

Positively

PENRITH

Penrith City Council Booking Portal

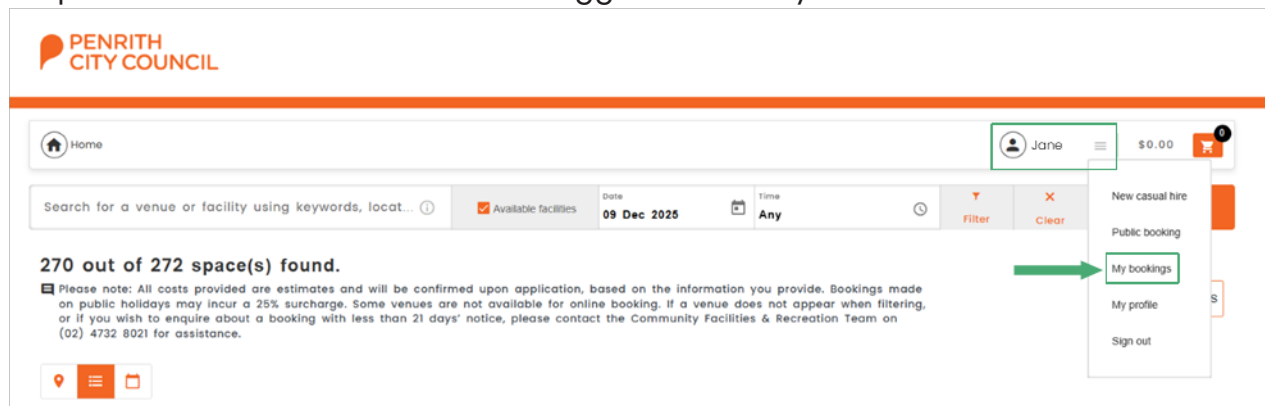
Managing your bookings

Managing your booking

Penrith City Council Bookings Portal is your one-stop destination to manage all your past and upcoming bookings. Through the portal, hirers can:

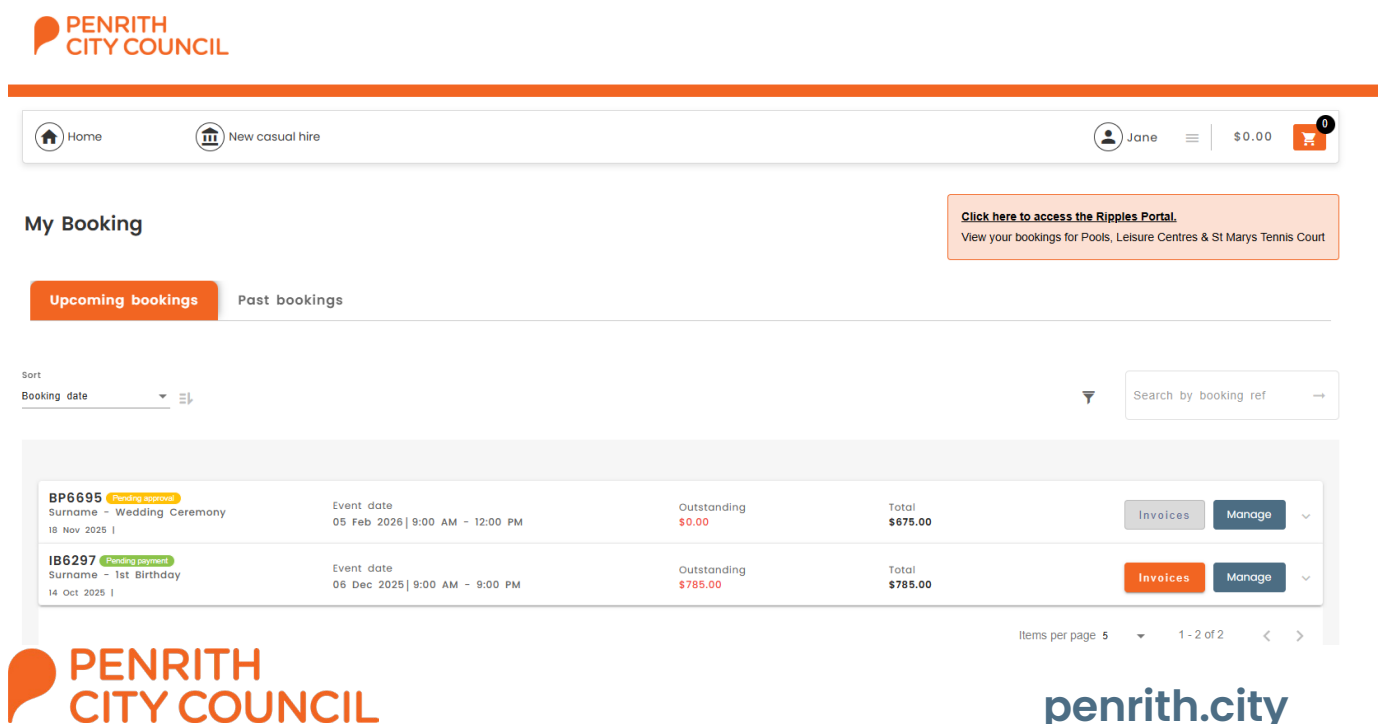
- View invoices and make payment
- Upload and download files
- Request changes
- Update questionnaire answers
- Request cancellations

