

CITY OF HOBART

Bookable User Guide



City of **HOBART**

Purpose of this guide

This guide is designed to help community members create and manage a Bookable account, search for City of Hobart venues and facilities, make bookings, submit required information, manage payments and find support when needed.

Updated draft: 28 July 2026

Contents

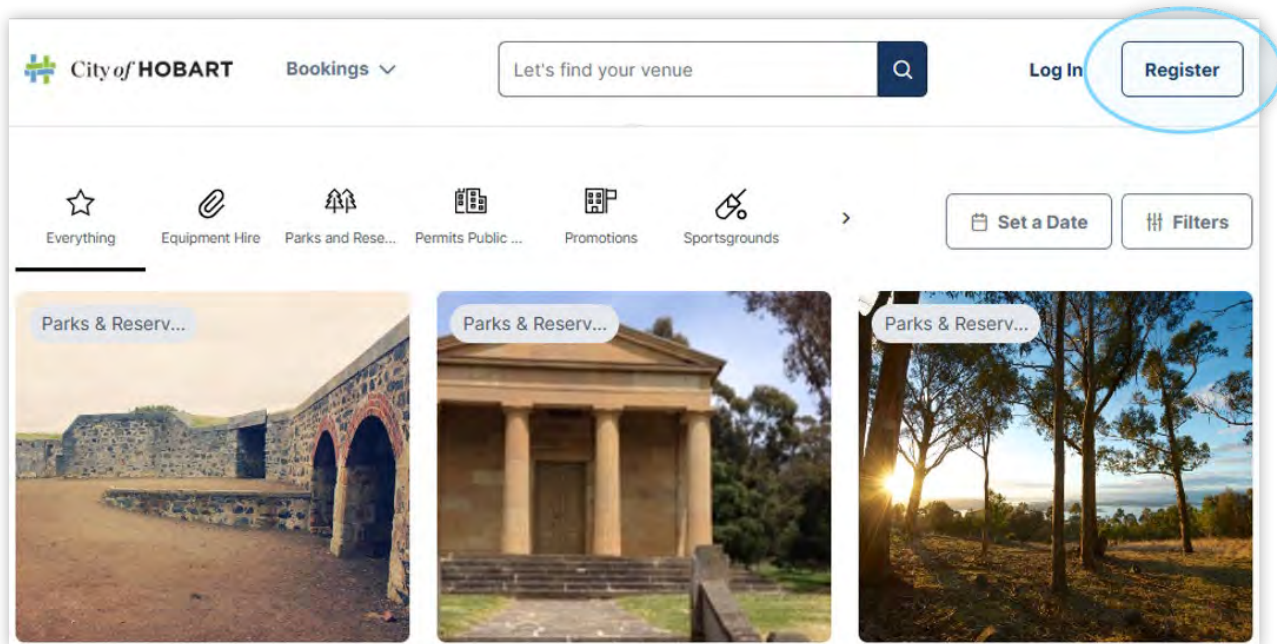
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Register (new users)

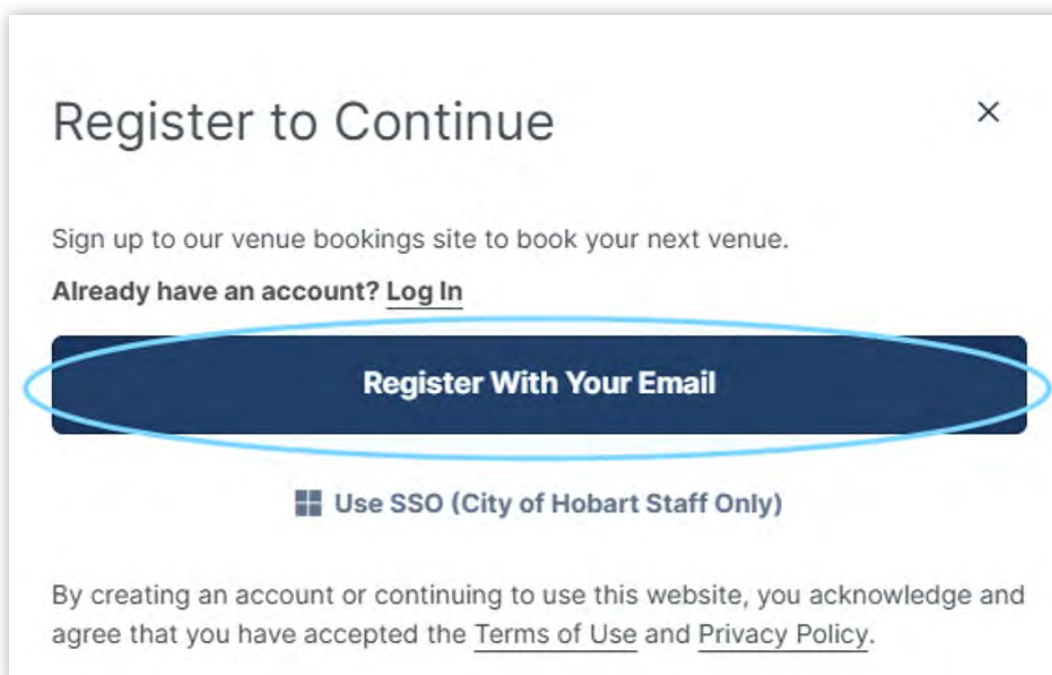
You need to register before you can make a booking. Registration helps ensure the correct customer type and pricing are applied to your booking.

Set yourself up as a new user

1. Go to the City of Hobart Bookable website at **hobart.bookable.net.au**
2. Select **Register** at the top right of the screen.



3. Select **Register With Your Email**.



4. Choose whether you are registering as an individual **Private Hirer** or a representative of a **Company** or an **Organisation**.

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

Private Hirer

I represent a company or organisation

Commemorative Booking Organisation

Commercial Organisation / Sole Trader

Community or Cultural Group

Government Departments

Non-Profit Organisation and/or Registered Charities

School (Educational Institution)

Sporting Club or Association

5. Please note **Companies** or **Organisations** require manual verification before bookings can be made. Please allow up to 24 hours for your **Company** or **Organisation** account to be verified.

Account type

I am an individual

Private Hirer

I represent a company or organisation

Commemorative Booking Organisation

Commercial Organisation / Sole Trader

Community or Cultural Group

Government Departments

Non-Profit Organisation and/or Registered Charities

School (Educational Institution)

Sporting Club or Association

This account type requires manual verification

This ensures the safety and integrity of our platform and its users. Once verified, you can enjoy faster bookings.

6. Enter your **Email Address** and create a **Password**. We recommend ticking the checkbox for news and other helpful information.

Register with your email address

Create account

Your account

Email

Confirm email

Password

Confirm password

☒ Sign up to news and other helpful information from City of Hobart

7. Complete **Your Details**, including your **First Name**, **Last Name**, **Phone Number** and **Address**.

Your Details

Title (optional) X

First name

Last name

61

0412 345 678

61

0412 345 678

Phone numberLandline (Optional)

Street address

Select a country X

Suburb/City

State/Region/Province

Postcode

8. If you are representing an **Organisation**, you will also be asked to complete the **Organisation Details**.

Organisation details

Trading name

 61

0412 345 678

Email

Phone number

Address

Select a country ✕ ▼

Suburb/City

State/Region/Province

Postcode

9. If you are representing an **Organisation** you will also need to upload a **Certificate of Currency** for your **Public Liability Insurance**.

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.*

Public Liability Insurance (Certificate of Currency)

No documents uploaded.

