Customer

As a Customer I want:

- to make reservations online to save time

- to make an appointment up to 6 months before, so I can prepare appropriately

- to make updates on reservations after making it, in case I made an error

- to be able to cancel reservations, in case I no longer need it

- to check availability for runs, to see if they can accommodate my dog

- to be able to alert/notify that my dog is a climber or not, because they are going to need a special run

- to be able to notify what size is my dog (small, medium, large) so they can be assigned a run of the correct size

- to be able to alert/notify if my dog is yappy so that he can be put in a run facing the back

- to be able to alert/notify if my dog needs to be fed twice a day because he is used to it

- to have the ability to choose if I want my dog to be walked daily so he can keep healthy

- to have the ability to choose if I want my dog to participate in playtime or not, for my dogs security

- to have the ability to choose if I want him groomed during their stay to keep them cool

- to be able to enter my information (name, address, phone number) so I can be contacted in case of an incident

- to be able to note specials needs like dietary and medications my dog needs

- to be able to make changes to my profile\*\*\*

- to be able to notify of the breed of my dog

- to be able to add more than one dog

- to be able to make a reservation for my cats as well

- to have the choice of accommodations for my cat (luxury, semi-luxury and regular)

- to be able to give all the information that I did for dogs but for my cat as well

- to be able to notify if it's an indoor or outdoor cat

- to be able to confirm that my cat is litter trained (requirement)

- to be able to see the price on the website before my confirmation of a reservation

- to be able to choose the date and time at which I will leave my pet(s) and when I will pick them up

- to be able to upload my pet's vaccination certificate(requirement)

Staff:

Management:

- to have the ability to process reservations made by customers efficiently.

- to have the capability to accept reservations up to six months in advance, allowing customers to plan.

- to be able to make updates or modifications to existing reservations upon customer request.

- to be able to access the ability to cancel reservations as requested by customers and manage any associated charges or refunds.

Dog-specific information:

* To be able to check records on whether a dog is a climber or not.
* To be able to assign runs based on the size of the dog, ensuring small, medium, and large dogs are accommodated appropriately.
* To be able to note if a dog is yappy, which will help in assigning runs facing the back.
* To be able to check records on if a dog requires twice-daily feedings as per the customer’s request.
* To be able to manage requests for additional services such as daily walks, playtime, and grooming during the pet’s stay.
* To have the ability to manage bookings for customers with multiple dogs
* To be able to verify the authenticity and currency of vaccination certificates provided by customers.

Customer information:

* To be able to access and modify customer profiles, including contact information (name, address, phone number).
* To be able to record and maintain information on special dietary requirements or medications that the dog requires.
* To be able to check records on the breed and age of each dog in the system.

Cat-specific information:

* To be able to check reservations for cats, specifying the type of accommodation luxury, semi-luxury and regular.
* To be able to check if a cat is indoor or outdoor, and whether they’re litter trained.

Pricing and Confirmation:

* To have easy access to pricing information and the ability to provide customers with accurate cost estimates for their reservations.
* To have the capability to update and maintain the website to ensure information, pricing and availability are up to date.