To manage your booking, log into the Bookings Portal and select **My Bookings** from the dropdown menu. You will need to be logged into the system to see this information



My Bookings screen

The My Bookings screen shows all your bookings, grouped under Past Bookings and Upcoming Bookings. Here you will find basic information about your booking including the booking reference, status and account information.



Search for a booking

From the My Bookings screen you can filter or search for a booking by the Booking Reference, Status or Event date using the search bar.

My Booking

[Click here to access the Ripples Portal.](#)
View your bookings for Pools, Leisure Centres & St Marys Tennis Court

Upcoming bookings | Past bookings

Sort
Booking date

Search by booking ref

BP6695 Pending payment Surname - Wedding Ceremony 18 Nov 2025	Event date 05 Feb 2026 9:00 AM - 12:00 PM	Outstanding \$0.00	Total \$675.00	Invoices Manage
IB6297 Pending payment Surname - 1st Birthday 14 Oct 2025	Event date 06 Dec 2025 9:00 AM - 9:00 PM	Outstanding \$785.00	Total \$785.00	Invoices Manage

Items per page 5 | 1 - 2 of 2

Search by booking ref

Status Clear all

Please select status
Any

Booking date
From To

Event date
From To

APPLY

Invoices Manage
Invoices Manage

1 - 2 of 2

Viewing Invoices

To view your invoice, click the **Invoices** button next to your booking. This button will only appear **orange** if invoices are linked to that booking.



The screenshot shows the 'My Booking' page with two bookings listed. The first booking, BP6695 (Surname - Wedding Ceremony), has an outstanding amount of \$0.00. The second booking, IB6297 (Surname - 1st Birthday), has an outstanding amount of \$785.00. The 'Invoices' button for the second booking is highlighted in orange, and a green arrow points to it. A callout box at the top right says 'Click here to access the Ripples Portal. View your bookings for Pools, Leisure Centres & St Marys Tennis Court'.

When you select Invoices, you'll see:

- Invoice Reference (click to open the invoice)
- Invoice Status
- Due Date
- Invoice Amount
- Outstanding Amount
- Pay Now (enabled only if the invoice is unpaid)

The screenshot shows the 'Invoices' page for booking IB6297. It displays a table of invoices with the following columns: Invoice, Due date, Invoice amount, Outstanding, Date paid, and Action. The first row shows an invoice with reference INV10006529, a due date of 02 Dec 2025, an amount of \$785.00, and an outstanding amount of \$785.00. The 'Pay now' button in the Action column is highlighted in orange, and a green arrow points to it. Green arrows also point to the 'Invoice' and 'Unpaid' status of the invoice.

Making a payment

Venues managed by committees or community development organisations (listed below) payment should be made via bank transfer into the bank account listed on the invoice.

- Autumnleaf Neighbourhood Centre
- Cook Parade Neighbourhood Centre
- North St Marys Neighbourhood Centre
- Penrith Senior Citizens Centre
- South Penrith Neighbourhood Centre

You can pay for your booking in three ways:

1. Online by Credit Card

- Click the **Pay Now** button on the invoice screen. This will take you to our secure payment gateway where you can pay by credit card.

Invoice	Due date	Invoice amount	Outstanding	Date paid	Action
INV10006529 Unpaid	02 Dec 2025	\$785.00	\$785.00		Pay now

OR

- Open your invoice and click the **invoice hyperlink** to be taken to the payment gateway.

Payment Method - Online via Credit Card:

*This invoice can be paid via credit card online using the payment link below.
You will be redirected to the Penrith City Councils BPoint payment gateway.*

[INV10006529](#) (click to pay online)

2. By BPAY

Make a payment through your bank using the BPAY details provided on your invoice.

