75	02/03/2026	\$46.75
[INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 14/01/2026 09:00 to 14/01/2026 10:00	\$46.75	02/03/2026	\$46.75
[INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 20/01/2026 09:00 to 20/01/2026 10:00	\$46.75	02/03/2026	\$46.75
[INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 21/01/2026 09:00 to 21/01/2026 10:00	\$46.75	02/03/2026	\$46.75
[INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 27/01/2026 09:00 to 27/01/2026 10:00	\$46.75	02/03/2026	\$46.75
[INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 28/01/2026 09:00 to 28/01/2026 10:00	\$46.75	02/03/2026	\$46.75

4. Pay a custom amount, from the 'My Booking' screen



Bookings ▼

Q

My bookings LB Laura ▼

🏠 > My Account

My Bookings My Details My Transactions

Outstanding : \$5,012.00

Add Payment

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
880	test	Bortolo Sporting Complex	Function Room (inc kiosk)	06/Jan/26	27/May/25	\$5,012.00	Confirmed ⋮

- You will then have the option to select which amounts from the invoice you would like to pay, by unticking the 'Pay' check box at the top, then ticking the required invoices on the left-hand side.
- Untick the 'Pay' box, and select the items you would like to pay on the left hand-side.

Add Payment

1. Please choose payment type: Payment Amount : \$290.25

Credit Card (TEST) v

VISA Mastercard

Bortolo Sporting Complex - Booking 880 - test (Amount Due: \$5,012.00) Pay

Invoice	Outstanding	Due Date	Amount	Payment
<input checked="" type="checkbox"/> INV-759 [INVOICE] FY24/25 Reserve Sports Lighting Monthly sports lighting charges	\$150.00	30/05/2025	\$150.00	150
<input checked="" type="checkbox"/> INV-759 [INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 06/01/2026 09:00 to 06/01/2026 0:00	\$46.75	02/03/2026	\$46.75	46.75
<input checked="" type="checkbox"/> INV-759 [INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 07/01/2026 09:00 to 07/01/2026 0:00	\$46.75	02/03/2026	\$46.75	46.75
<input checked="" type="checkbox"/> INV-759 [INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 13/01/2026 09:00 to 13/01/2026 0:00	\$46.75	02/03/2026	\$46.75	46.75
<input type="checkbox"/> INV-759 [INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 14/01/2026 09:00 to 14/01/2026 0:00	\$46.75	02/03/2026	\$46.75	
<input type="checkbox"/> INV-759 [INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 20/01/2026 09:00 to 20/01/2026 0:00	\$46.75	02/03/2026	\$46.75	

Checkout **Cancel**

- Or overwrite the amount on the right-hand side to reflect the amount you would like to pay.

