

Yarra Plenty Regional Library

Venue Hire Public Booking Portal

Booking Cancellation Guide

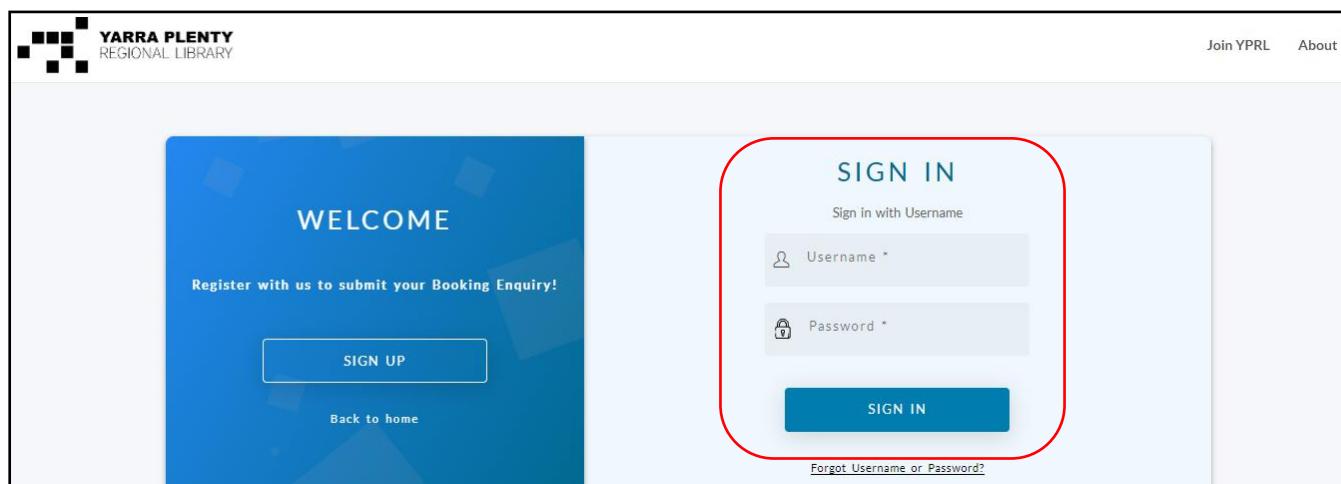
Note: Depending on the type of booking, timing and the reason for your cancellation request, cancellation fees may apply. Please get in touch with the bookings team if you have any questions or concerns.

You will need to **sign in** to view your current bookings. Navigate to the Venue Hire Customer portal from YPRL's homepage or by entering <https://venuehire.yprl.vic.gov.au/> into your browser's address bar.

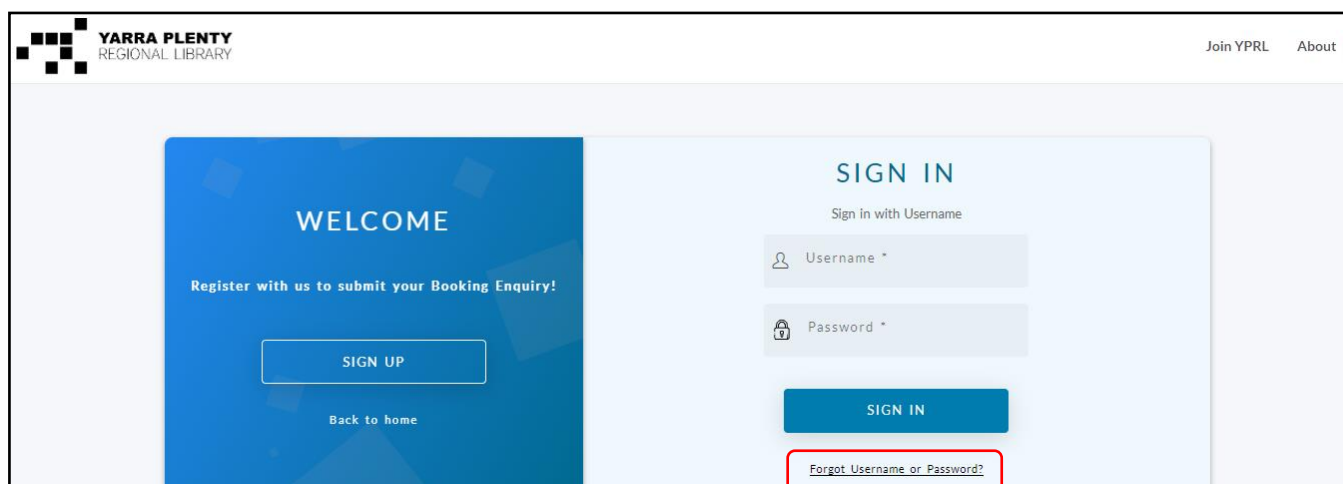
Select the sign in option from the portal's homepage.



Sign in with your **log in details**.

