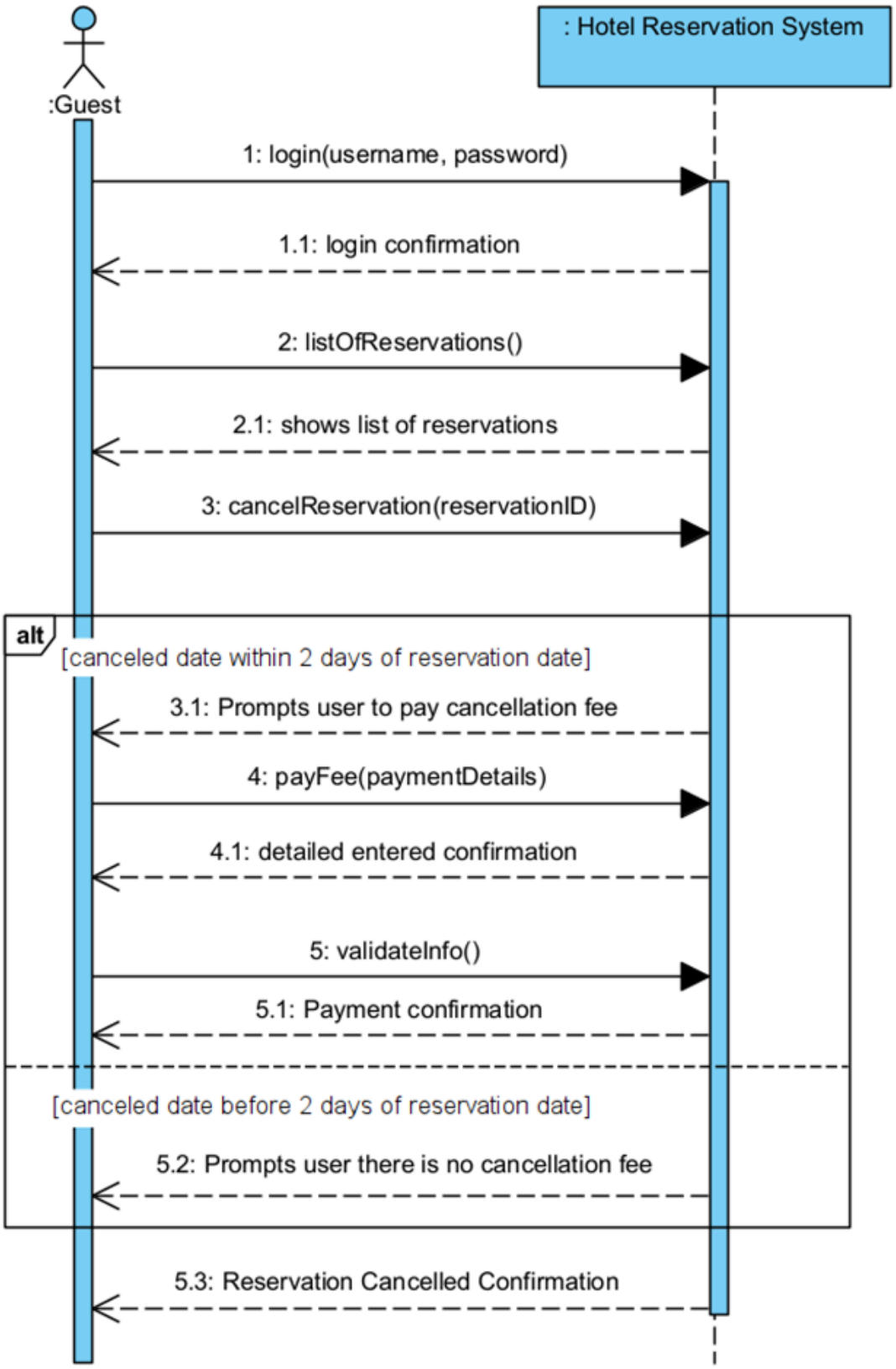
ID	UC Guest Reservation Cancellation
Scope	Hotel Vacation Reservation System
Level	User Goal
Stakeholders and Interests	Guest -person that is interested in hotel services. Clerk -person responsible for assisting Guest User in reservation cancellation if needed. Admin -person assisting Clerk User in assisting Guest User if needed.
Precondition	User has made a reservation and is connected to the network.
Postcondition	User cancels their existing Reservation.

