

User Guide for Cairns Regional Council's online venue booking portal

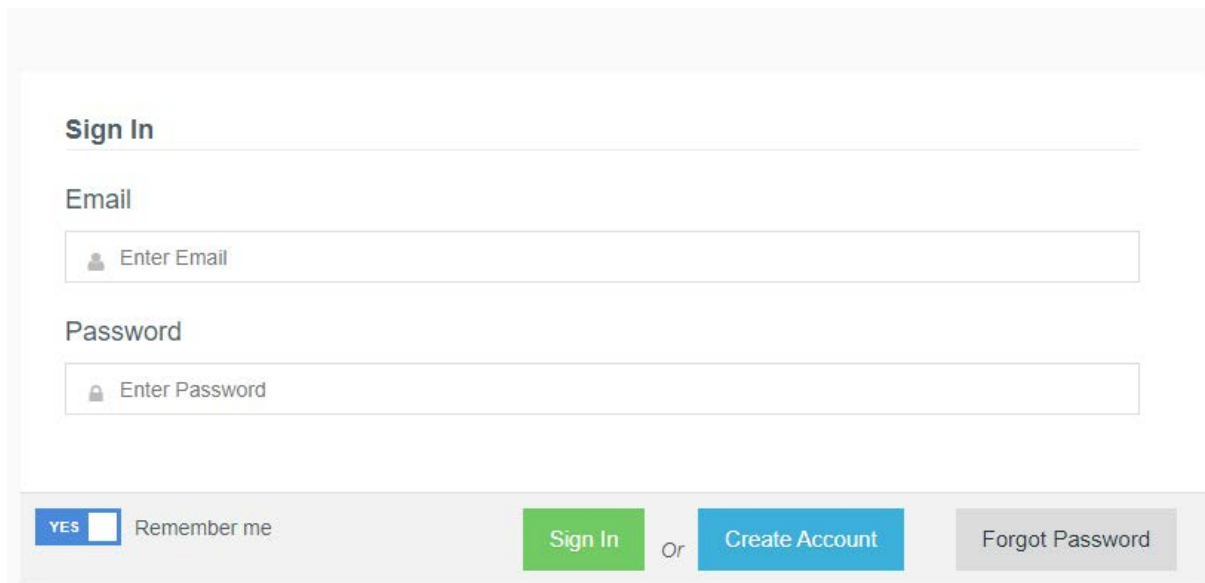
Table of Contents

Creating an account	2
Making a booking	4
Finding a venue	6
Checking Availability	6
Make a booking Enquiry: Event	7
Make a booking Enquiry: Wedding and Ceremonies	13
Make a booking Enquiry: Meeting Room	18
Review Booking	21

Creating an account

Before you start completing a booking enquiry, you should register for an account and be signed in.

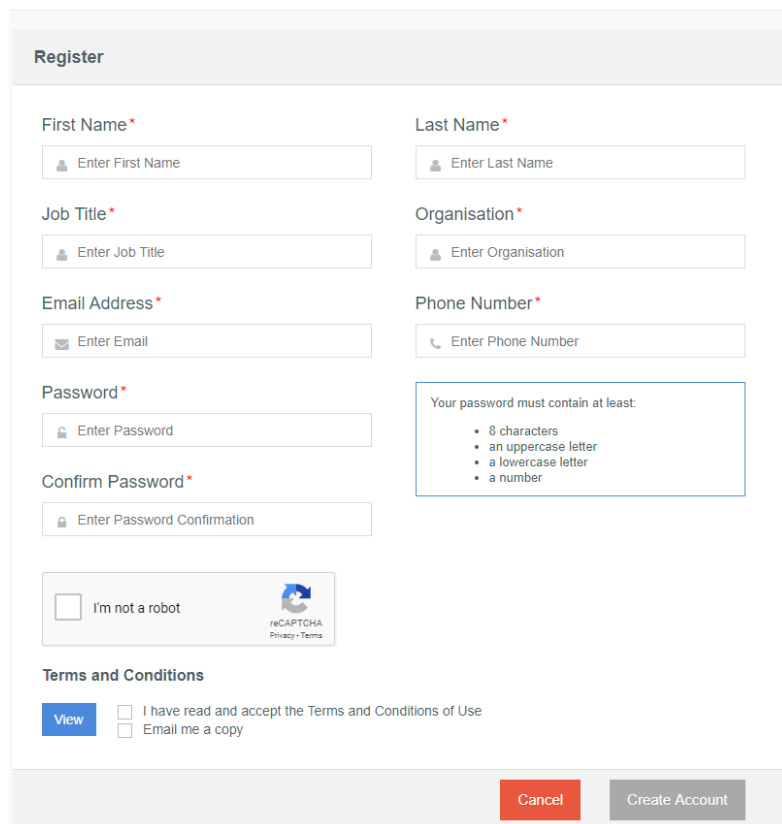
You can create an account by following this link <https://account.artifaxagora.com/>