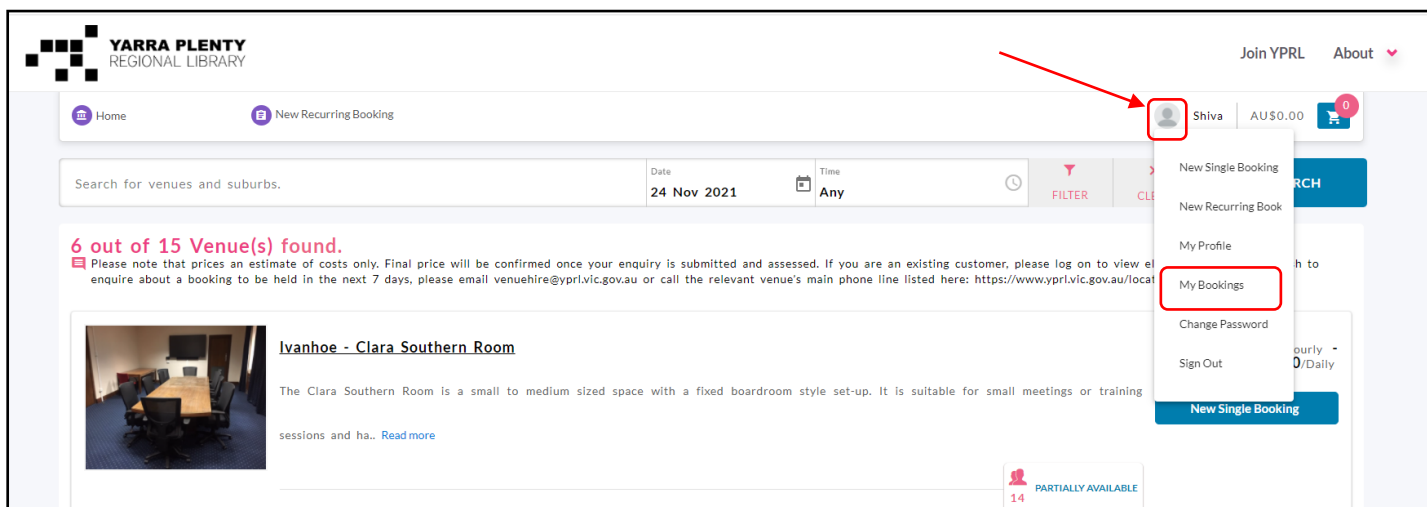


If you don't remember your username and password, you can use the password reset function by selecting **Forgot Username or Password?**

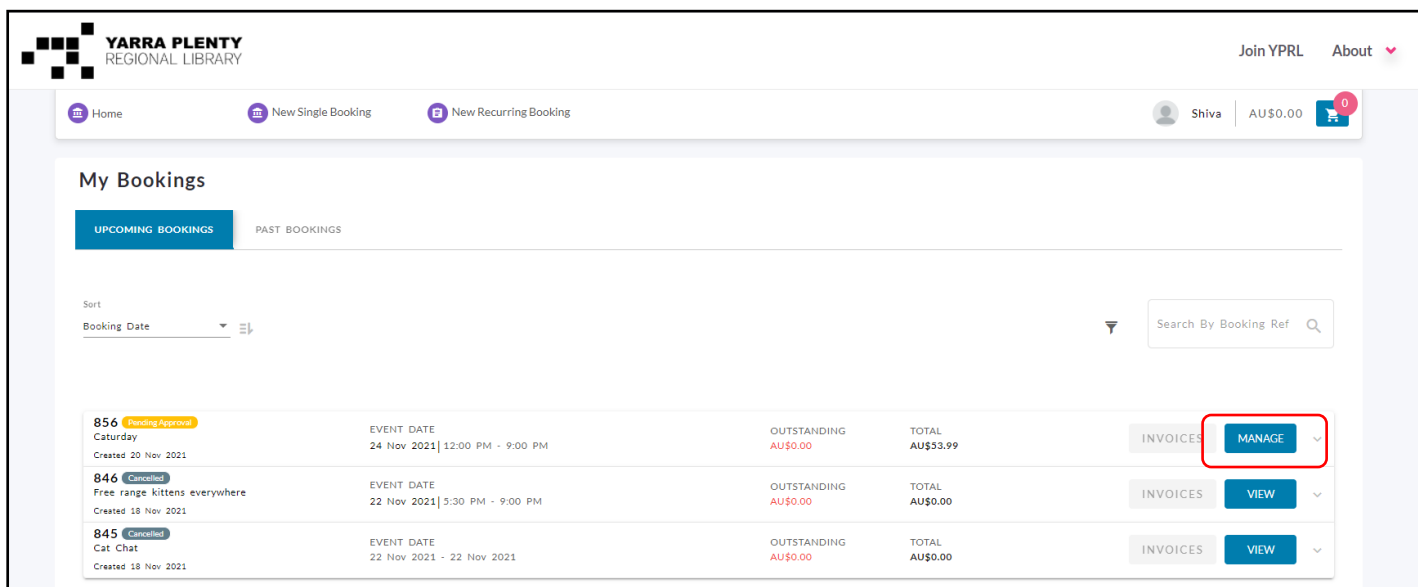


Once you have logged in, select the avatar to the left of your name to open a dropdown menu.