 Choose a File

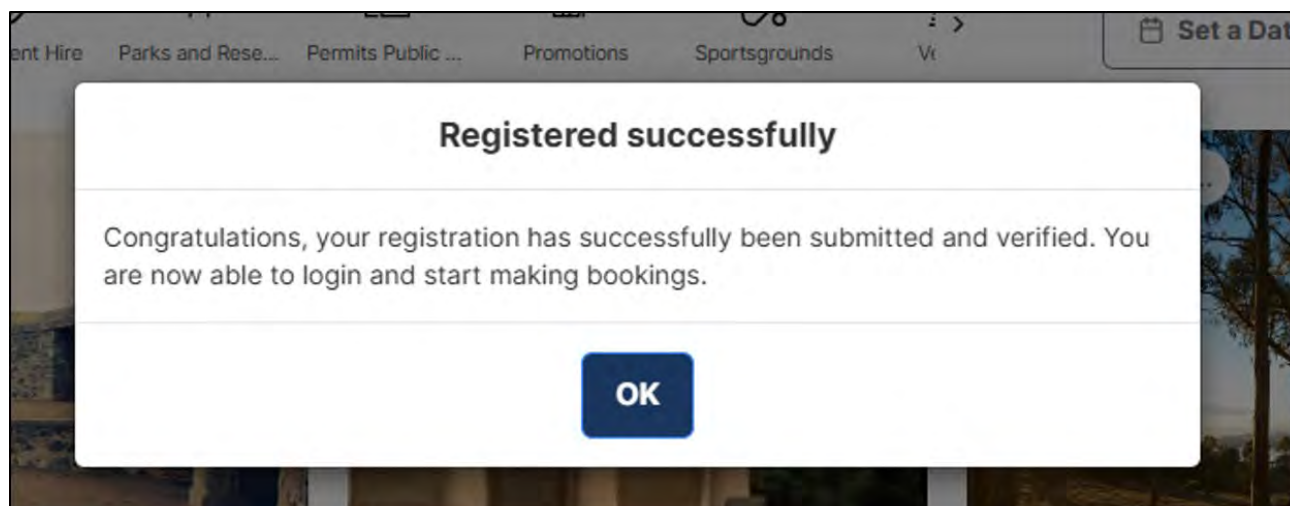
10. Read the **Terms and Privacy** information, then select **Create account**.

Our terms of use

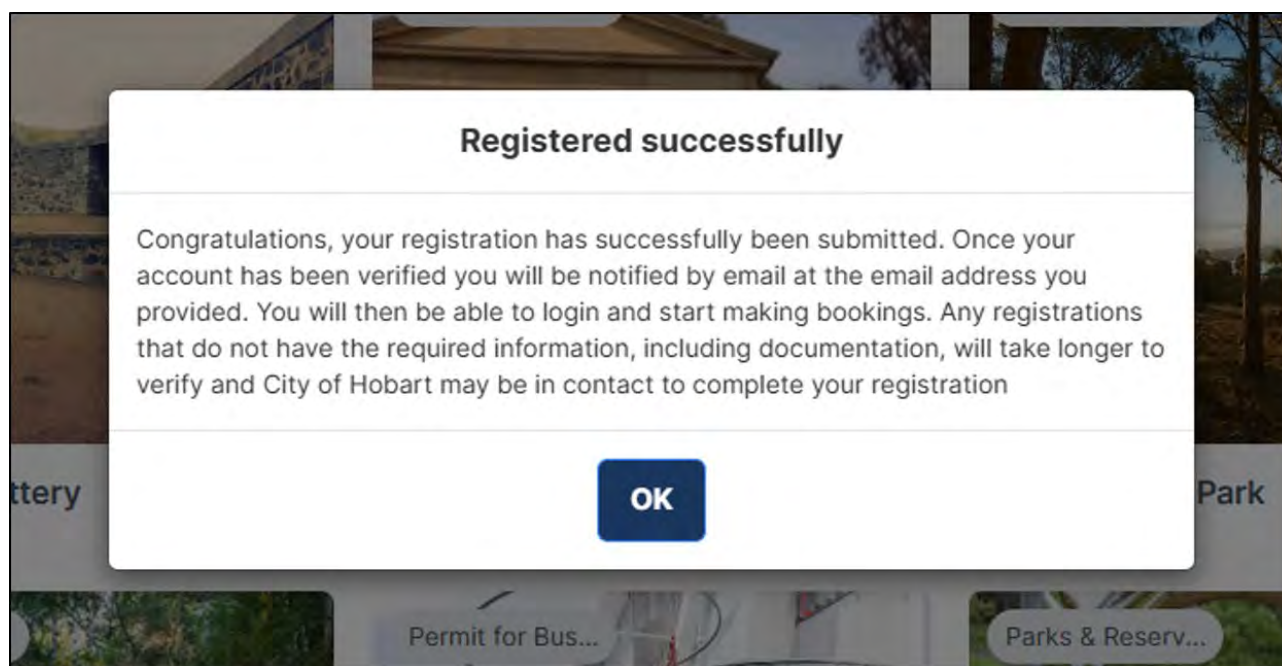
By creating an account, you agree to our [Terms](#) and have read and acknowledge our [platform privacy policy](#) and [council privacy policy](#).

Create account

11. Private Hirers will be automatically verified and can start booking.

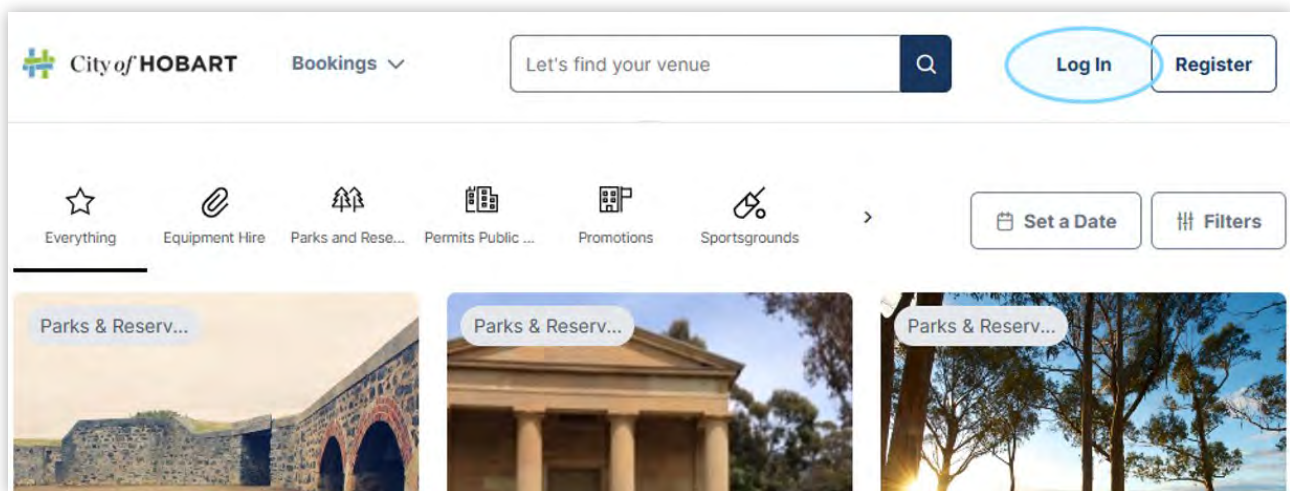


12. Companies or **Organisations** will need to wait till their account details are manually verified.



Logging in (existing users)

1. Once registered, go to the City of Hobart Bookable website at **hobart.bookable.net.au**
2. Select **Log In** at the top right of the screen.