The image shows a 'Sign In' form with two input fields: 'Email' and 'Password'. Below the fields are three buttons: 'Remember me' (with a 'YES' checkbox), 'Sign In' (green), and 'Create Account' (blue). A 'Forgot Password' link is also present.

To create an account select CREATE ACCOUNT, which will take you to the following screen:

Artifax Agora



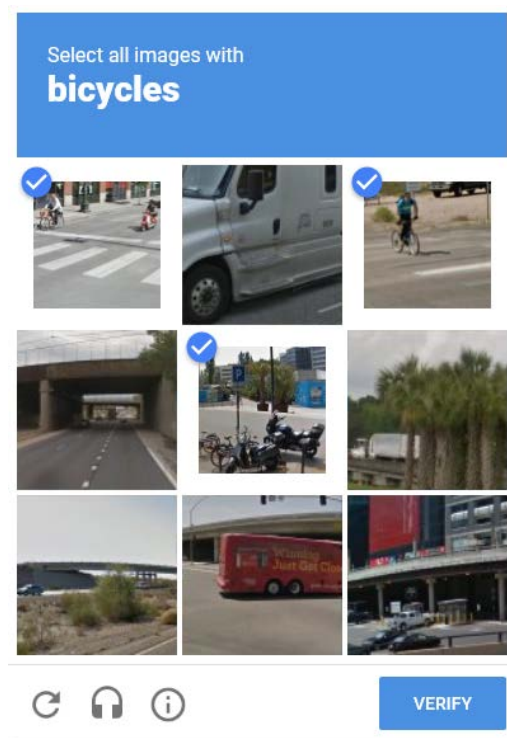
The image shows a 'Register' form with the following fields and options:

- First Name* (text input)
- Last Name* (text input)
- Job Title* (text input)
- Organisation* (text input)
- Email Address* (text input)
- Phone Number* (text input)
- Password* (text input)
- Confirm Password* (text input)
- reCAPTCHA (checkbox and image)
- Terms and Conditions (checkbox and 'View' button)
- Options: I have read and accept the Terms and Conditions of Use, Email me a copy

At the bottom right, there are 'Cancel' and 'Create Account' buttons. A password requirement box states: 'Your password must contain at least: 8 characters, an uppercase letter, a lowercase letter, a number'.

Complete all fields making sure you use the email address you will be using when making future bookings.

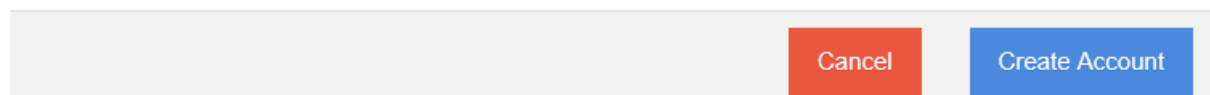
When you tick the “I am not a robot” box you may need to Click on pictures that match the instruction on the top line. See below example where I needed to click on all images with Bicycles. Once you select each image matching the instruction press the VERIFY button on the bottom right.



