

B. [WB-11] Cancel booking

Created: 13/Mar/24 9:09 AM - Updated: 16/Apr/24 4:18 PM - Resolved: 16/Apr/24 4:18 PM

Status:	Done
Project:	WiseBooking: QA Initiative for booking.com
Component/s:	None
Fix Version/s:	None

Type:	Story	Priority:	High
Reporter:	George-Marian Lupu	Assignee:	Unassigned
Resolution:	Done	Votes:	0
Labels:	None		
Original Estimate:	Not Specified		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Agile Sprint:	BW Sprint 2		

Description

As a user, I expect a seamless process for canceling a booking I've made, ensuring that the cancellation procedure is intuitive, efficient, and easily accessible.

To cancel a booking, users must follow these steps:

Refer to the attachments for further reference

- 1 - Click on the "Your account" tab located at the top section of the [Booking.com](#) homepage.
- 2 - A window will display several options, among them "Booking & Trips," which users must select.
- 3 - Upon redirection to the "Bookings & Trips" section of the account page, the user will navigate to the specific booking they intend to cancel and select it accordingly.
- 4 - After selecting the desired booking, a new browser tab will open, displaying detailed information about the selected booking. On the right-hand side section of this page, the user will find the option "Cancel your booking" which they can select to proceed with the cancellation.
- 5 - After choosing the cancellation option, the user will be redirected to a page prompting them to select a reason from a dropdown list for their cancellation (mandatory). This page includes the following sections/elements:

In the center section:

- "Reason" drop-down list with pre-defined options, including:
 - "Change in the number or needs of travelers"
 - "Made bookings for the same dates, want to cancel to ones I don't need" (upon selection, another 6 sub-options will appear)
 - "I found an alternative accommodation option" (upon selection, another 6 sub-options will appear)
 - "Property asked to cancel" (upon selection, another 3 sub-options will appear)
 - "Personal reasons/trip was called off" (upon selection, another 6 sub-options will appear)
 - "Changes of dates or destinations"
 - "Unable to travel due to restrictions related to Coronavirus (COVID-19)"
 - "None of the above" (upon selection, a text box will appear where the user can specify custom reasons)
- "[Continue](#)" button will advance the user to the subsequent steps of the cancellation process.

- "**I want to keep this booking**" button triggers a confirmation pop-up message. The pop-up offers two options: "Leave," which redirects the user to the booking page, and "Stay on Page," which dismisses the confirmation message.
- "**Back to my booking**" button which redirects the user to the booking page.

In the right-side section:

- Details of the booking, such as the booking's name and photo, accommodation period, number of rooms, booking price, associated fee, and total cost, are provided.
- Cancellation policy section - offers informational text tailored to the booking's preferences, along with a "**View cancellation policy**" button. Selecting this button redirects the user to the main page of the cancellation policy.

6 - After selecting "**Continue**" button (which advances the user to the subsequent steps of the cancellation process), the page will display the following:

In the center section:

Confirm cancellation made with Better PDF Exporter for Jira

You are about to cancel your entire booking. Please review the details below before cancelling.

*

{NAME OF THE BOOKED ROOMS}

*

{CURRENCY - VALUE} · {NUMBER & PERSON TYPE}

{CANCELLATION TYPE → FREE / CHARGED}

Price breakdown

Your booking {CURRENCY - VALUE}

Cancellation fee

{CURRENCY - VALUE}

You will be charged {CURRENCY - VALUE}

- "**Cancel booking**" button will advance the user to the next steps of the cancellation process
- "**I want to keep this booking**" button triggers a confirmation pop-up message. The pop-up offers two options: "Leave," which redirects the user to the booking page, and "Stay on Page," which dismisses the confirmation message.
- "**Previous step**" will redirect the user to the previous page

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7 - User clicks on "**Cancel booking**" button which will advance the user to the last phase of the cancellation process

8 - Once the user clicks on the "**Cancel booking**" button, they will be redirected to a page displaying the following:

In the center section: made with Better PDF Exporter for Jira

Your booking was cancelled for {FREE / CHARGED}

- # We'll send you an email confirming your cancellation to {PROVIDED EMAIL ADDRESS}
- # Your booking was successfully cancelled – you don't have to do anything else!
- # If you have any questions about this booking, you can contact {NAME OF BOOKING}

directly at *

{PHONE NUMBER OF BOOKING}* for more info.

* "Book again" button directs the user to the main page of the booking, facilitating the rebooking process.

* "Find another place to stay" button redirects the user to the main page of Booking.com, allowing them to search and filter results for alternative accommodations.

* "Back to all bookings" button redirects the user to the "Bookings & Trips" tab

In the right-side section:

* Cancellation summary section containing the following: name and photo of the booking, rating stars, Check-in date, Check-out date, Stay details, Cost of cancellation {FREE / CHARGED}

h3. After the successful completion of the cancellation process, the user will receive an email at the provided email address containing the following information:

|h1. Your booking has been successfully cancelled for {FREE / =VALUE}|

|Dear {USER NAME},

We can confirm that your reservation at {BOOKING'S NAME} has been cancelled and {NO FEE / =VALUE} will be charged. You don't need to do anything else.