Add Payment

1. Please choose payment type: Payment Amount : \$75.00

Credit Card (TEST) v

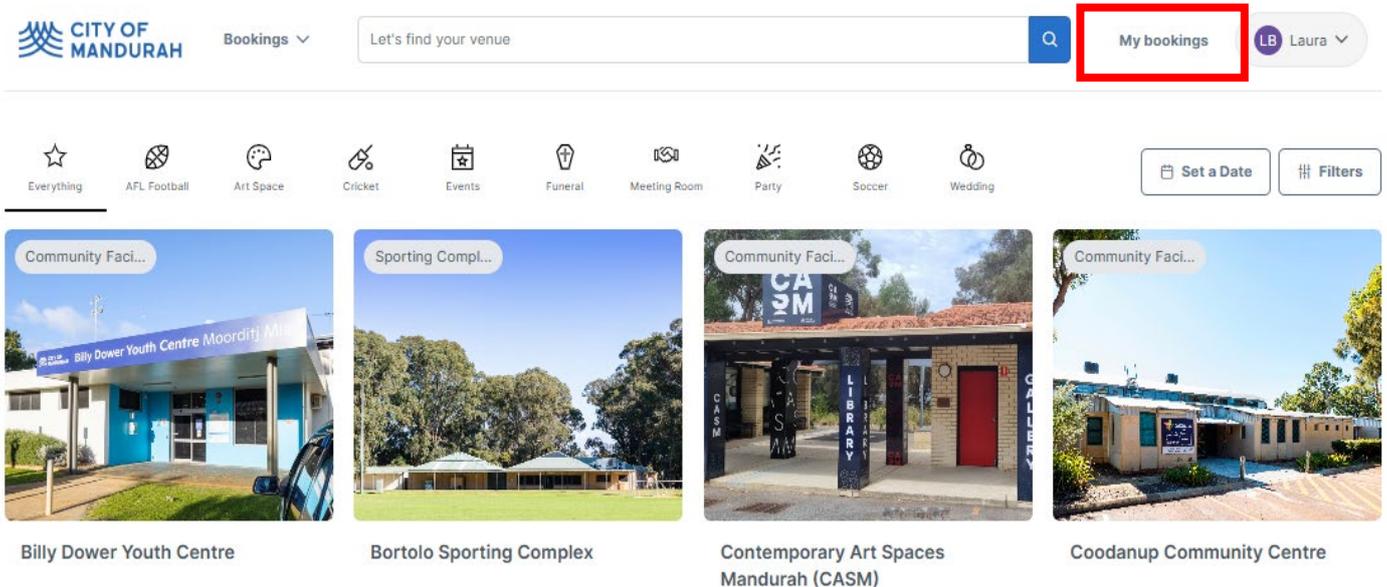
VISA Mastercard

Bortolo Sporting Complex - Booking 880 - test (Amount Due: \$5,012.00) Pay

Invoice	Outstanding	Due Date	Amount	Payment
<input checked="" type="checkbox"/> INV-759 [INVOICE] FY24/25 Reserve Sports Lighting Monthly sports lighting charges	\$150.00	30/05/2025	\$150.00	75
<input type="checkbox"/> INV-759 [INVOICE] Bortolo Sporting Complex Function Room (inc kiosk) 06/01/2026 09:00 to 06/01/2026 10:00	\$46.75	02/03/2026	\$46.75	