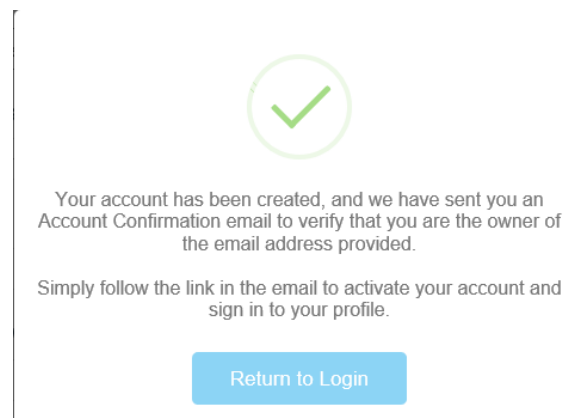
You will need to tick the box confirming you have read & accept the Terms & Conditions of use then select CREATE ACCOUNT

Terms and Conditions


- [View](#) I have read and accept the Terms and Conditions of Use
 Email me a copy



You will receive a notification saying that your account has been created and an activation email will be sent to your email address.



Click on the link in the activation email to activate your account

 Artifax Agora <noreply@artifaxevent.com>
Fri 10/01/2020 9:57 AM
You ✉

Account Confirmation

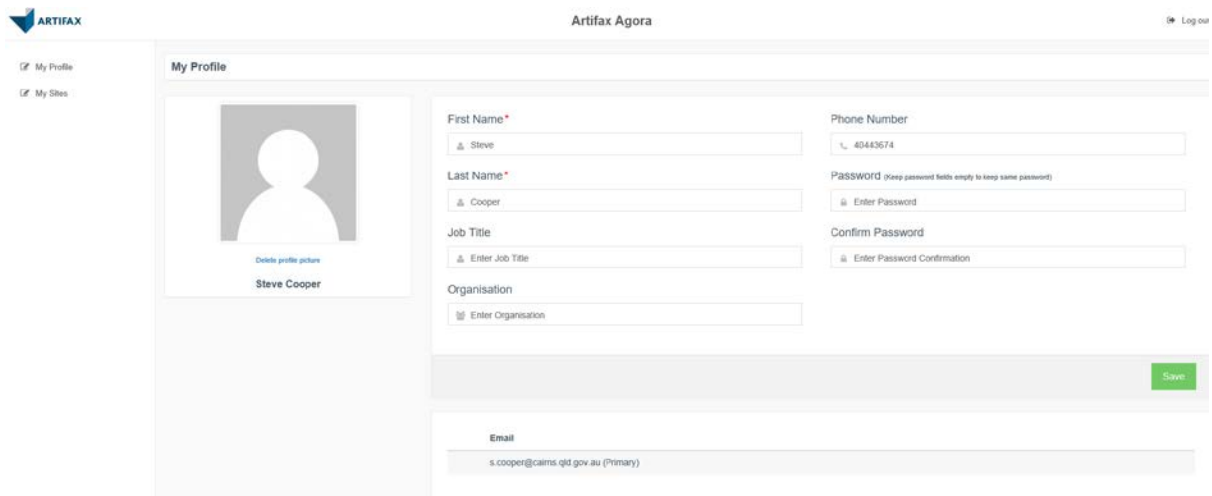
Hello Steve,

An ArtifaxAgora account has been created for this email address. To verify that you are the owner, you must follow the link below to activate your account.

<http://account.artifaxagora.com/confirm-account/83d0abf848f279b5b2cd4fce5b664296/>

If you have not recently created an account from an ArtifaxAgora site, please ignore this message.

This will take you to your profile page



The screenshot shows the 'My Profile' page in the Artifax Agora system. On the left, there is a profile picture placeholder for 'Steve Cooper' with a 'Delete profile picture' link. The main content area contains several form fields: 'First Name*' (filled with 'Steve'), 'Last Name*' (filled with 'Cooper'), 'Job Title' (with a placeholder 'Enter Job Title'), 'Organisation' (with a placeholder 'Enter Organisation'), 'Phone Number' (filled with '40443674'), 'PASSWORD' (with a placeholder 'Enter Password' and a note '(keep password fields empty to keep same password)'), and 'Confirm Password' (with a placeholder 'Enter Password Confirmation'). A green 'Save' button is located at the bottom right of the form. Below the form, the 'Email' field is filled with 's.cooper@cairns.qld.gov.au (Primary)'.