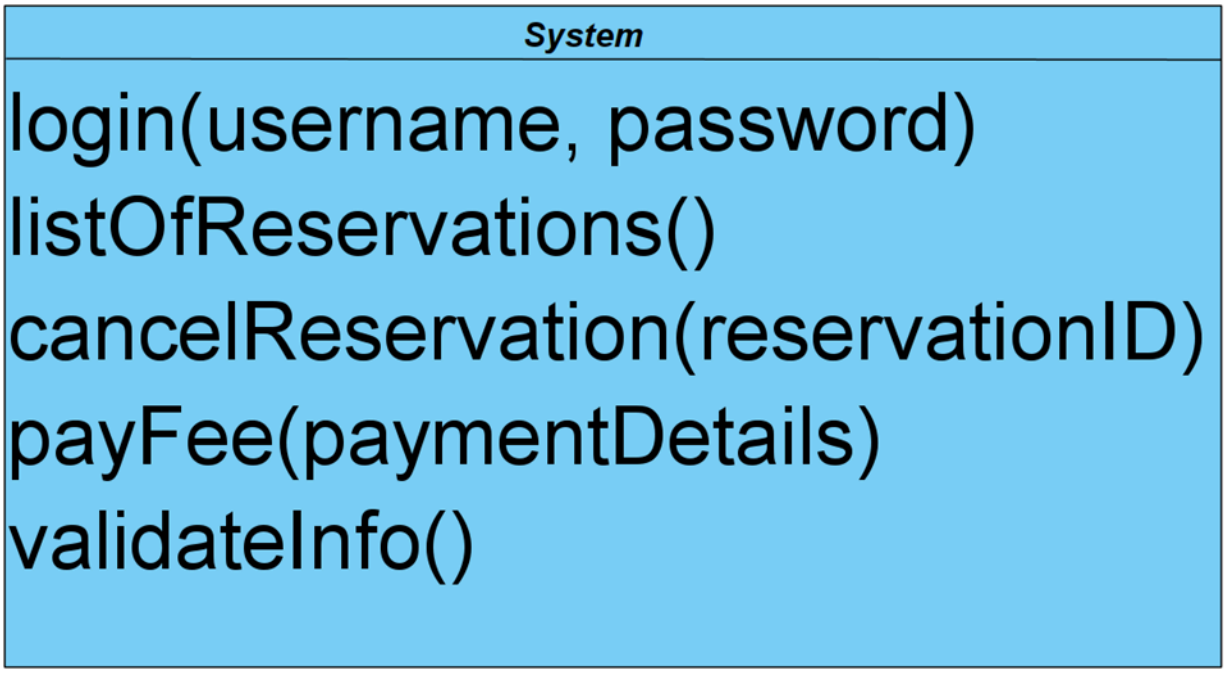
Main Success Scenario	1. Guest wants to cancel Reservation. 2. Guest logs into account. 3. User navigates to list of reservations. 4. User clicks cancel reservation. 5. System updates their reservations. 6. System will apply appropriate cancellation penalty based on date of cancellation and reservation. 7. User sees their reservation removed/cancelled.

Alternate Paths	1. Anytime system does not respond 1. Guest will contact Clerk. 2. Clerk contacts Admin to restart system. 3. Admin restarts system 2. System is unable to remove reservation 1. Guest will contact Clerk. 2. Clerk will restart system. 3. Clerk asks for identifications. 4. Clerk will remove reservation. 5. System will apply appropriate cancellation penalties. 3. User system cannot connect to network 1. Guest will contact Clerk. 2. Clerk asks for identifications. 3. Clerk will manually cancel reservation. 4. Clerk will charge appropriate cancellation penalties. c.c. If clerk cannot reset system network 1. Clerk contact Admin to Reset Network 2. Admin resets network

SSD 1:


: Hotel Reservation System
:Guest
1: login(username, password)
1.1: login confirmation
2: listOfReservations()
2.1: shows list of reservations
3: cancelReservation(reservationID)
alt
[canceled date within 2 days of reservation date]
3.1: Prompts user to pay cancellation fee
4: payFee(paymentDetails)
4.1: detailed entered confirmation
5: validateInfo()
5.1: Payment confirmation
[canceled date before 2 days of reservation date]
5.2: Prompts user there is no cancellation fee
5.3: Reservation Cancelled Confirmation

Operation Contract 1:



Contract CO1: login

Operation	login(username: username, password: password)
Cross References	Use Cases: Reservation Cancellation
Pre-conditions	Guest is attempting to login.

Post-conditions	IF the provided username and password match the stored credentials for the Clerk: A Session instance s is created. (instance creation) s is associated with the Clerk. (association formed) The clerk is granted access to their profile modification page or dashboard. ELSE: An error message is displayed indicating invalid credentials. The clerk remains on the login page.

Contract CO2: listOfReservations

Operation	listOfReservation()
Cross References	Use Cases: Reservation Cancellation
Pre-conditions	The clerk is logged in.
Post-conditions	· An instance List is created/ · The List.reservations has retrieved the clerk's current reservation information from the database. · The clerk's current reservation information is displayed on the screen for review.

