

ONLINE BOOKINGS

Organisation FAQs

Council has moved to a new online booking system. Anyone can use the booking system. If you are a person who makes bookings on behalf of an organisation (or more than one organisation!) you need to contact us so we can set your organisation listing up correctly.

Step 1 – Create your own personal account

Create your own personal account in the Online Bookings Portal:

<https://coffsharbour.zipporah.com.au/Generic/>

Step 2 – Contact the venue where you make bookings

Staff will check if the organisation you wish to make bookings for already exists in the system.

If it does exist they will link your personal account to the Organisation.

If it doesn't exist we will create an organisation for you. We will need details about the organisation such as email, phone numbers, address, organisation name etc.

Why am I being charged at the Commercial Rate?

Personal users are charged at Commercial Rates.

Organisations can be charged at either Commercial or Not-For-Profit (NFP) rates. To qualify for NFP rates you must prove your NFP status. We will require current documents proving your status.

What if I am not booking for an organisation anymore?

Just let the venue know and they will de-link you from the organisation.

What if I am not the only booker for an organisation?

An organisation can have multiple bookers. Someone is always the main booker (the nominated booker).

Can I book for myself and the organisation?

Sure you can! The system will offer you the option to book for yourself or for any organisation you are linked to.

How do I Pay?

We require Debit/Credit Card payments for personal bookers and organisations. Organisations who are considered regular hirers will be offered the option of paying by debit/credit card the month after their bookings (e.g not in advance).