Payment by BPAY®

Biller Code : 449561
Ref : 100065291

Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info: www.bpay.com.au
®Registered to BPAY Pty Ltd ABN 69 079 137 518

In person at our Penrith or St Marys office during office hours

Penrith office
601 High Street, Penrith
8.30am - 4:00pm weekdays

St Marys office
207 - 209 Queen Street, St Marys
9:00am - 12.30pm & 1.30pm - 4:00pm weekdays

3. In Person

Visit one of our Customer Service desks during office hours:

- **Penrith Office**
601 High Street, Penrith
8:30am – 4:00pm weekdays
- **St Marys Office**
207–209 Queen Street, St Marys
9:00am – 12:30pm & 1:30pm – 4:00pm weekdays

Once your payment is processed, your booking status will change to paid.

IB6297 Paid	Event date	Outstanding	Total	Invoices	Manage
Surname - 1st Birthday 14 Oct 2025	06 Dec 2025 9:00 AM - 9:00 PM	\$0.00	\$785.00		
Invoice	Due date	Invoice amount	Outstanding	Date paid	Action
INV10006529 Paid	02 Dec 2025	\$785.00	\$0.00	18 Nov 2025	Pay now

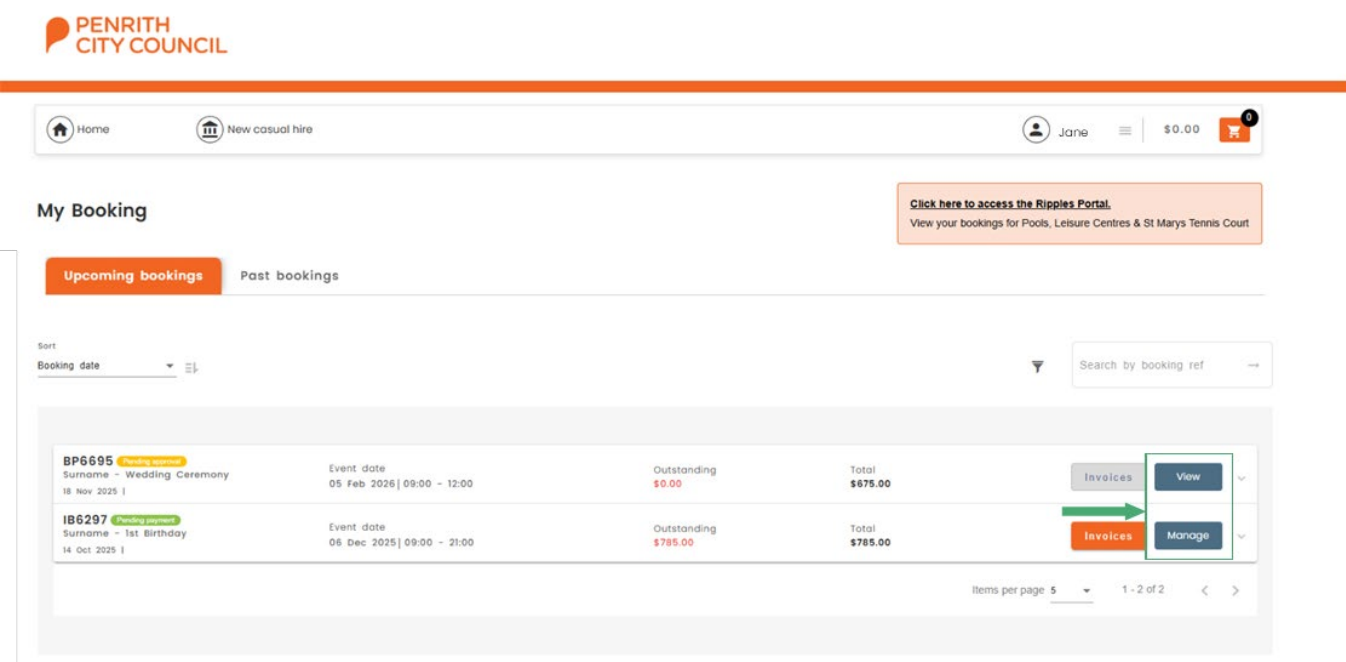
Please note:

Payments made via BPAY or at a Customer Service desk may take **1–5 business days** to appear in the Bookings Portal.

If your payment has not yet been marked as paid in the portal, **please do not make a second payment**. Instead, contact the Community Facilities team on 4732 8021 to confirm the status of your transaction

Upload & Download documents

To add documents to your booking, open the booking you want to update. For confirmed bookings, click **View**; for unconfirmed bookings, click **Manage**.