3. Enter the **Email** and **Password** you registered with and select **Log in with Email**.
4. The homepage will be displayed, showing the venues in alphabetical order. You are now ready to browse and book venues!

Reset your password

1. Select **Log In** at the top right of the screen and enter your **Email address**.
2. When prompted for a **Password** click **Forgot Your Password?**

Log In

< Go back

Password

[Forgot Your Password?](#)

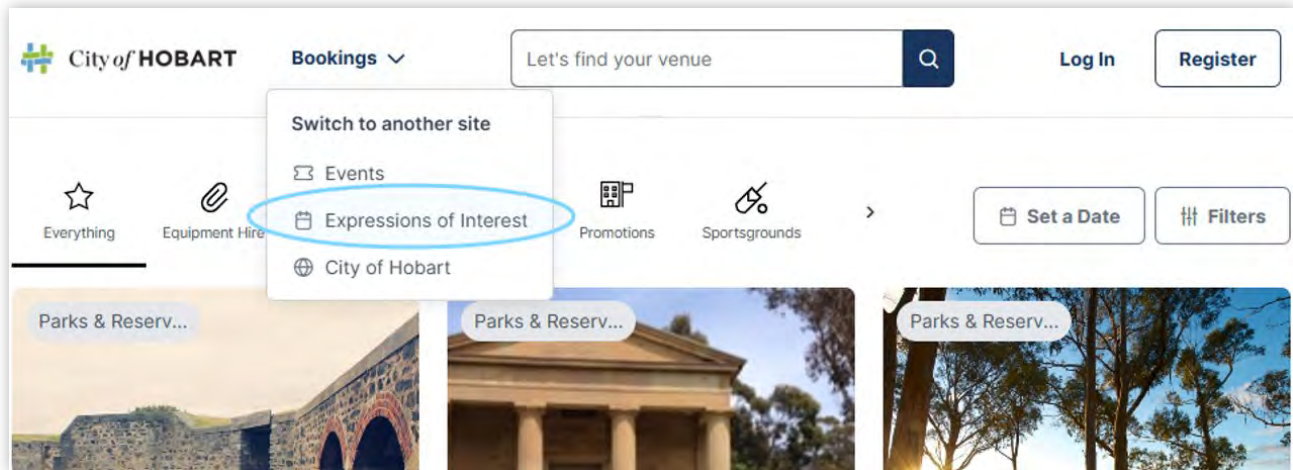
Log in

3. Enter your email address and select **OK**. An email will be sent to your address with a link allowing you to reset your password.

Submit an Expression of Interest

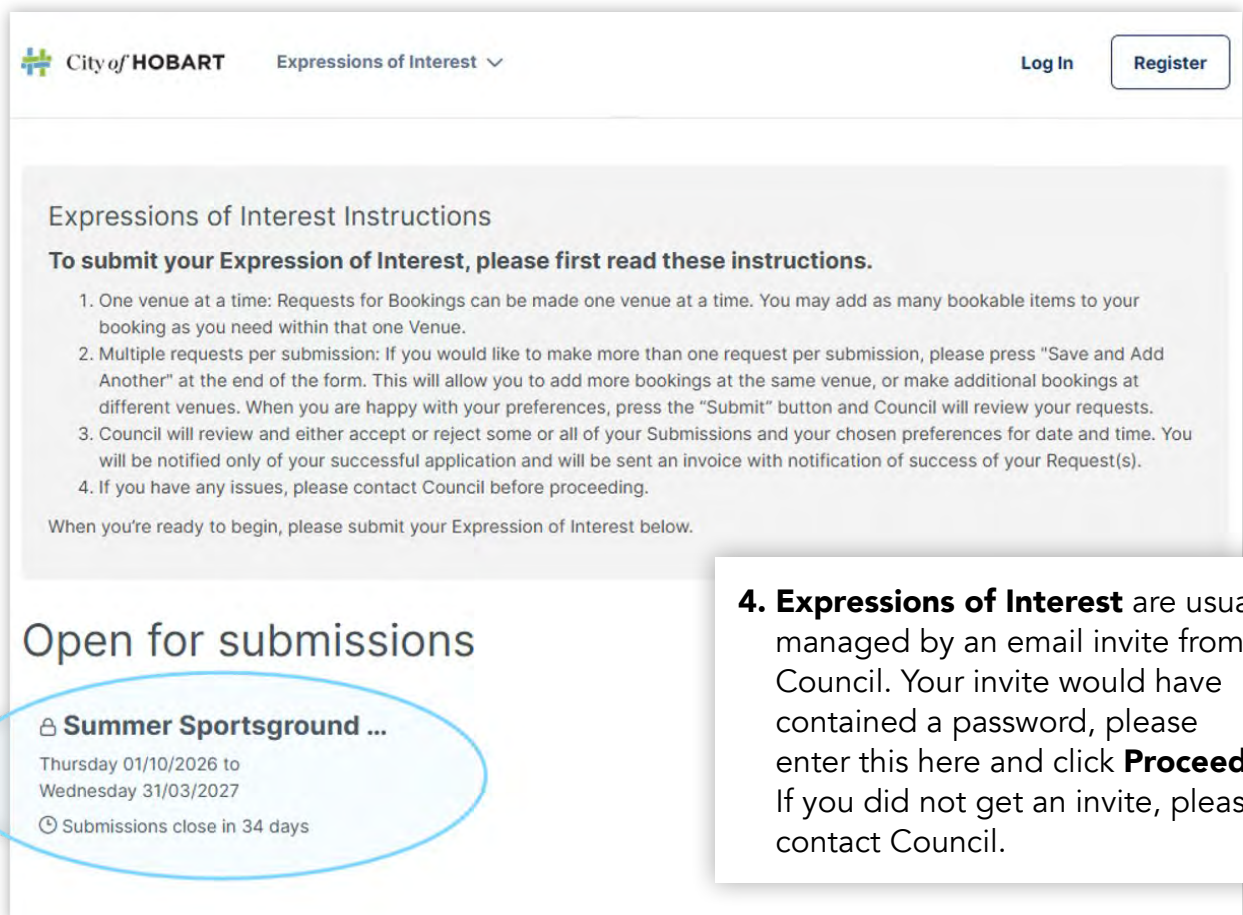
If you are interested in a **Seasonal Booking**, such as booking a sportsground for the **Winter** or **Summer Season**, you can now book this through Bookable. All **Seasonal Bookings** must be made by completing an **Expression of Interest** form using a registered account.