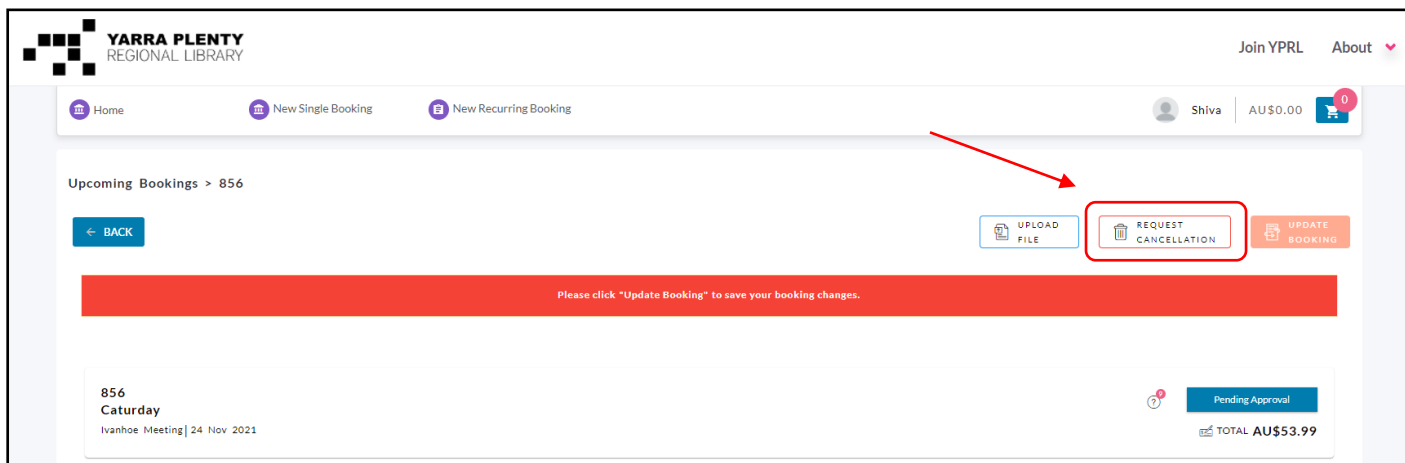
From the menu, select **My Bookings** to view a list of your current and past bookings. From this menu you can also update your profile details, change your password or make new bookings.



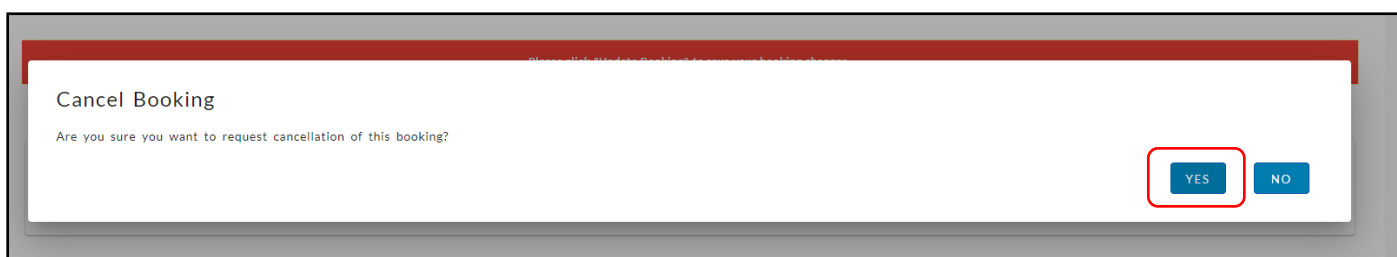
On the **My Bookings** page you'll immediately be taken to a list of upcoming bookings. Locate the booking you wish to cancel, then select the **Manage** button to its right-hand side.



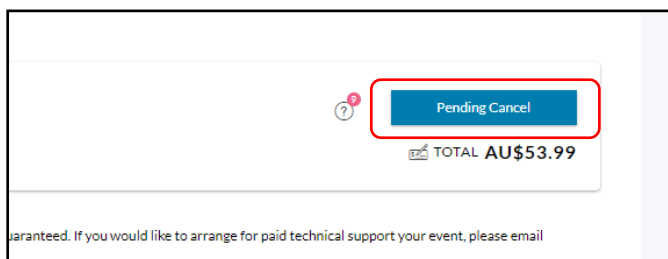
This will bring up your booking's details page, from which you can make changes, upload documents or submit a **cancellation request**. To do so, select **Request Cancellation** near the top right.



From the pop up, select **Yes** to confirm cancellation.



Once confirmed, you will receive an email notification that your request has been submitted. You may also notice that the booking's status has changed to **Pending Cancel**. The Bookings Team have been notified at this point and will confirm the cancellation or get in touch if they require further details.



You can also confirm that the request has been submitted by navigating back to **My Bookings**, where the booking's status will also be listed as **Pending Cancel**.