Contract CO3: cancelReservation

Operation	cancelReservation(reservationID: reservationID)
Cross References	Use Cases: Reservation Cancellation
Pre-conditions	- The Guest has selected a valid reservationID to cancel - The system has retrieved the reservation details associated with the reservationID.
Post-conditions	- IF the cancellation is within the allowed timeframe: - The reservation status is updated to "Cancelled" in the system - IF applicable, a cancellation fee is calculated and displayed to the Guest - ELSE: - An error message is displayed indicating the cancellation is not allowed

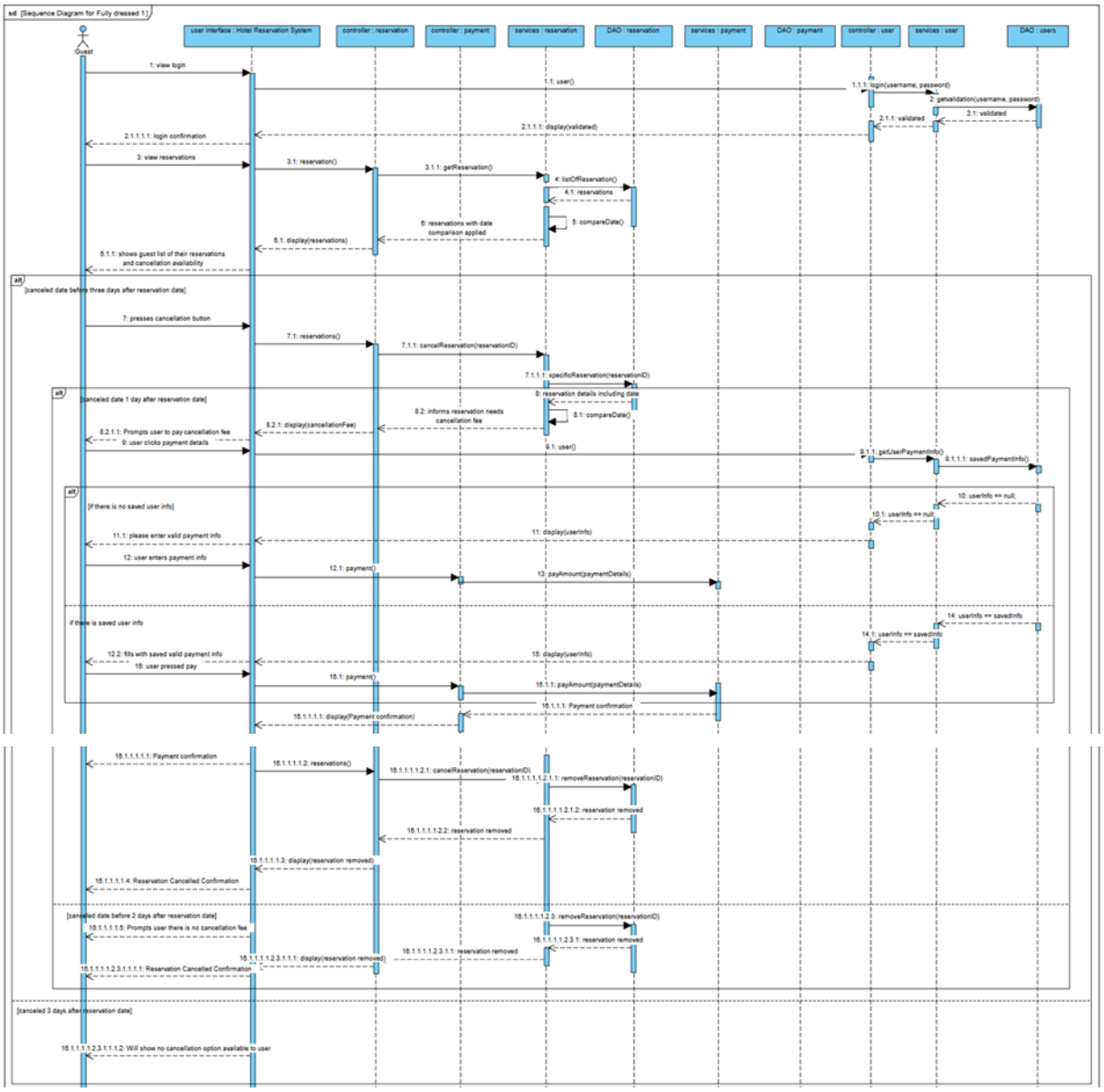
Contract CO4: payFee

Operation	payFee(paymentDetails: paymentDetails)
Cross References	Use Cases: Reservation Cancellation
Pre-conditions	- A cancellation fee is applicable - The Guest has provided valid paymentDetails

Post-conditions	- The system processes the payment using the provided paymentDetails - IF the payment is successful: - A confirmation message is displayed to the Guest - ELSE: - An error message is displayed indicating the payment failure

Contract CO5: validateInfo

Operation	validateInfo()
Cross References	Use Cases: Reservation Cancellation
Pre-conditions	- The Guest is interacting with the System for cancellation (due to system issues or network unavailability) - The System has requested identification or other relevant information from the Guest
Post-conditions	- The System verifies the Guest's identity and reservation details - IF the information is valid - The System proceeds with manual cancellation or other necessary actions - ELSE:

	- The System informs the Guest of the invalid information and may deny the request

Updated Sequence Diagram Implementing Grasp 1 (Zoom in 300% to View):