1. After logging in at **hobart.bookable.net.au**, select the drop down next to the City of Hobart logo

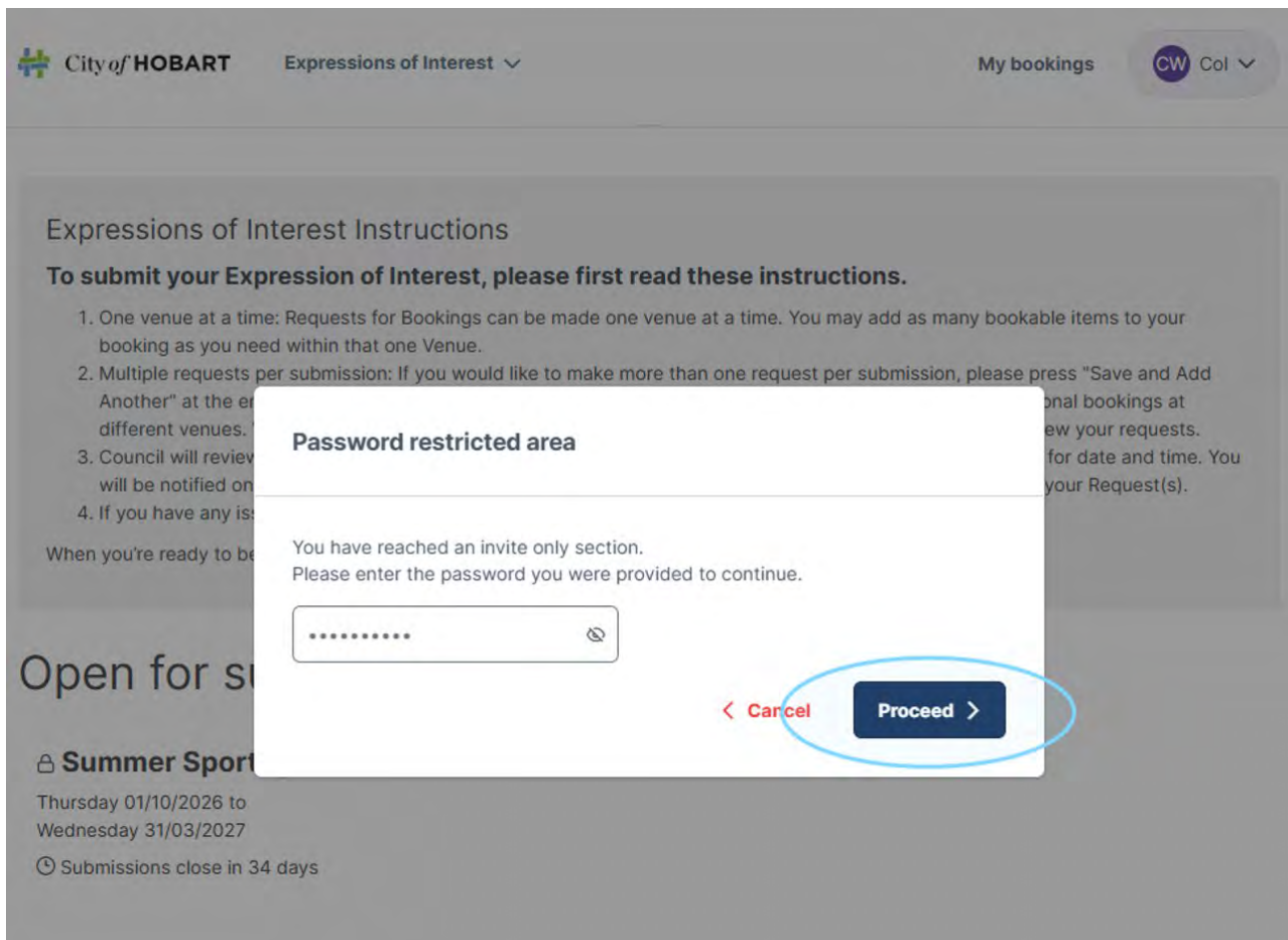


2. Alternatively you can also visit the **Expression of Interest** page at **hobart.bookable.net.au/seasonal**

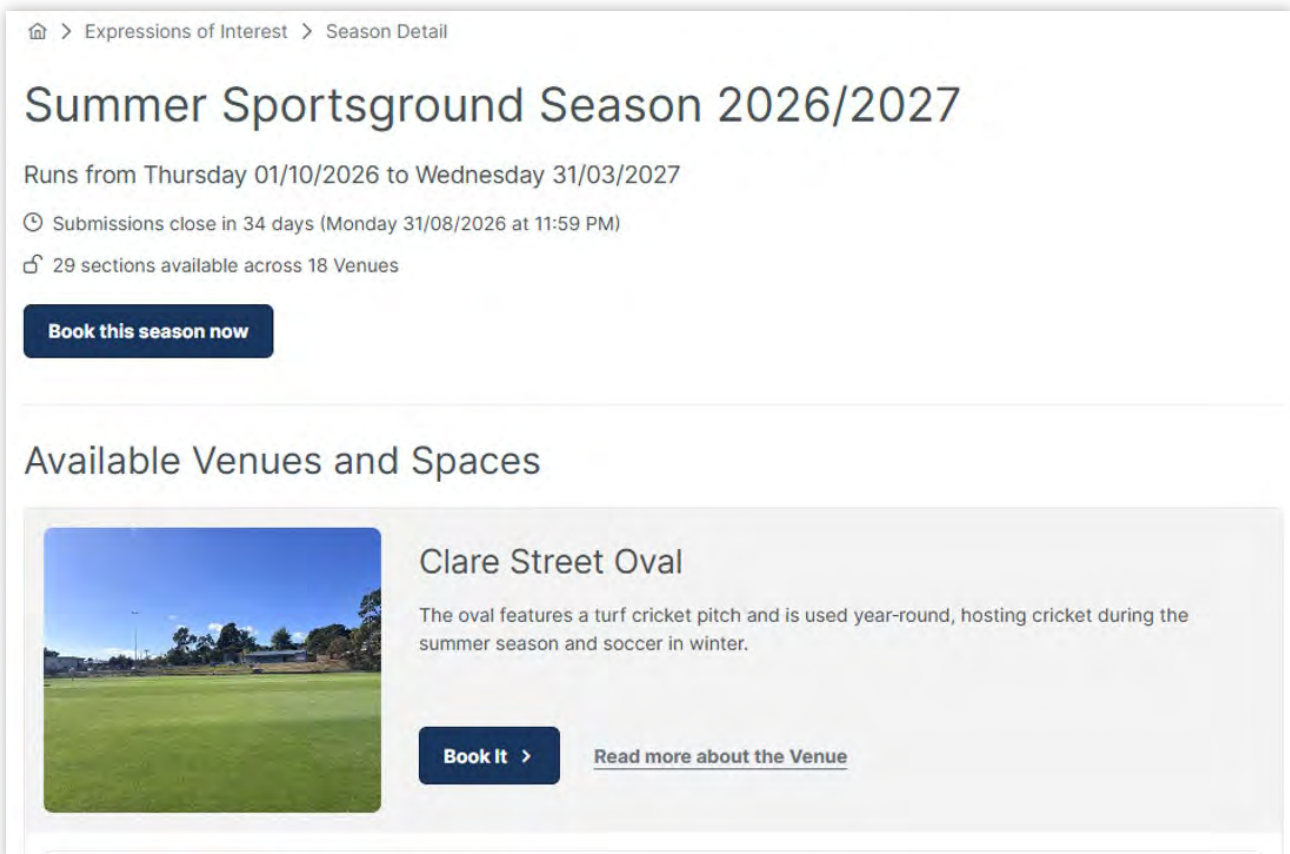
3. Choose from the available **Seasons** to submit your interest.



4. **Expressions of Interest** are usually managed by an email invite from Council. Your invite would have contained a password, please enter this here and click **Proceed**. If you did not get an invite, please contact Council.



5. The **Season Detail** page will show all of the venues available to book in that **Season**.



6. When you have found the right venue, fill in all booking required information including **Name of Submission**, **Purpose** (either **Matches** or **Training**) and **Number of People Attending**.

The screenshot shows a form titled "Submission details" with a pencil icon. It contains four main sections: "Season", "Venue", "Name of Submission", and "Purpose". The "Season" section has a dropdown menu with "Summer Sportsground Season 2026/2027" selected and a link "Not the one? Select another season". The "Venue" section has a dropdown menu with "Clare Street Oval" selected and a link "Not the one? Back to Venues". The "Name of Submission" section has a text input field with placeholder text "Give it a name such as 'Dance classes' or 'Sports training'". The "Purpose" section has a dropdown menu with "Select a purpose" and a downward arrow, and a list of options: "Junior Match - Seasonal" and "Junior Training/Social - Seasonal".