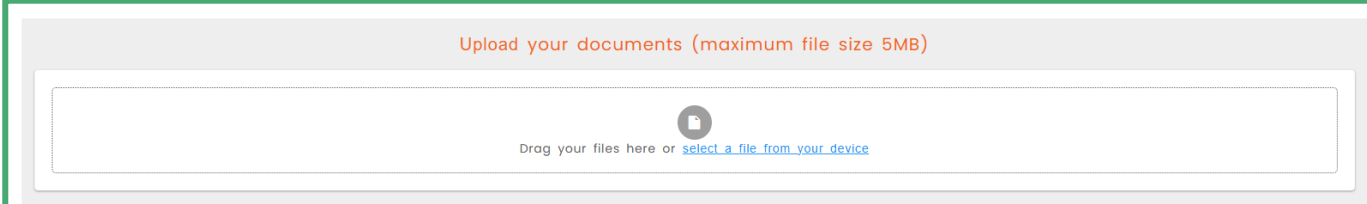


The screenshot shows the Penrith City Council website interface. At the top, there is a navigation bar with 'Home' and 'New casual hire' links, and a user profile for 'Jane' with a shopping cart icon showing '\$0.00'. Below this is a 'My Booking' section with tabs for 'Upcoming bookings' and 'Past bookings'. A callout box says 'Click here to access the Ripples Portal. View your bookings for Pools, Leisure Centres & St Marys Tennis Court'. A table lists two bookings:

Booking ID	Event name	Event date	Outstanding	Total	Actions
BP6695	Surname - Wedding Ceremony	05 Feb 2026 09:00 - 12:00	\$0.00	\$675.00	Invoices, View
IB6297	Surname - 1st Birthday	06 Dec 2025 09:00 - 21:00	\$785.00	\$785.00	Invoices, Manage

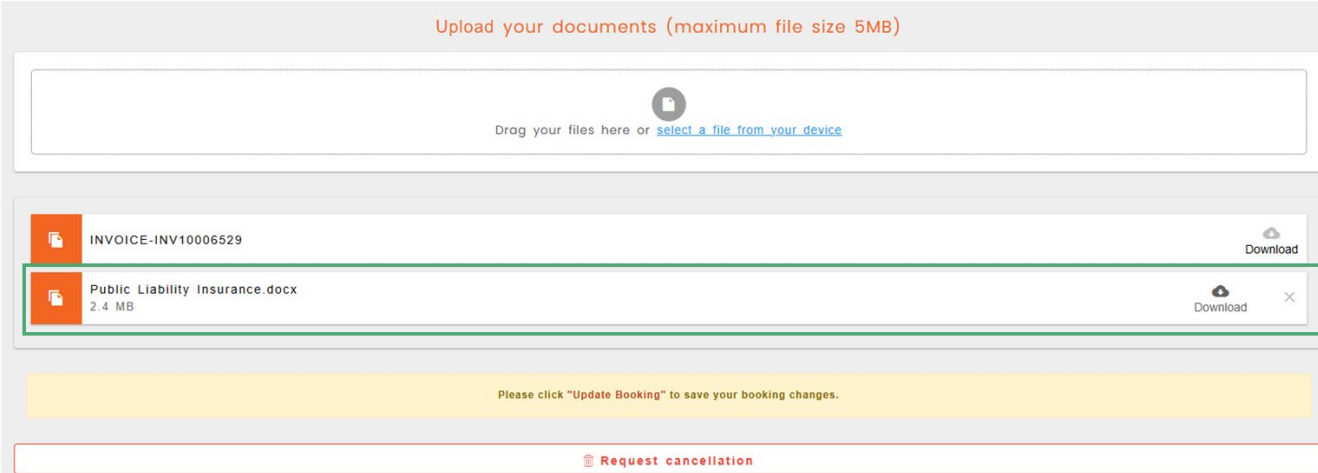
At the bottom of the table, it says 'Items per page 5' and '1 - 2 of 2'.

Scroll down to the **Documents** section. You can either drag and drop your files or use the upload option provided.



The screenshot shows the document upload area. At the top, it says 'Upload your documents (maximum file size 5MB)'. Below this is a large white box with a dotted border and a file icon in the center. Below the box, it says 'Drag your files here or [select a file from your device](#)'.

Once uploaded, your files will appear at the bottom of the booking page.