Your account has now been activated and you can proceed to making a booking.

Making a booking

PLEASE NOTE: the online booking enquiry service is **not available for Barlow Park, Tanks Arts Centre and some locations within the Cairns Botanic Gardens**. Refer to the information on those venues below for hiring details.

Currently, online booking enquiries can only be made at least 2 weeks in advance. If your booking is within the next 2 weeks please contact 1300 69 22 47.

Head to the Council Booking page <https://www.cairns.qld.gov.au/facilities-sport-leisure/booking-of-public-spaces> where you will find 3 booking options:

- 1) Meeting rooms
- 2) Wedding & Ceremony Venues
- 3) Other Events

The description under the above options give a brief description of the type of venue found in each booking site.

Choose the booking option that best suits your needs and select the Booking Enquiry button under that option.

Wedding and ceremony venues



Public spaces that may be booked for weddings and ceremonies are available at:

- ▶ Beaches and foreshores
- ▶ Cairns Esplanade parklands
- ▶ Cairns Botanic Gardens
- ▶ Sugarworld Parklands
- ▶ Parks and gardens

[Find a venue](#)

[Booking enquiry](#)

[Read venue hire terms and conditions.](#)

Other events



A range of public spaces may be booked for private and public events, such as sports, parties, corporate functions and more. Bookable venues include:

- ▶ BBQs and shelters
- ▶ Beaches and foreshores
- ▶ Cairns Esplanade parklands
- ▶ Community halls
- ▶ Parks and garden
- ▶ Sporting fields

[Find a venue](#)

[Booking enquiry](#)

[Read venue hire terms and conditions.](#)

Meeting rooms



Rooms suitable for meetings and conferences are available for public use at:

- ▶ Council libraries
- ▶ Community halls

[Find a venue](#)

[Booking enquiry](#)

[Read venue hire terms and conditions.](#)

Before submitting your request make sure you have signed in by pressing the Sign In button at the top right of the screen

Submit a Request

Online bookings can be made 2 weeks to 2 years in advance. If your booking is within the next two weeks please call 1300 69 22 47.

If you have not registered previously, you will be required to register with your name and email address to complete your booking enquiry.

You will need to provide information regarding your event suppliers and any site requirements e.g. power, bins, vehicle access etc. as part of your enquiry. Please have this available when completing the form.

Terms and conditions apply for use of each public space. You may be required to pay fees and charges, hold insurance and comply with other conditions.

Please select a booking type

- Commercial
- Government
- Private
- Registered Not for Profit

Progress:

[Cancel](#) [Next](#)

[Register](#) [Sign In](#)

Finding a venue

If you are not sure of which venues/locations are available for hire, you can use our interactive mapping tool to find our bookable spaces. All instructions are on the webpage

<https://www.cairns.qld.gov.au/facilities-sport-leisure/booking-of-public-spaces/venue-map-help>

