**Record management system for Claybrook zoo**

**Visitor Staff Admin**

Customer

creates booking

automated

booking

reference

recieved

Process payment

booking info recieved

successful

booking

Action?

unsuccessful booking

email sent with booking reference and payment options

send current offers

and events currently

within the zoo

No Yes, booking made resumes booking?

Yes, will resume

booking

attends booking

reminder email

customer attends

booking

customer no longer wants booking

accept customer ticket/booking

reciept of

attendance

Inform customer about completion of order

Process customer's booking