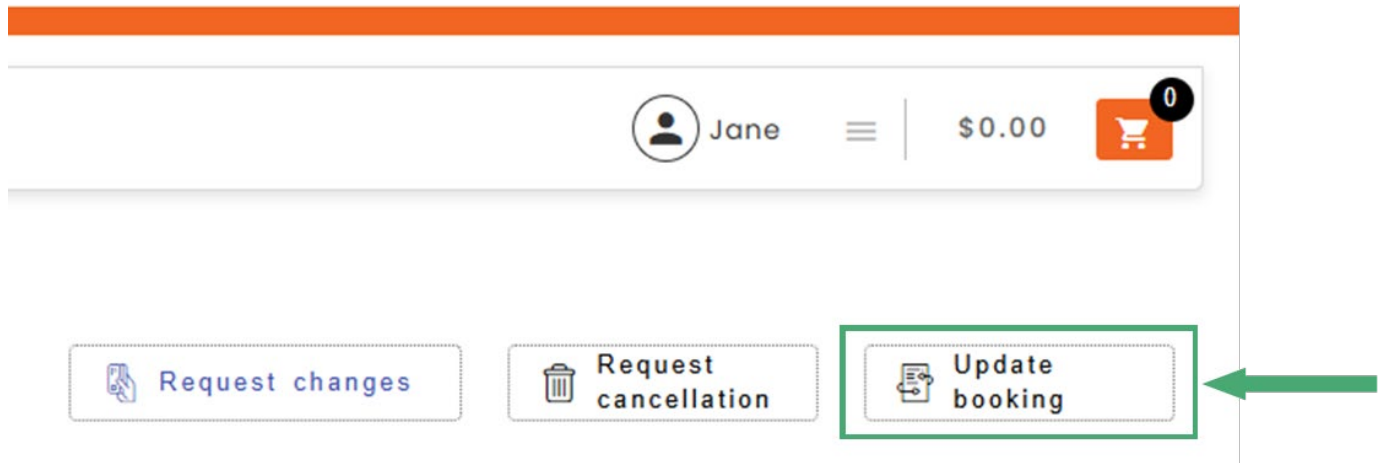


The screenshot shows the document upload area with two files uploaded. At the top, it says 'Upload your documents (maximum file size 5MB)'. Below this is a large white box with a dotted border and a file icon in the center. Below the box, it says 'Drag your files here or [select a file from your device](#)'. Below this are two file cards:

- INVOICE-INV10006529 (Download)
- Public Liability Insurance.docx (2.4 MB) (Download)

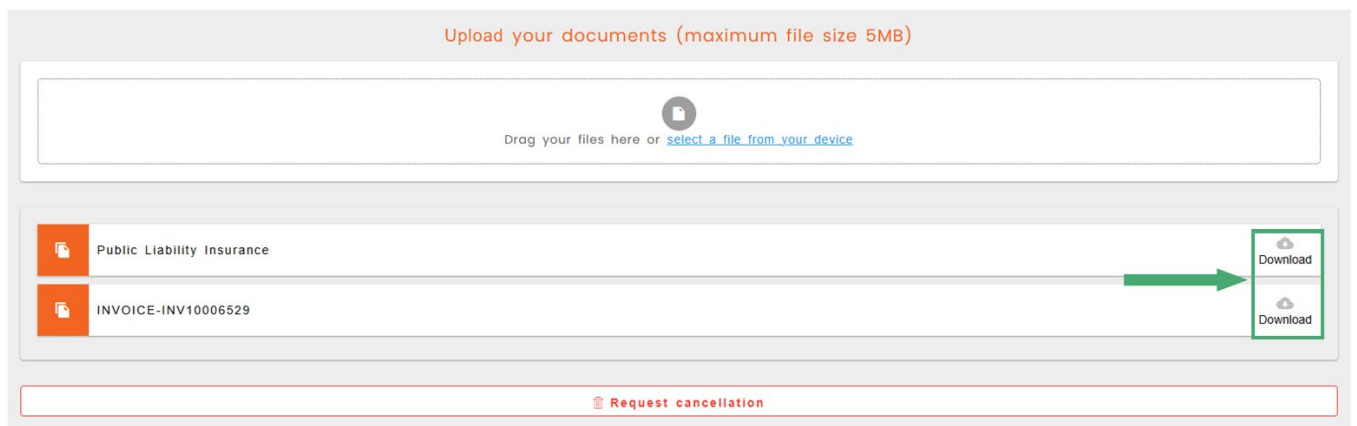
At the bottom, there is a yellow banner that says 'Please click "Update Booking" to save your booking changes.' and a red button that says 'Request cancellation'.

When you've finished adding all documents, return to the top of the page and click **Update Booking** to save your changes.



You can download any document at any time by selecting it and clicking the download icon next to the file.