Submission details

Season

☐ Summer Sportsground Season 2026/2027 [Not the one? Select another season](#)

Venue

☐ Clare Street Oval [Not the one? Back to Venues](#)

Name of Submission

Purpose

- Junior Match - Seasonal
- Junior Training/Social - Seasonal

7. If you require both **Matches** and **Training** please create separate bookings. You will be prompted at the end of the booking process if you would like to make a further submission.
8. Select your **Submission Frequency** whether **On a schedule** or **With irregular dates**. You can choose different areas with different recurring dates and times. Use the **Add another repeating series** or **Add another date** for individual ad hoc dates to manage this.

Submission frequency

How would you like to book this season?

- ☒ **On a schedule** - Choose repeating dates and times and override them as needed
- ☐ **With irregular dates** - Go with ad hoc dates for bookings that don't follow a regular pattern

Schedule times

You can customise individual dates in the next step.

 Add another repeating series

No name
- dates



Name of series

Give it a name such as "Under 13's training" or "Performance d

Which spaces would you like to book?

Select a space 

Repeat every

1

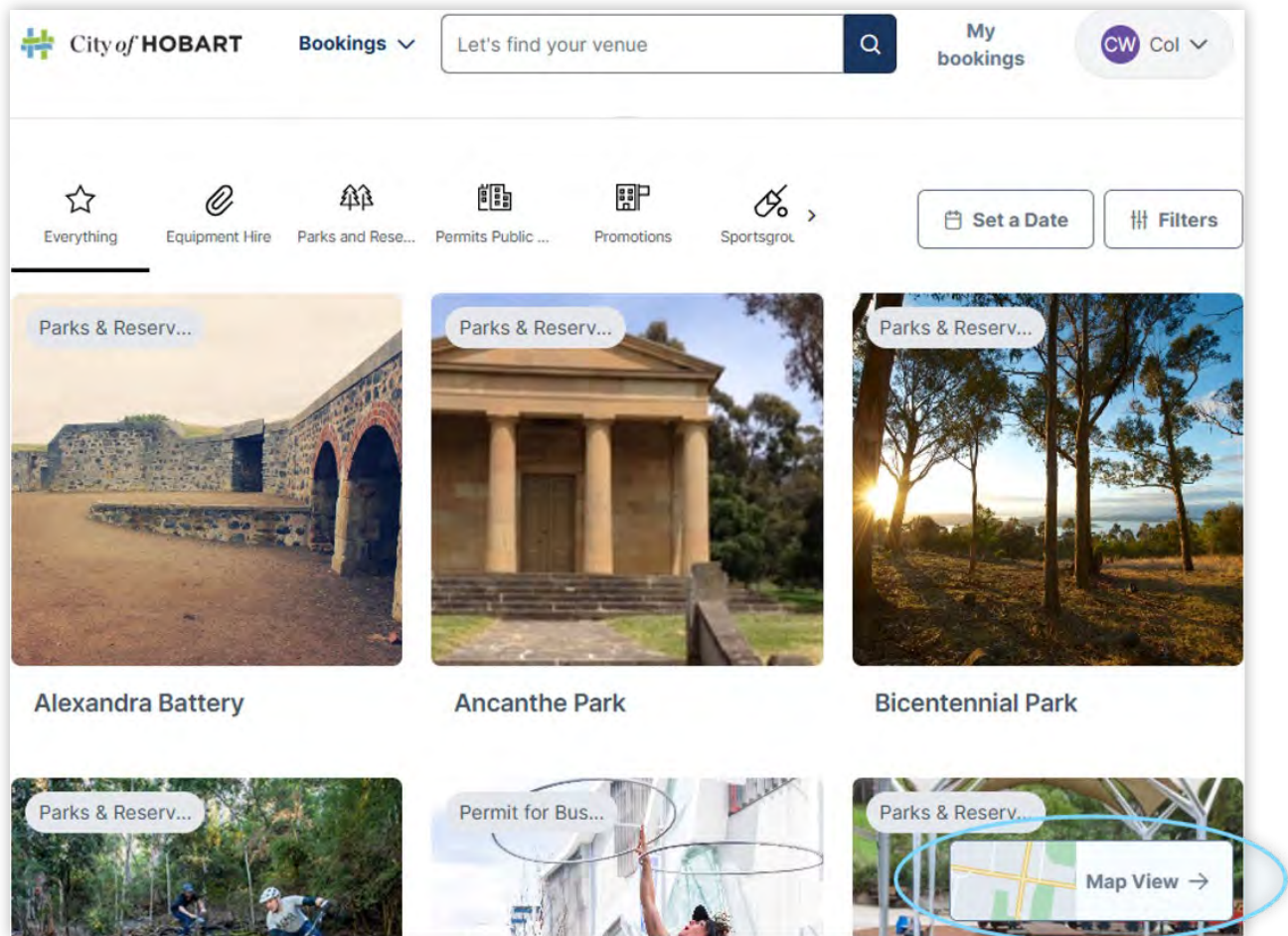
days 

9. You will be prompted to review your dates if they fall on holiday dates.
10. Select any extra facilities you would like to include as part of your booking. Facilities vary per venue but may include lighting, toilets, canteen, changerooms and power etc.
11. Click **Review and Finalise**.

