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

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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/

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

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

- ✔️ 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

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/83d9abf9485795b2cd46f5b66429e6/

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

This will take you to your profile page

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

Select how many people your booking is for.

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.
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.
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?*

| 23/01/2020 |

Between which times?*

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

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:00</td>
<td>08:00</td>
</tr>
</tbody>
</table>

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
- [x] Recurring

**Between which times?**
- Must be 1-14 hours, between 07:00 and 22:00

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Every</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every</td>
<td>Day</td>
<td>24/01/2020</td>
<td>31/01/2020</td>
</tr>
</tbody>
</table>

**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/Orgaization provide ABN

Contact phone number for Booking *

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

- [x] Fundraising *
- [ ] Alcohol will be consumed or sold? *
- [ ] Food and drink will be provided or sold? *
- Event suppliers e.g. catering, entertainment, fireworks etc.

Page | 10
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)

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td></td>
</tr>
<tr>
<td>Lighting (Overhead lighting for special events or sports training only if available onsite)</td>
<td></td>
</tr>
<tr>
<td>Bins (not available for all activities extra charges may apply)</td>
<td></td>
</tr>
<tr>
<td>Footpath or road closure</td>
<td></td>
</tr>
<tr>
<td>Vehicle access</td>
<td></td>
</tr>
</tbody>
</table>

Will you be erecting structures or equipment?

<table>
<thead>
<tr>
<th>Structure or Equipment</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sound amplification system will be used</td>
<td></td>
</tr>
<tr>
<td>Ceremonial decorations</td>
<td></td>
</tr>
<tr>
<td>Marquee/s</td>
<td></td>
</tr>
<tr>
<td>Tables and Chairs</td>
<td></td>
</tr>
<tr>
<td>Stage/s</td>
<td></td>
</tr>
<tr>
<td>Fireworks</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>If Other, provide further details</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Date</th>
<th>Start</th>
<th>End</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>24/01/2020</td>
<td>09:00</td>
<td>10:00</td>
<td>Fogarty Park (Calmes Esplanade, Central)</td>
<td>Enquiry</td>
</tr>
</tbody>
</table>

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.

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?

50

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: 

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 Mafa Luca
  - 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? *

| Date | 31/01/2020 |

Between which times? *

| From | 15:00 |
| To   | 17:00 |

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: ____________________________
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: 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.

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

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: [progress bar]

Click Submit

You have 04:01 minutes to submit your request

<table>
<thead>
<tr>
<th>Description</th>
<th>Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>The name of your booking</td>
<td>Meeting</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activity</th>
<th>Meeting</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Number of People</th>
<th>15</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Layout</th>
<th>Library</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Start</th>
<th>End</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>28/01/2020</td>
<td>13:00</td>
<td>14:30</td>
<td>City Meeting Room (City Library, Central)</td>
<td>Enquiry</td>
</tr>
</tbody>
</table>

Append any further information here
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.