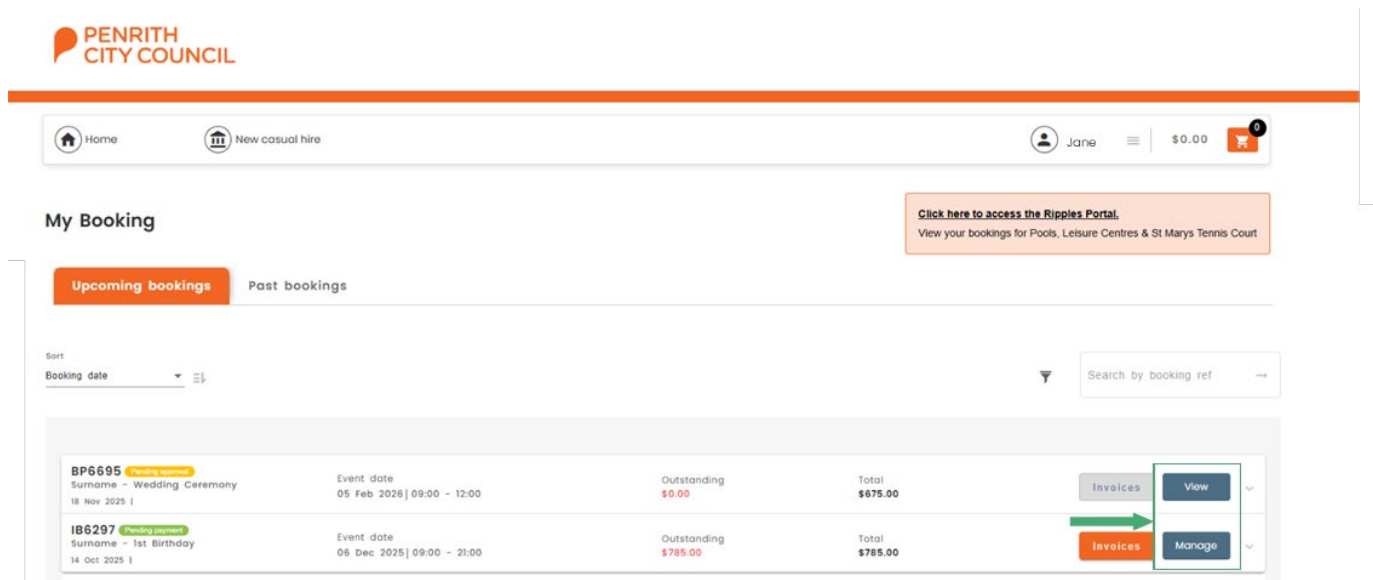
All documents related to your booking, including those issued by the **Community Facilities** team, are stored under the individual booking in **My Bookings**.



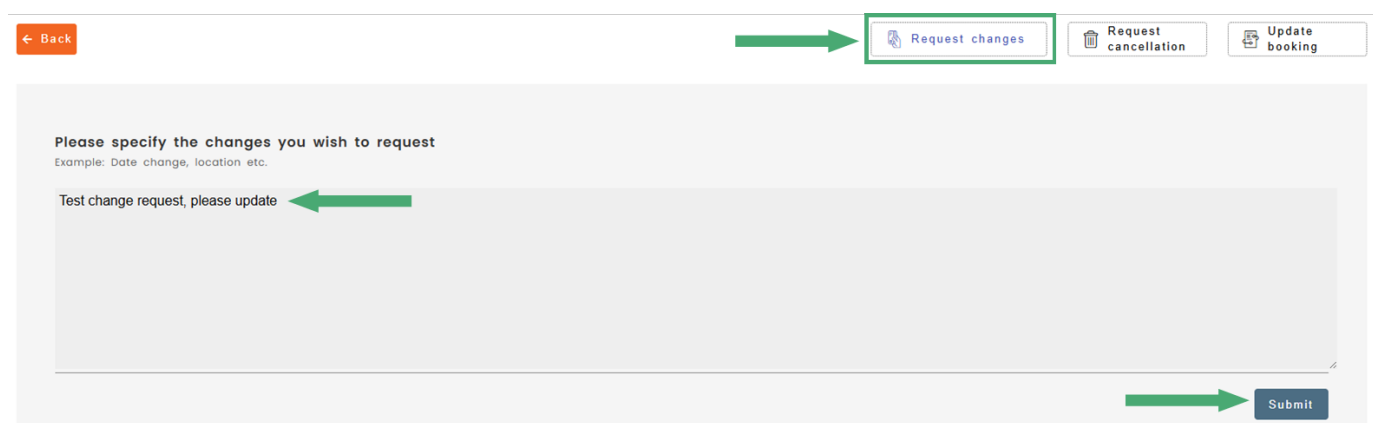
Requesting Changes

If you need to make changes to a submitted request or a confirmed booking, you can use the Request Changes button.

Open the booking you want to request a change on and click **View (unconfirmed)** or **Manage (confirmed)**.



Select the **Request Changes** button at the top of the page. Enter the details of the changes you want to make (e.g., change time, change date, remove an item) and Click **Submit**.



Once the changes are processed, return to the top of the page and click **Update Booking** to send your request change to the Community Facilities team.