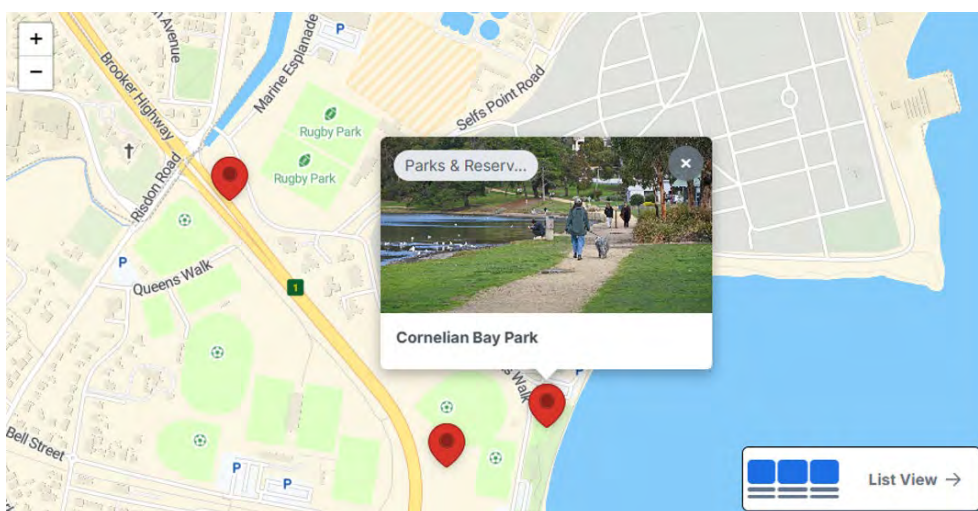
View all venues via Map View

To see all venues in your local area

1. Select **Map View** from the bottom right of the homepage.



2. Use the map to browse venues in your area and click on venue pin to see more information.

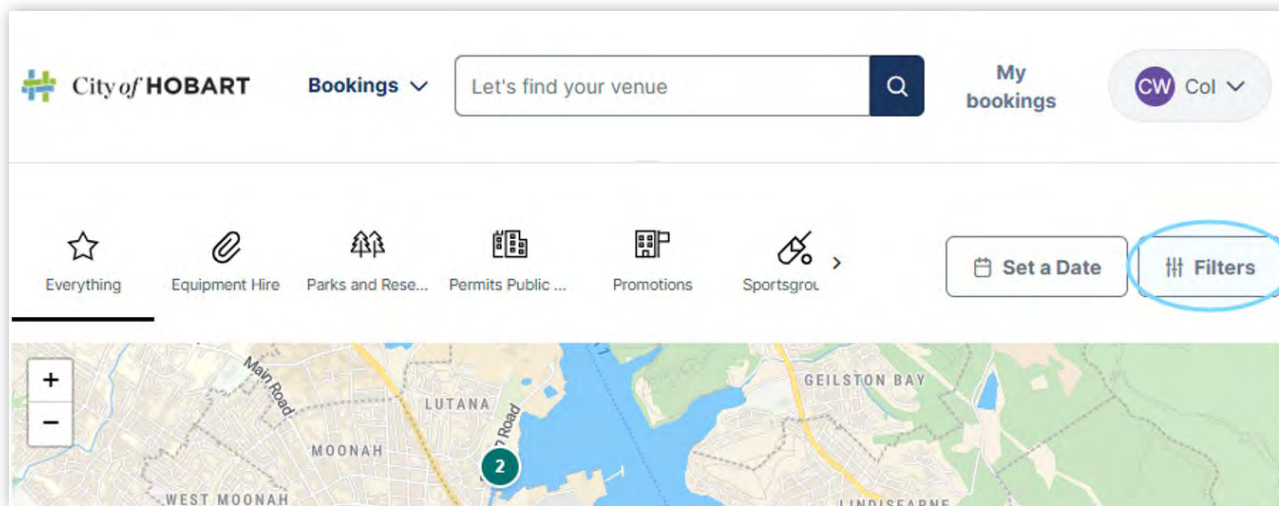


3. Click on the venue image to see more information and check availability.

Check venue availability

Search by Filter

1. This is the easiest way to find your perfect booking. First log in to your Bookable account then select **Filters** from the top right of the screen.



2. From here you can enter a **Preferred Date**, search by a **Venue** or **Suburb Name**, search by **Category** of venue, choose by **Activity Type** or look for specific **Venue Facilities** you might need.

A screenshot of the 'Venue Filters' modal form. The form has a title bar with a search icon and the text 'Venue Filters', and a close button (X) in the top right corner. The form contains several sections: 'Preferred Date' with a date input field and a calendar icon; 'Venue Name or Suburb Name' with a text input field; 'Category' with a horizontal menu of icons for 'Everything', 'Equipment Hire', 'Parks and Rese...', 'Permits Public ...', 'Promotions', 'Sportsgrounds', and 'Venues'; 'Venue Type' with a dropdown menu showing 'Select venue types from the drop down'; and 'Activity Type' with a dropdown menu showing 'Select activity types from the drop down'.

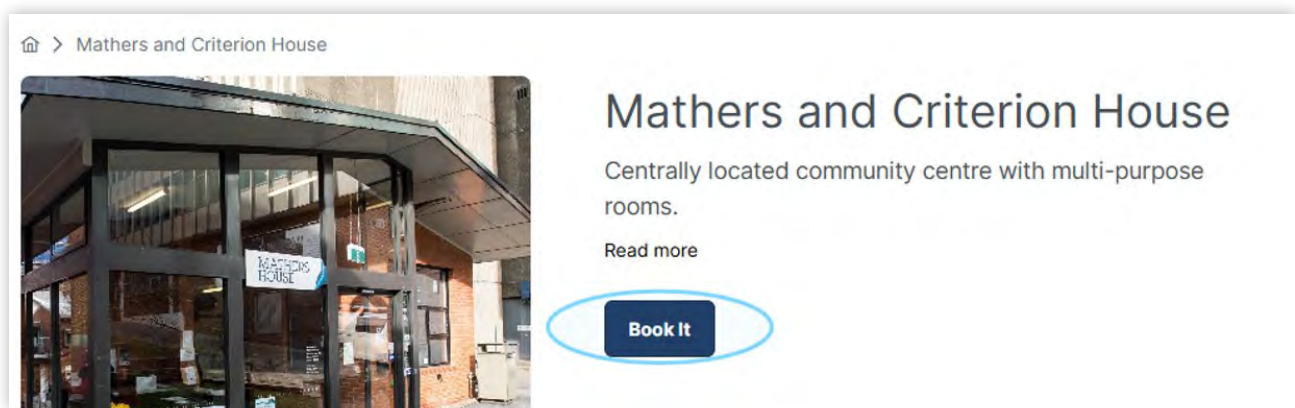
Venue lead times

All venues require a set lead time for bookings. Please refer to their individual booking pages for further information and be aware that major event venues might require lead times of up to 90 days.

Bookings

Make a single booking

1. After checking that a venue is suitable and available, open the venue page to review details and click the **Book It** button.



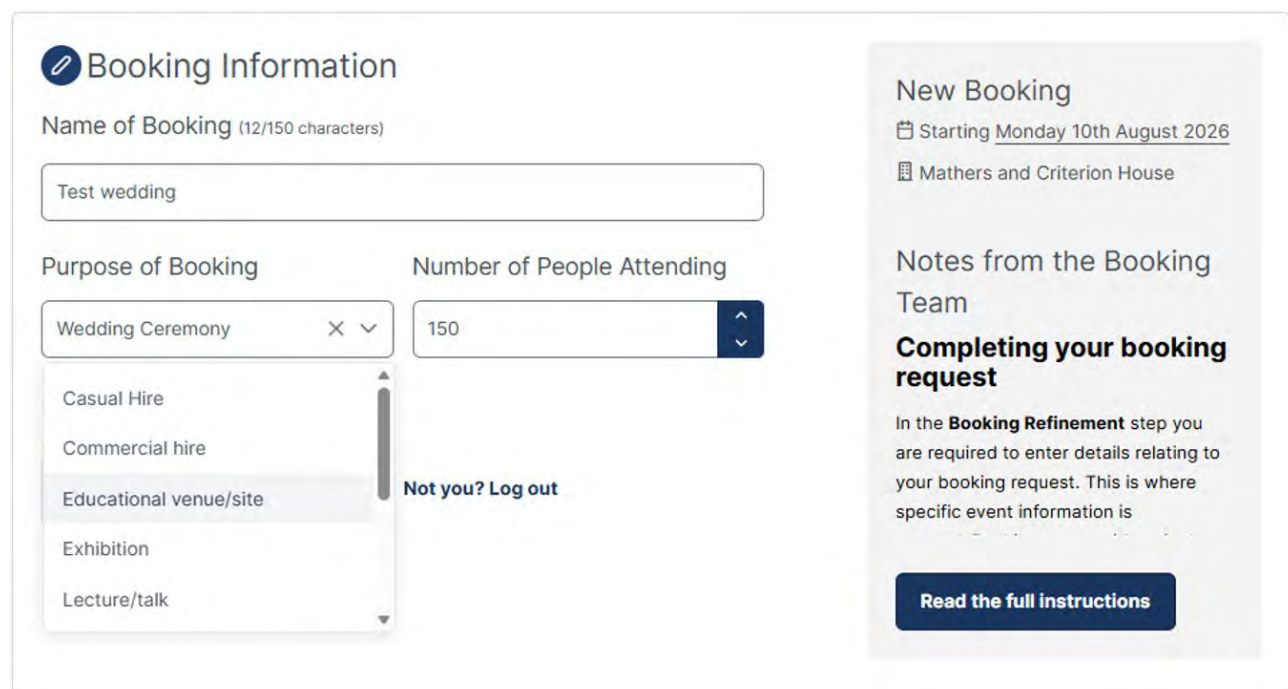
Mathers and Criterion House

Centrally located community centre with multi-purpose rooms.