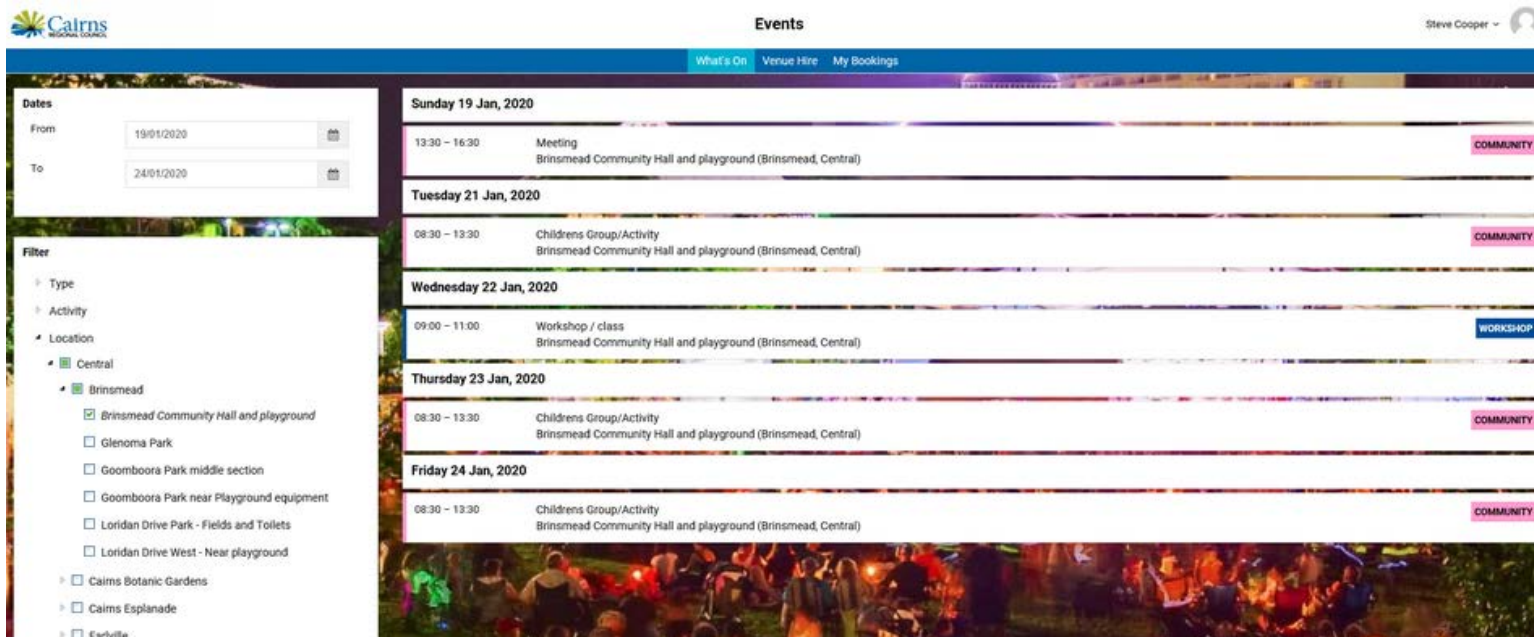
Checking Availability

We recommend checking availability of the venue/location you wish to book prior to completing the booking enquiry. To do this select "What's On" at the top of the page

Events



Input the date or date range of your booking in the top left of screen and select your location by clicking on the arrow next to location and expanding the options. This will show you any bookings at you preferred location(s) on the dates you specified.



If your preferred venue is unavailable, choose an alternative venue and repeat the process.

Important information for recurring bookings:

Check the entire date range of your booking because if the venue is not available for even one of your recurring dates the booking enquiry will not be successful. If this is the case, you will need to make additional recurring bookings to ensure the unavailable date is not included in any of your booking enquiry.

If the venue/location is available for your preferred date and time, proceed to making a booking enquiry.

Make a booking Enquiry: Event

Before starting the process ensure you have:

- Created an [account](#)
- Signed in (top right of the screen)
- Found a [venue](#)
- Checked the [availability](#) of the venue


Click on Venue Hire at the top of the screen to begin making a booking.

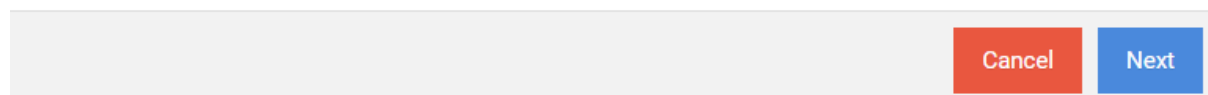


Choose the booking type that matches your booking then select the next button:

Please select a booking type

- Commercial
- Government
- Private
- Registered Not for Profit

Progress: 




Select the option that best suits your booking in the “What would you like to book” section.