Update answers to Questionnaire


If you need to update or amend your questionnaire answers you can do so through the MyBookings Portal.

Open the booking you want to request a change on and click **View (unconfirmed)** or **Manage (confirmed)**.

The screenshot shows the Penrith City Council MyBookings Portal. At the top, there is a navigation bar with 'Home' and 'New casual hire' links, and a user profile for 'Jane' with a balance of '\$0.00'. Below this, the 'My Booking' section has tabs for 'Upcoming bookings' and 'Past bookings'. A search bar is present with the text 'Search by booking ref'. A table lists two bookings:

Booking Ref	Event Name	Event Date	Outstanding	Total	Actions
BP6695	Surname - Wedding Ceremony	05 Feb 2026 09:00 - 12:00	\$0.00	\$675.00	Invoices, View
IB6297	Surname - 1st Birthday	06 Dec 2025 09:00 - 21:00	\$785.00	\$785.00	Invoices, Manage

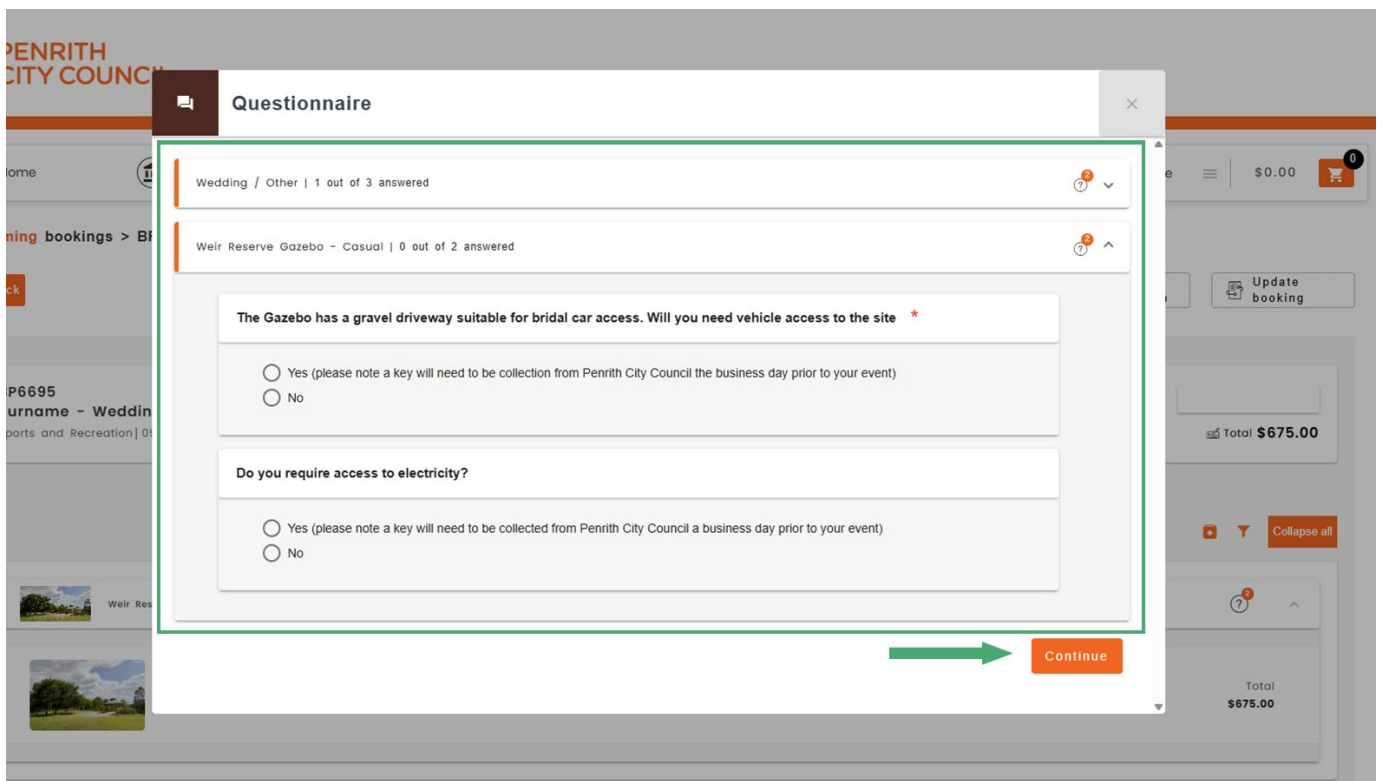
A red box highlights the 'View' button for the BP6695 booking. A callout box above the table says 'Click here to access the Ripples Portal. View your bookings for Pools, Leisure Centres & St Marys Tennis Court'.

