

Frequent Asked Questions

Full payment at time of booking

It is part of Council's Terms and Conditions (T&C's) that full payment of applicable hire fees and bond are paid at the time of booking. Your booking will not be confirmed if full payment is not made.

What payment methods do you accept?

We only accept credit card payments, where a 1% transaction fee is applied. A cheque will only be accepted if you come into Council Administration; 2- 14 Fisher Street Petersham. Note: This payment method requires you to make your booking at the time the cheque is provided and will be processed by a customer service officer (subject to availability).

Can I fill in a booking form, as I have previously?

No, all bookings must be made online via the booking system. Booking forms will no longer be accepted.

Can I make a tentative booking?

Due to the nature of the online booking system, all bookings need to be completed and paid for at the time of booking. No tentative bookings will be accepted.

My booking states it is provisional request, what does this mean?

All bookings made are provisional, as the bookings team need to review all requests. The bookings team will provide you with an email within 5 business days to advise if your booking has been confirmed.

I am trying to book a Venue, Park or Sportsground within 5 business days, and it won't let me

Due to operational factors, only bookings of more than 5 business days from today's date will be accepted. There are a number of requirements associated with booking requests ie. key issues, cleaning that must be arranged in preparation of a booking. Therefore, all bookings require a lead time of 7 business days. Booking within this timeframe will not be accepted.

I got a yellow screen when making my booking, what does this mean?

The yellow screen on Marrickville Council's booking system indicates that an error has occurred. You may have received a yellow screen if you pressed 'continue' more than once. You will need to start your booking again, and be mindful to only press 'continue', 'pay now' etc once, otherwise an error will occur.

If you are experiencing ongoing issues, please contact Customer Service on 02 9335 2222 who will be able to assist.

I'm not sure if my payment was accepted, what do I do?

You should receive an email via the email address provided during your booking process. This email will include your booking reference number, please also check your junk mail if it is not in your inbox. If you do not receive a confirmation email, it may mean your booking was not completed. If this is the case, please contact Customer Service on 02 9335 2222 who will be able to assist.

I'm a not-for-profit, but being charged commercial rates. How do I change this?

The bookings team at Council need to set up all organisations to be charged the correct fee. If your organisation is not already registered in the system, you will need to do the following:

- Register yourself [online](#)
- Fill in the organisation form [here](#)
- Upload all relevant documentation to the 'My Documents' tab once registered (at a minimum Not-for-profit documentation, public liability insurance, proof of address and organisation form)
- [Email](#) the bookings team with your user name
- Council will confirm all documentation supplied and your account setting will be updated within 7 business days.

Note: You will not be set up as a NFP without all required documentation.

I'm booking on behalf of an organisation (ie. sportsclub). How to do I complete my registration?

The bookings team at Council need to set up all organisations to be charged the correct fee. If you have not already been set up, you will need to do the following:

- Register yourself [online](#)
- Fill in the organisation form [here](#)
- Upload all relevant documentation to the 'My Documents' tab once registered (at a minimum public liability insurance, proof of address and organisation form)
- [Email](#) the bookings team with your user name
- Council will confirm all documentation supplied and your account setting will be updated within 7 business days.

Note: You will not be set up as an organisation without all relevant documentation

I am being charged a bond, but Council is holding one.

If you feel that Marrickville Council is holding a bond for your group, please email the [bookings team](#) with the receipt number of the bond, the date it was paid and the amount. Council will then investigate this request, and if it is found that a bond is being held for your group, your account will be updated. This will mean that a bond will not be charged for future bookings while bond is being held.

I have decided to cancel my event, how do I get a refund?

You can cancel your event at anytime, but please note the T&C's of hire for Council Venues and Parks state that 100% of your booking fee will be retained with less than one months notice. The whole bond will be returned.

[Email](#) the bookings team with the following information:

- Booking reference number (this is located on all email correspondence)
- Contact Name
- Contact Number

Note: Refund of any hire fees and bond will take up to a month to process.

I have forgotten my password

Go onto the online booking portal and then 'Existing Account log on'. Go under 'Forgotten my password'. Put in your username and password. You will then go to the next stage, which asks you your security question and answer. Once you click reset, an email will be sent to your nominated email address.

What is the preferred software for an optimal view of the booking system?

We recommend you use Internet Explorer version 11 or any more recent version. The booking system is also compatible on Safari and Firefox. While the booking system has been developed to be read on a tablet, it is not recommended to be used on a smart phone.

Development Application (DA) Process

Some bookings types require a DA i.e. Major Events. If your event requires a DA, a DA number is necessary before making a booking request. If you are unsure if your event needs a DA, please follow the [link](#) to complete the DA checklist, which may provide some guidance. For further information on the requirement for a DA or you are unsure please contact Customer Service on 02 9335 2222 to speak to the Duty officer.