PLEASE NOTE: It is important that you choose the right option as some activities are not permitted in certain locations/venues and the will not show up as an option for you to book.

What would you like to book?

- Childrens Group/Activity
- Community Event
- Festival
- Fun Run
- Fundraiser
- Market
- Other
- Peaceful Assembly
- Private Function
- Sports Competition



Select how many people your booking is for.

PLEASE NOTE: Only numbers will be accepted in this field so avoid using words or symbols such as “Approximately” or “+”

For how many people?

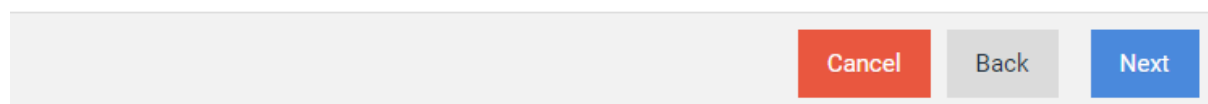
Complete the “In Which Layout Section” ensuring you select the option that matches your needs. What you enter here will filter the available venues/locations on the next screen to match your selection.

In which room layout?

- Any
- Beach or Foreshore
- Garden
- Park
- BBQ or Shelter
- Sporting Field
- Community Hall



Select the NEXT button at the bottom right of the screen



Choose your preferred location and select NEXT.

PLEASE NOTE: The venues available are determined by your previous selections.

Booking hours for each venue may vary. Information about our bookable public spaces can be found [here](#).

Select a **single location** if you would like to book a specific venue.

Select **multiple locations** if your choice of venue is flexible. We will allocate one of the selected venues automatically.

Locations*

Here are the locations that meet your requirements. Select any that you would be interested in booking.

- ▾ Central
 - ▾ Cairns Esplanade
 - Beach Volleyball Court - Full Facility
 - Beach Volleyball Court - Single Court
 - Charles Street Parkland
 - Coconut Grove
 - Eastern Event Lawn
 - Fogarty Park
 - Fun Ship Parkland
 - McKenzie Street Parkland
 - Muddy's Event Lawn
 - Northern Event Lawn
 - Sea Eagle Lawn
 - Western Event Lawn
 - North
 - ▾ Clifton Beach
 - Arlington Esp - Clifton Stinger Net Park
 - Upolu Esplanade - End of Gully
 - Ellis Beach

Enter the date and times of your booking enquiry then select next

PLEASE NOTE: Currently online booking enquiries can only be made 2 weeks in advance. If your booking is within the next 2 weeks please contact 1300 69 22 47.

Submit a Request

Booking hours for each venue may vary. Information about our bookable public spaces can be found [here](#).

Online bookings can be made 2 weeks to 2 years in advance. If your booking is within the next two weeks please call 1300 69 22 47.


On which date?*

On*

Between which times?*

Must be 1-14 hours, between 07:00 and 22:00

From		To	
<input type="text" value="07:00"/>		<input type="text" value="08:00"/>	

Progress: 

Certain types of bookings are available for recurring bookings. If this is the case you will be able to choose recurring and enter in the details you require for your booking.

How often?

Once Recurring

Between which times?*

Must be 1-14 hours, between 07:00 and 22:00

Frequency

Every

Every

Day

From

07:00

To

08:00

From*

24/01/2020

To*

31/01/2020

Progress:



Once you select next you will be required to submit additional information about your booking.

PLEASE NOTE: You only have 5 minutes to complete this section otherwise the booking enquiry will time out.

Fields marked with a * are compulsory.

Please complete each of these fields

Submit a Request

Fields marked with * must be completed.

You have 00:05 minutes to submit your request

Further details/description of activity*

If a Company/Organisation provide ABN

Contact phone number for Booking*

Do you propose to carry out any of the following activities?

Fundraising*

Alcohol will be consumed or sold?*

Food and drink will be provided or sold?*

Event supplier/s e.g. caterers, entertainment, fireworks etc.

The following questions are **NOT compulsory** so if they do not apply to your booking you can skip to the bottom of the page and select NEXT. Please complete if **they do apply to your booking** lete.