{BOOKING NAME} {BOOKING FULL ADDRESS} CANCELLED

PHONE: {PHONE NUMBER OF BOOKING}

Email property

TRIAL VERSION

*You booked for

{=VALUE & PERSON}

*

Check-in

{=DATE}

Check-out {=DATE}

Booking number

{=BOOKING ID}

PIN code

{=PIN CODE ID}

|

{FREE / CHARGED CANCELLATION}

{=CURRENCY & VALUE}

You might still receive notifications about this booking while our system is updating, but your booking is definitely cancelled.

Still searching for your next trip?

Get access to lower mobile-only prices by booking on the app.

[Get the app »](#)

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Attachments

The screenshot shows the Booking.com homepage. At the top, there's a blue header bar with the Booking.com logo, language selection (RON, English), user profile, and account-related links like "List your property" and "Your account". A red box and arrow highlight the "Your account" link. Below the header, there's a large banner with the text "A dream stay for a bucket list trip" and a subtext "Make it a trip to remember in a holiday home". A blue button labeled "Discover holiday rentals" is visible. The main search area has fields for destination ("Oradea"), dates ("Wed 27 Mar — Sat 30 Mar"), and guest information ("2 adults · 0 children · 1 room"). A yellow box highlights the destination field. Below the search bar are two checkboxes: "I'm looking for an entire home or apartment" and "I'm looking for flights". A section titled "Your recent searches" shows a previous search for "Oradea" from March 27 to 30. The bottom of the page includes a note about upcoming trips and a "Search" button.

[STEP 1] Click on the 'Your account' tab from the top section of the Booking.com homepage.png (1.51 MB)

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The screenshot shows the Booking.com website. At the top, there's a navigation bar with links for Stays, Flights, Flight + Hotel, Car rentals, Attractions, and Airport taxis. On the right side of the header, there are icons for RON (Romanian), a British flag, a question mark, a bell, and a link to 'List your property'. A 'Your account' section is also present, showing 'Genius Level 1' with a profile icon. A red arrow points from the text 'A window will display several options, among them 'Booking & Trips,' which users must select.' to the 'Bookings & Trips' option in the dropdown menu. The main content area features a large banner with the text 'A dream stay for a bucket list trip' and 'Make it a trip to remember in a holiday home'. Below the banner is a blue button labeled 'Discover holiday rentals'. The search form includes fields for destination ('Oradea'), dates ('Wed 27 Mar — Sat 30 Mar'), and guest information ('2 adults · 0 children · 1 room'). A yellow box highlights the search button. Below the search form are two checkboxes: 'I'm looking for an entire home or apartment' and 'I'm looking for flights'. A red box highlights the 'Bookings & Trips' option in the account menu.

[STEP 2] - A window will display several options, among them 'Booking & Trips,' which users must select..png (1.20 MB)

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Booking.com

RON ? List your property Your account Genius Level 1

Bookings & Trips

Can't find a booking?



Oradea
27 Mar – 30 Mar

Silver Hotel  405 lei 

Confirmed

27 Mar – 30 Mar · Oradea · Free cancellation

 Upgrade to a room with a private bathroom >

 Save up to 10% on transport options to this property >

 View unlocked deals for your Oradea trip >

Need anything else for your trip?

 **Explore flights**
Compare thousands of flights, all with no hidden fees

 **Rent a car**
Save up to 10% 
3 days from 653.84 lei

 **Book a private airport taxi**
A driver will be waiting to get you to your stay

[STEP 3] Upon redirection to the 'Bookings & Trips' section of the account page, the user will navigate to the specific booking they intend to cancel and select it accordingly..png (1.29 MB)



Booking.com

RON ? List your property Your account Genius Level 1

Stays Flights Flight + Hotel Car rentals Attractions Airport taxis

Confirmed

Your booking in Oradea is confirmed.

- ✓ You're all set! We've sent your confirmation email to gm74310@gmail.com [Edit](#)
- ✓ You'll pay when you arrive at the property. The 'Price' section below has more details
- ✓ You can now [modify or cancel](#) your booking until check-in
- ✓ Get paperless confirmation when you [download the app](#)

[Save confirmation to phone](#) [Print confirmation](#)

Stay safe online
Protect your security by never sharing your personal or credit card information over the phone, by email or chat.
[Learn more](#)

Silver Hotel ★★★

Check-in Wed 27 Mar 2024 16:00 - 21:00	Check-out Sat 30 Mar 2024 07:30 - 11:00
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[Change dates](#)

Booking details
2 adults - 3 nights, 1 room

Address
Str. Louis Pasteur nr. 102, 410154 Oradea, Romania
[Show directions](#)

Is everything correct?
You can always view or change your booking online - no registration required.