Look for  the symbol and click on this to go to the 'Questionnaire'.

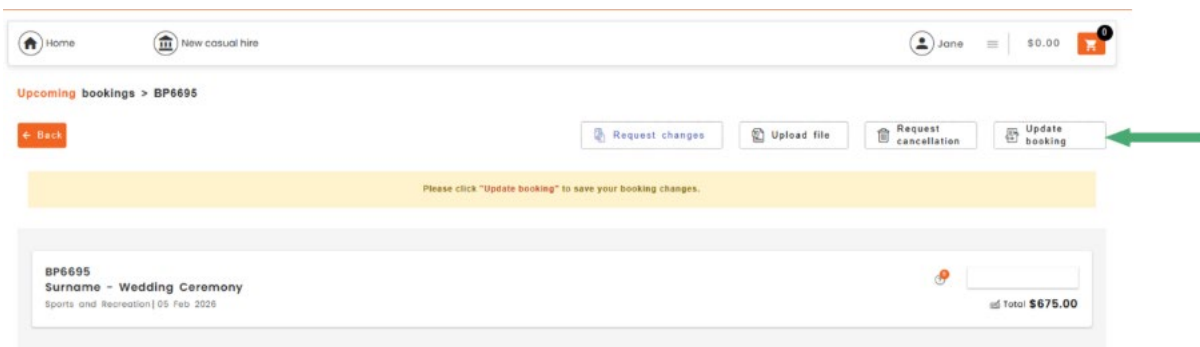
The screenshot shows the details for booking BP6695: 'Surname - Wedding Ceremony' on '05 Feb 2026' for 'Sports and Recreation'. The total amount is '\$675.00'. Above the booking details, there are buttons for 'Request changes', 'Upload file', 'Request cancellation', and 'Update booking'. A red box highlights the 'View' button next to the booking details.

Answer any unanswered questions in the Questionnaire and click **Continue**

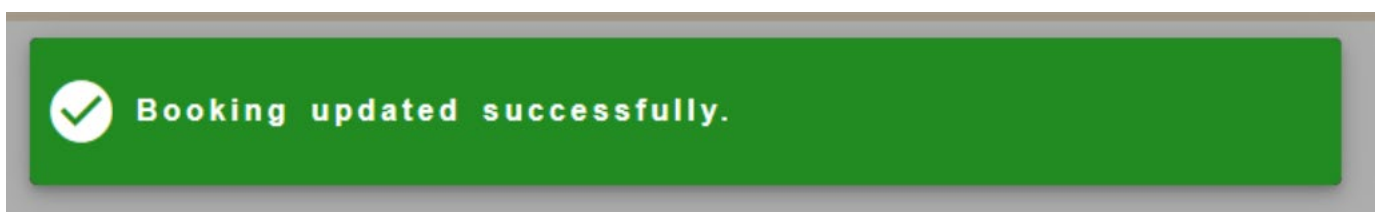
*Please note: Questions marked with an asterisk * are mandatory and cannot be skipped.*



Click on **Update Booking** to submit your changes.



A green banner will appear once your change request has been submitted successfully.



Cancelling your booking

You can request to cancel an enquiry that has already been submitted. To do this, locate the booking you want to cancel and select **View** for confirmed bookings or **Manage** for unconfirmed bookings.

PENRITH CITY COUNCIL

Home New casual hire Jane \$0.00

My Booking [Click here to access the Ripples Portal.](#)
View your bookings for Pools, Leisure Centres & St Marys Tennis Court

Upcoming bookings Past bookings

Sort Booking date Search by booking ref

Booking Ref	Event Name	Event date	Outstanding	Total	Actions
BP6695	Wedding Ceremony	05 Feb 2026 09:00 - 12:00	\$0.00	\$675.00	Invoices View
IB6297	1st Birthday	06 Dec 2025 09:00 - 21:00	\$785.00	\$785.00	Invoices Manage

Items per page 5 1 - 2 of 2

Then click the **Request Cancellation** button at the top of the page.

Jane \$0.00

Request changes **Request cancellation** Update booking

A green banner will appear once your change request has been submitted successfully.

Your request has been forwarded and we will respond shortly.

Your booking status will then change to "Pending Cancellation" while your request is being processed. Please note that once your cancellation request has been submitted, the venue will then be open for other bookings.

My Booking

Upcoming bookings

Past bookings

Sort

Booking date



BP6695

Pending cancel

Surname - Wedding Ceremony

18 Nov 2025 |



Event date

05 Feb 2026 | 09:00 - 12:00

You will receive confirmation from the Community Facilities team once your cancellation request has been finalised.