[Read more](#)

[Book It](#)

2. Complete the **Booking Information** section with **Name of Booking**, **Purpose of Booking** and **Number of People Attending**.



Booking Information

Name of Booking (12/150 characters)

Test wedding

Purpose of Booking

Wedding Ceremony X v

Casual Hire

Commercial hire

Educational venue/site

Exhibition

Lecture/talk

Number of People Attending

150

[Not you? Log out](#)

New Booking

Starting Monday 10th August 2026

Mathers and Criterion House

Notes from the Booking Team

Completing your booking request

In the **Booking Refinement** step you are required to enter details relating to your booking request. This is where specific event information is

[Read the full instructions](#)

3. Enter the date and time you need to book for and select **Continue to Pricing & Confirmation**.

The screenshot shows the 'Booking summary for Monday 10/08/2026'. It includes a date picker set to '10/08/2026' and a time selection interface for 'Cornelian Bay Oval' from '1 PM : 45' to '4 PM : 45'. Below this is an 'Availability calendar for Monday 10th August 2026' with tabs for 'Day', 'Week', and 'Month'. A key indicates: Green circle = Selected, Red circle = Conflict, White circle = Available, Grey circle = Unavailable (Closed, Booked or in the Past), and Red X = Unavailable (Planned Closure or Requires Lead Time). The calendar shows a green bar from 2 PM to 4 PM. At the bottom right, a red button labeled 'Continue to Pricing & Confirmation >' is circled in blue.

4. Select any available **Extras** (dependent on venue) and choose **Review and Finalise**.

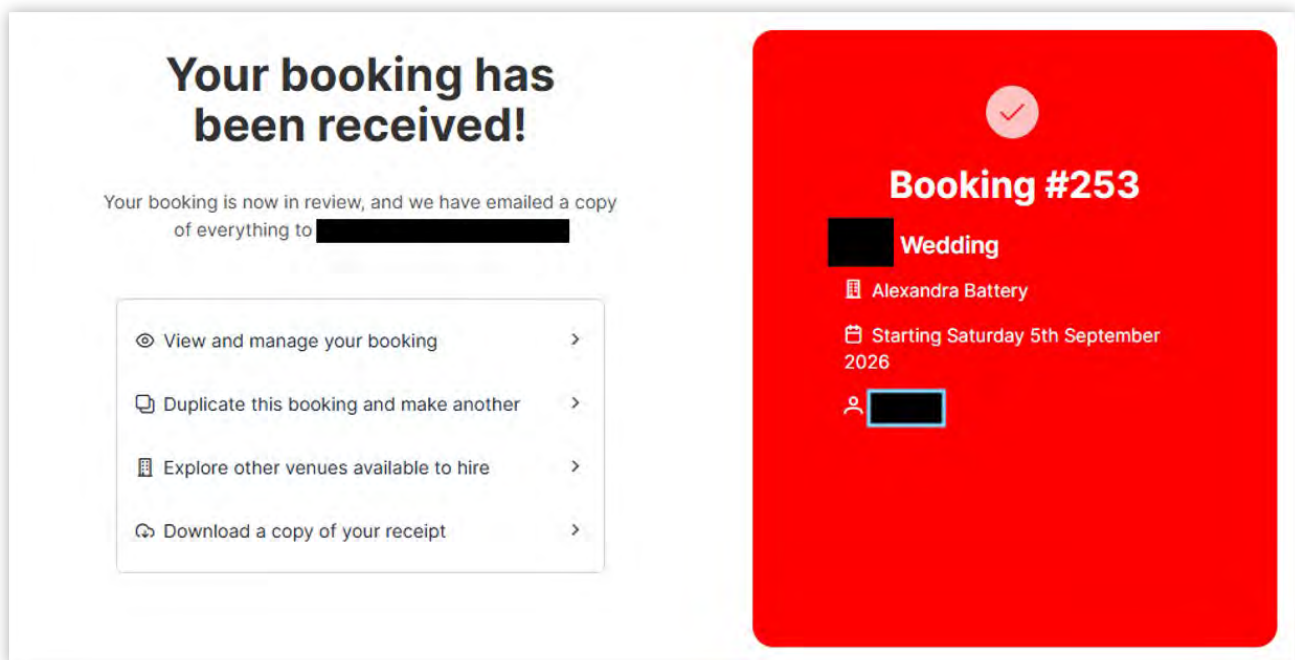
5. On the **Confirm Booking Information** screen you can review the booking, upload any **Required Documentation** and answer any **Additional questions**.

6. Once you have uploaded documents and answered questions, select **Complete Booking**.

7. A pop-up will appear containing **Terms and Conditions** which must be read and accepted. Please tick the box and click **Continue**.

The screenshot shows a 'Terms and Conditions' pop-up. It has a 'GENERAL' section with two numbered points: '1. Payment must be received before a booking confirmation will be issued.' and '2. Should you wish to cancel your booking for any reason a refund cannot be offered, however'. Below this is a 'Specific Booking Requirements' section with a note: '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.' It lists 'Public Liability Insurance \$20 million *' and shows a file 'IMG_1198.jpeg' with a trash icon. A red 'Upload Document' button is next to it. At the bottom, there is a checkbox 'I have read and accept the Terms and Conditions.' and a red 'Continue' button.

8. A confirmation screen will appear with your booking details and links to manage your booking.



Make a repeat or regular bookings

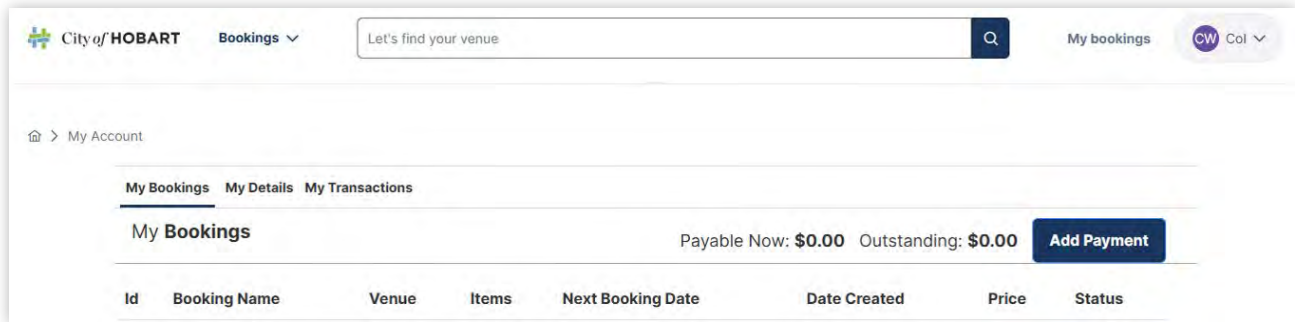
Repeat or regular bookings follow a similar process to single bookings but allow you to select multiple dates. Please note that most venues are set up for booking one day at a time. If you need to book a venue for multiple days, say a five-day long event, you will need to create a repeat booking.

1. Follow the instructions for **Making a single booking** above by finding the right venue and choosing a name, purpose and number of people attending.
2. In **Booking Items**, you can select **Add a Date** or **Create a Series**.