Cancel your booking

[Upgrade your room](#)
[Update card](#)
[Change dates](#)
[Change your room](#)
[Found this stay cheaper elsewhere?](#)
[View booking](#)

Contact property
Phone +40 755 602 983
[Send a message](#)
[Send an email](#)

Tip: You can make changes to this booking at anytime

[STEP 4] - On the right-hand side section of this page, the user will find the option 'Cancel your booking' which they can select to proceed with the cancellation..png (389 kB)

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[Back to my booking](#)
Step 1 of 2

Reason for cancelling

We can help you find alternative solutions if you need to make changes to your booking.

1 Reason

Change of dates or destination

[Continue](#) I want to keep this booking

2

 Silver Hotel
27 Mar – 30 Mar · 1 room

Your booking RON 405
Cancellation fee RON 0
You will be charged RON 0

Cancellation policy
You may cancel free of charge until 1 day before arrival. If you cancel within 1 day before arrival, the cancellation fee will be the cost of the first night. If you don't show up, the no-show fee will be the same as the cancellation fee.
[View cancellation policy](#)

[STEP 5] After choosing the cancellation option, the user will be redirected to a page prompting them to select a reason from a dropdown list for their cancellation (mandatory)..png (167 kB)

[Previous step](#)
Step 2 of 2

Confirm cancellation

You are about to cancel your entire booking. Please review the details below before cancelling.

 Attic Double Room
RON 405 · 2 Adults
[Free cancellation](#)

Price breakdown

Your booking	RON 405
Cancellation fee	RON 0
You will be charged	RON 0

[Cancel booking](#) I want to keep this booking

 Silver Hotel
27 Mar – 30 Mar · 1 room

Your booking RON 405
Cancellation fee RON 0
You will be charged RON 0

Cancellation policy
You may cancel free of charge until 1 day before arrival. If you cancel within 1 day before arrival, the cancellation fee will be the cost of the first night. If you don't show up, the no-show fee will be the same as the cancellation fee.
[View cancellation policy](#)

[STEP 6] After selecting 'Continue' button (which advances the user to the subsequent steps of the cancellation process), the page will display the following.png (186 kB)

Booking.com

RON List your property Your account Genius Level 1

< Previous step Step 2 of 2

Confirm cancellation

You are about to cancel your entire booking. Please review the details below before cancelling.

Attic Double Room
RON 405 · 2 Adults
Free cancellation

Price breakdown

Your booking	RON 405
Cancellation fee	RON 0
You will be charged	RON 0

Silver Hotel
27 Mar – 30 Mar · 1 room

Your booking RON 405
Cancellation fee RON 0
You will be charged RON 0

Cancellation policy

You may cancel free of charge until 1 day before arrival. If you cancel within 1 day before arrival, the cancellation fee will be the cost of the first night. If you don't show up, the no-show fee will be the same as the cancellation fee.

[View cancellation policy](#)

Cancel booking I want to keep this booking

[STEP 7] User clicks on "Cancel booking" button which will advance the user to the last phase of the cancellation process.png (187 kB)

◀ Back to all bookings

Your booking was cancelled for FREE

- We'll send you an email confirming your cancellation to gm74310@gmail.com.
- Your booking was successfully cancelled** – you don't have to do anything else!
- If you have any questions about this booking, you can contact Silver Hotel directly at [+40755602983](tel:+40755602983) for more info.

[Book again](#) [Find another place to stay](#)

Cancellation summary

Silver Hotel

Check-in [Wednesday 27 March 2024](#)
Check-out [Saturday 30 March 2024](#)
Stay details [3 nights, 1 room](#)

Cancellation cost: **Free**

[STEP 8] Once the user clicks on the 'Cancel booking' button, they will be redirected to a page displaying the following.png (130 kB)

Booking.com

Confirmation number: **4083212257**
PIN code: **5277**

Your booking has been successfully cancelled for free

Dear George Lupu,

We can confirm that your reservation at Silver Hotel has been cancelled and no fee will be charged. You don't need to do anything else.

Silver Hotel

Str. Louis Pasteur nr. 102, Oradea, 410154, Romania CANCELLED

Phone: +40755602983
[Email property](#)

You booked for	2 adults
Check-in	Wednesday 27 March 2024
Check-out	Saturday 30 March 2024
Booking number	4083212257
PIN code	5277

Free cancellation RON 0

You might still receive notifications about this booking while our system is updating, but your booking is definitely cancelled.

Still searching for your next trip?
Get access to lower mobile-only prices by booking on the app.
[Get the app »](#)

Email for cancellation process.png (155 kB)

Links**Relates**

relates to [WB-111](#)
relates to [WB-191](#)

[Cancel booking feature] Test Set
[Cancel booking] Test Execution

Done
Done