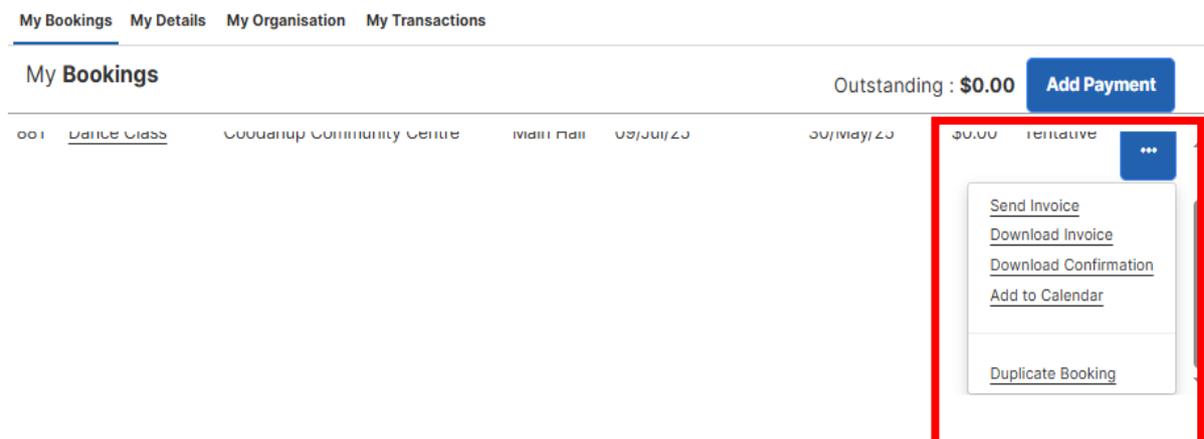
Download your invoice

1. Log in and access the 'My Bookings' section of the portal.

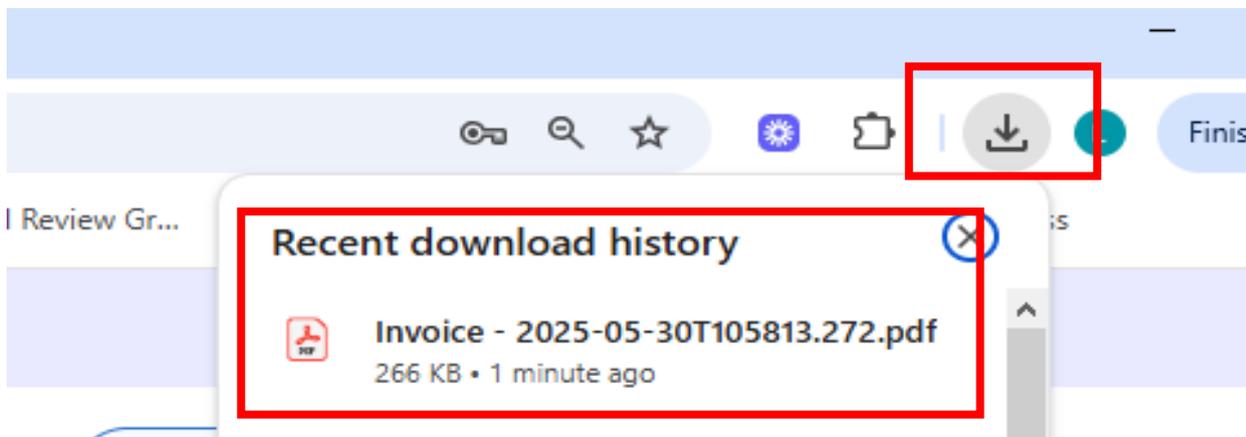


2. Click on the blue button with 3 dots next to your booking.
3. Click download invoice.

Home > My Account

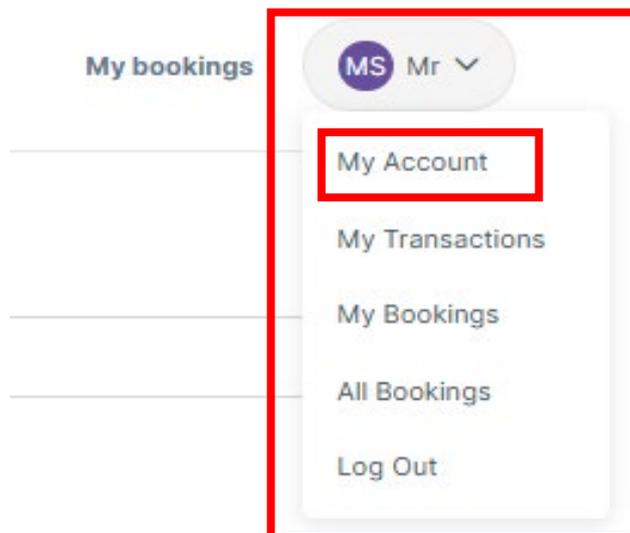


4. Your invoice will be downloaded as a PDF onto your computer or phone. You can access your downloads from your browser by clicking here.