Do you require any of the following at the site? (fees and/or additional applications may apply and not available at all locations)

Power

Lighting (Overhead lighting for special events or sports training only if available onsite)

Bins (not available for all activities extra charges may apply)

Footpath or road closure

Vehicle access

Will you be erecting structures or equipment?

Sound amplification system will be used

Ceremonial decorations

Marquee/s

Tables and Chairs

Stage/s

Fireworks

Other

If Other, provide further details

On the next page:

- Enter the name of your booking in the description field.
- View T&C's then tick that you have read & accept them.
- Click Submit

Your Request

You have 04:24 minutes to submit your request

Description *
The name of your booking

Activity Private Function

Number of People 1

Layout Park

Date	Start	End	Location	Status
24/01/2020	09:00	10:00	Fogarty Park (Cairns Esplanade, Central)	Enquiry

Terms and Conditions

I have read and accept the Terms and Conditions of Use

The system will take a little time before confirming your booking enquiry. Once complete a confirmation window will appear (below) and you will receive an email confirming your enquiry has been received.



Your booking request has been submitted, and the details have been sent to you by email.

A council officer will then be in touch in coming days to confirm the status of your booking.

Make a booking Enquiry: Wedding and Ceremonies

Before starting the process ensure you have:

- Created an [account](#)
- Signed in (top right of the screen)
- Found a [venue](#)
- Checked the [availability](#) of the venue

Click on Venue Hire at the top of the screen to begin making a booking.



Select the option that best suits your booking in the “What would you like to book” section.

What would you like to book?

- Other Ceremony
- Wedding Ceremony

Select how many people your booking is for.

For how many people?

PLEASE NOTE: Only numbers will be accepted in this field so avoid using words or symbols such as “Approximately” or “+”

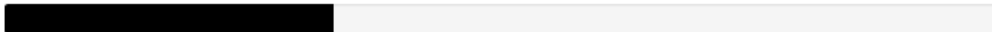
Complete the “In Which Room Layout” ensuring you select the option that matches your needs. What you enter here will filter the available venues/locations on the next screen to match your selection.

In which room layout?

- Any
- Beach or Foreshore
- Garden
- Park



Progress:



Cancel

Next

Select the NEXT button at the bottom right of the screen

PLEASE NOTE: The venues available are determined by your previous selections.

Select your chosen location

Locations*

Here are the locations that meet your requirements. Select any that you would be interested in booking.

- Central
- ▾ North
 - Clifton Beach
 - Ellis Beach
 - Holloways Beach
 - Kewarra Beach
 - ▾ Palm Cove
 - Opposite Chapel
 - Opposite Coffee Haven
 - Opposite Reef House to Villa Paradiso
 - Opposite Sarayi to Melaluca
 - Opposite Sea Temple
 - Opposite Surf Club
 - Opposite Vivos
 - Sandy Cove
 - South of Jetty
 - White Wedding Area Alamanda

Select the NEXT button at the bottom right of the screen

Enter the date and times of your booking enquiry then select next

Submit a Request

Booking hours for each venue may vary. Information about our bookable public spaces can be found [here](#).

Online bookings can be made 2 weeks to 2 years in advance. If your booking is within the next two weeks please call 1300 69 22 47.

On which date?*

On*

31/01/2020



Between which times?*

Must be 2 hours, between 07:00 and 22:00

From

To

15:00



17:00



Progress:



Cancel

Back

Next

PLEASE NOTE: Currently online booking enquiries can only be made 2 weeks in advance. If your booking is within the next 2 weeks please contact 1300 69 22 47.

Once you select next you will be required to submit additional information about your booking.

PLEASE NOTE: You only have 5 minutes to complete this section otherwise the booking enquiry will time out.

Field marked with a * is compulsory.

Please complete this field

Submit a Request

Fields marked with * must be completed.

You have 04:54 minutes to submit your request

Further details/description of activity

Contact phone number for Booking*

Event supplier/s – Provide name and contact details of all suppliers e.g. celebrant, photographer etc.