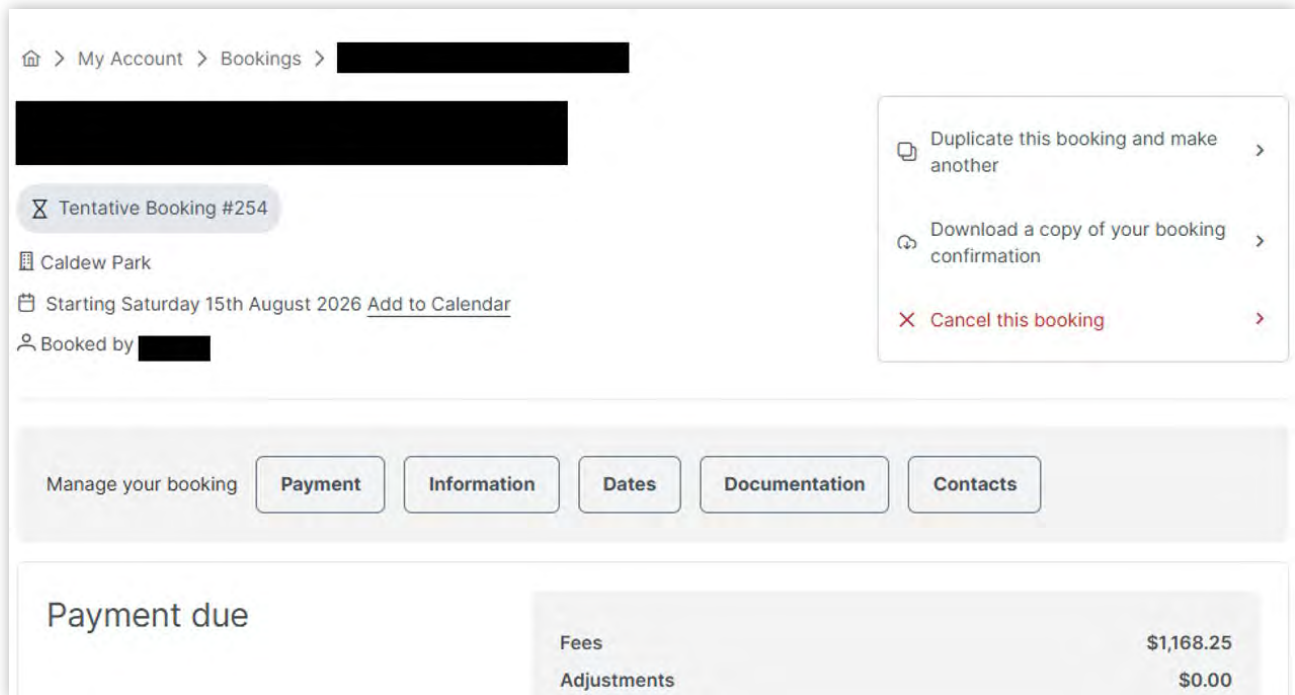
3. By clicking **Add a Date** you can add further dates and times you want to book the venue.
4. By clicking **Create a Series** you can choose a repeating series of bookings, at either **The same time each day**, or **Varying times on different days**.
5. Be sure to **Save** your series using the top right button.
6. The rest of the process will be the same as a single booking (see page 16).

Amend or cancel an existing booking

1. Log in to your Bookable account.
2. Select **My bookings**, next to your name in the top right corner.

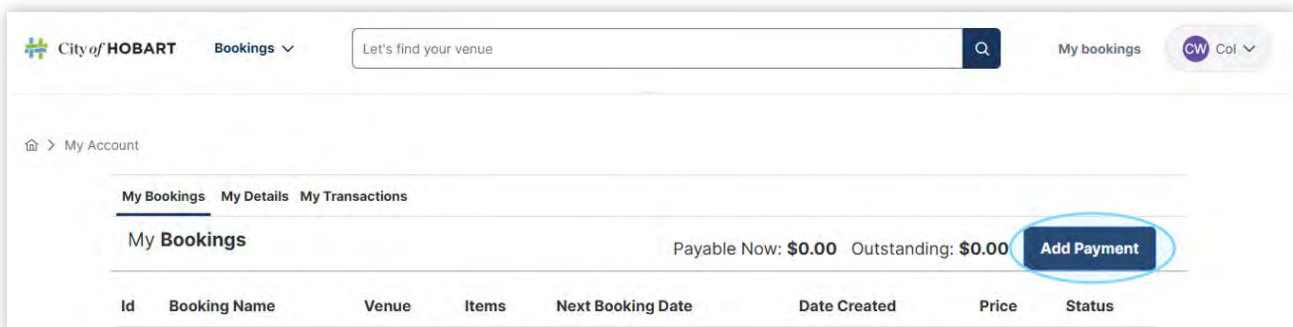


3. Open the relevant booking and use the available options to cancel, view payment details, update attendees, edit booking information, manage booking dates, add documents, subscribe contacts or download booking documents.



Making a payment

1. Log in to your Bookable account and select **My bookings** in the top right corner.
2. Click the **Add Payment** button.



3. Add your credit or debit card details, select the booking you want to pay and click **Checkout**.
4. Choose whether to pay the full outstanding amount or a selected amount for a specific venue fee.
5. Complete the payment process.
6. Most bookings must be paid in full by credit or debit card prior to the booking date. Certain bookings, such as seasonal bookings of sportsgrounds, can be paid via invoice. For any payment enquiries please speak to Council.

Frequently Asked Questions (FAQs)

Can I book a venue without registering for an account on Bookable?

All users of our Bookable platform must create an account. This ensures you are charged the correct amount for the venue, based on your customer type.

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

Bookings for Council venues must now be created using Bookable. If you need help making a booking, please visit hobart.bookable.net.au/faq

What if the day/time I want at my chosen venue is already booked?

Unfortunately, if the venue is already booked we cannot make it available to you. We recommend you select another venue that has availability for your preferred date.

How do I update my account details?

Once you have logged in, select **My Account**, then select **My Details** to edit your contact details.

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

Once you have logged in, select **My Account**, in your list of bookings select the booking you would like to cancel. **Select Cancel Entire Booking** next to **Booking Overview**. Please view the Venue's **Terms and Conditions** and **Refund Policy** to see if you are eligible for a refund. Any owed refunds are made to your Bookable account, please speak to Council for support in transferring refunds from your Bookable account back to your original payment method.

How do I know if my booking has been confirmed?

You will receive an email from Bookable to say your booking has been confirmed. Please be sure to also check your junk email. You can also log into your account and click on your booking to check its status.

How do I collect the key or venue access information for my booking?

Once your booking is confirmed you'll receive an email with information including how you can access the venue.

What happens if I forget my password to my Bookable account?

When you try to log in, click 'Forgotten Password?' and enter your email address and select OK to receive a password reset email.

What payment methods are available?

Payment can be made by credit/debit card, or in cash in person at our **Customer Service Centre**.

Can multiple people in my organisation have an account?

Yes, you can have multiple users each with their own separate login.

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

Log into your account and go to the **My Organisation** tab. In this section of the system you can manually add, delete or invite new users in your organisation.

Where can I find more support on how to make a booking?

Please see further support and advice at hobart.bookable.net.au/faq

Support and contact details

- Customer Support Centre, Corner of Elizabeth and Davey streets
16 Elizabeth Street, Hobart.
- Customer Support phone: **03 6238 2711**
- Customer Support email: **coh@hobartcity.com.au**
- Bookable website: **hobart.bookable.net.au**
- Fees and charges: **hobartcity.com.au/Council/Fees-and-charges**