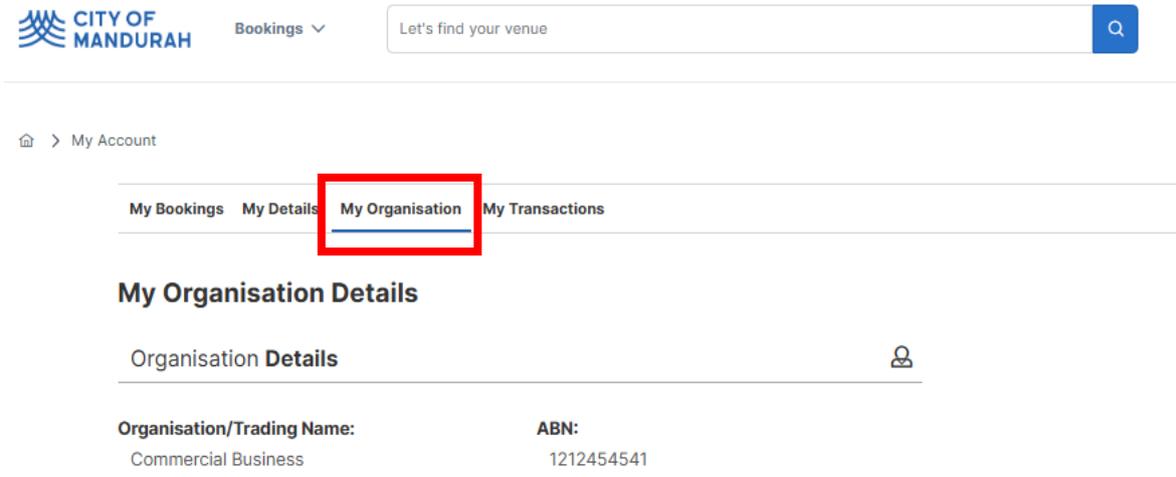


Adding an additional user to your organisation

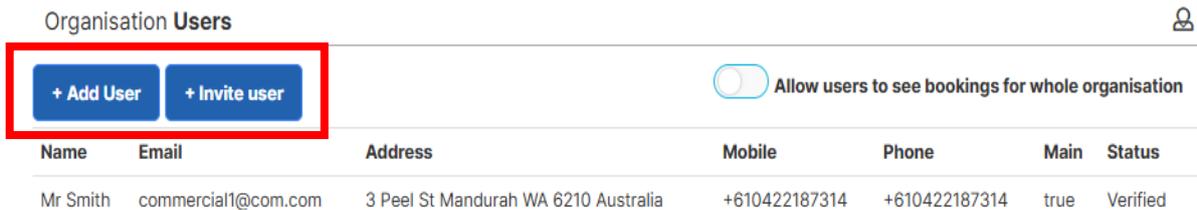
1. Login to your account and click 'My Account'



2. Click 'My Organisation'



3. Scroll to the bottom and you have the option to 'Add User' or 'Invite User'



4. There is also an option to allow all users to view bookings for the organisation.

Leave this un-checked if you don't want this to happen.



Frequently Asked Questions

1 I have forgotten my password – how do I reset it?

Select Forgot Password on the log in page, and follow the prompts. You can also follow the instructions on ['Logging In \(Existing User\)'](#)

2 I have created an additional user account to the one City of Mandurah have registered for me – what do I do?

The user email address is a unique identifier for all customers, and we recommend only having one email address and user for all bookings. Please contact recreationservices@mandurah.wa.gov.au for further assistance.

3 How do I add an additional user for my organisation?

See the use guide - [Adding an additional user to your organisation](#)

4 How do I add an additional contact to receive confirmation emails and invoices?

Once logged in, select **'My Bookings'** and open the booking you would like to add a contact too. Scroll to the bottom of the page and click **'Add Contact'**

5 What payment methods are available?

Online card (BPoint) is the preferred method of payment, which accepts both debit and credit Visa and Mastercard.

If you are a regular hirer you should have a PayWay number, which is a BSB and Account Number specific to your organization. You can continue to use this method of payment with our new system.

If you would like to be set up for this method of payment, please contact recreationservices@mandurah.wa.gov.au

We also accept cash, cheque and eftpos in person at the City of Mandurah admin building, located at 3 Peel Street, Mandurah between the hours of 8am – 4.30pm.

For more information on making a payment see - [Making a payment](#).

6 I'm an organisation and Bookable keeps asking for my Public Liability Insurance. Do I need to provide this for every booking?

No, you will only need to provide a copy of your insurance once. A booking officer will then add this to your organisation account. Future bookings should not require you to add the insurance again. Bookable will send you a reminder 14 days before the policy expires, requesting you to upload your new certificate.

7 I'm a regular hirer who pays monthly but my invoice shows the balance for the full year, is this correct?

Yes, this is correct. Bookable is a little different to our old system where you have full visibility of your bookings and fees for the year. Your account will show the outstanding amount for the year, but you will be sent a payment reminder each month, showing only the amount due.

Your invoice will also break down the amount due into monthly due dates. You can download your invoice by following the instructions in this guide – [Downloading your invoice](#). Below is an example of how this will look.

Schedule of Upcoming Payments

Due Date	Total (incl. GST)	Applied Amount	Outstanding
30/06/2025	\$213.92	\$0.00	\$213.92
30/07/2025	\$467.95	\$0.00	\$467.95
30/08/2025	\$481.32	\$0.00	\$481.32
30/09/2025	\$427.84	\$0.00	\$427.84
30/10/2025	\$481.32	\$0.00	\$481.32
30/11/2025	\$481.32	\$0.00	\$481.32
30/12/2025	\$427.84	\$0.00	\$427.84



CITY OF
MANDURAH