The following questions **are NOT compulsory** so if they do not apply to your booking you can skip to the bottom of the page and select NEXT. Please complete if **they do apply to your booking** lete.

Will you be erecting Structures or Equipment?

Sound amplification system

Ceremonial decorations

Marquee/s

Tables and Chairs

Fireworks

Other

If Other, provide further details

Other requirements e.g. Vehicle access (fees may apply)

Progress: 

Click Submit

Your Request

You have 03:56 minutes to submit your request

Description * Ceremony
The name of your booking

Activity Wedding Ceremony

Number of People 60

Layout Beach or Foreshore

Date	Start	End	Location	Status
31/01/2020	15:00	17:00	Sandy Cove (Palm Cove, North)	Enquiry

Cancel

Back

Submit

The system will take a little time before confirming your booking enquiry. Once complete a confirmation window will appear (below) and you will receive an email confirming your enquiry has been received.



Your booking request has been submitted, and the details have been sent to you by email.

OK

A council officer will then be in touch in coming days to confirm the status of your booking.

Make a booking Enquiry: Meeting Room

Before starting the process ensure you have:

- Created an [account](#)
- Signed in (top right of the screen)
- Found a [venue](#)
- Checked the [availability](#) of the venue

Click on Venue Hire at the top of the screen to begin making a booking.



Select how many people your booking is for.

For how many people?

PLEASE NOTE: Only numbers will be accepted in this field so avoid using words or symbols such as "Approximately" or "+"

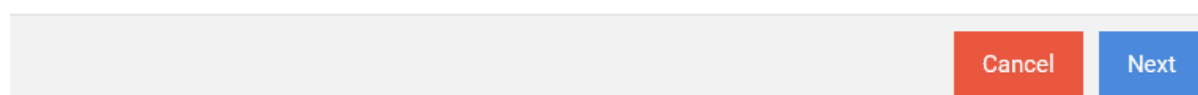
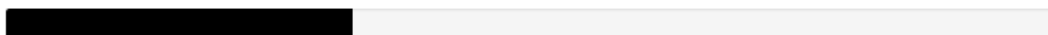
Complete the "In Which Room Layout" ensuring you select the option that matches your needs. What you enter here will filter the available venues/locations on the next screen to match your selection.

In which room layout?

- Any
- Library
- Community Hall



Progress:



Select the NEXT button at the bottom right of the screen

PLEASE NOTE: The venues available are determined by your previous selections.

Select your chosen location

Locations*

Here are the locations that meet your requirements. Select any that you would be interested in booking.

- ▾ Central
 - ▾ City Library
 - City Meeting Room
 - ▾ Manunda Library
 - Manunda Meeting Room
 - ▾ Stratford Library
 - Stratford Meeting Room

Progress: 

Chose how often and then enter the date and times of your booking enquiry then select next

How often?

Once Recurring

On*



Between which times?*

Must be 0:30-14 hours, between 05:00 and 22:00

From

To





Progress: 

PLEASE NOTE: Currently online booking enquiries can only be made 2 weeks in advance. If your booking is within the next 2 weeks please contact 1300 69 22 47.

Fields marked with a * are compulsory.

Please complete these fields

Fields marked with * must be completed.

You have 04:54 minutes to submit your request

Further details/description of activity

Contact number for booking *

Are you a Not For Profit Organisation: Do you have a valid Certificate of Incorporation? *

If a Company/Organisation provide ABN

Will this event attract media attention? *

Progress: 

[Cancel](#) [Back](#) [Next](#)

Click Submit

You have 04:01 minutes to submit your request

Description * Meeting

The name of your booking

Activity Meeting

Number of People 15

Layout Library

Date	Start	End	Location	Status
28/01/2020	13:00	14:30	City Meeting Room (City Library, Central)	Enquiry

[Cancel](#) [Back](#) [Submit](#)

Review Booking

After selecting ok to the confirmation message, you can review your booking by selecting 'My Bookings'. This will show any previous or future bookings made on your account.

