# **User Requirements: Entertainment Ticket and Booking System**

## **Profile Management Page**

**Description**: The profile management page lets users to create, manage, and delete their accounts as well as managing tickets and memberships on their account.

### **Features:**

* **Register**: Registration page allowing users to make new profiles by giving their details.
* **Login and Logout**: Gives user the ability to log in and log out.
* **Update Profile**: Users can change their user details such as changing passwords and personal information.
* **Delete Profile**: Gives users the ability to delete their accounts for whatever reason.

## **Event Categories**

Our website provides various event categories which allows users to filter events based on type and region.

### **Event Categories include:**

**Sports**

Categories:

GAA, Hurling, Football, Basketball

**Music**

Categories:

Concerts, festivals, live performances

**Theatre**

Categories:

Plays, musicals, comedy shows

**Comedy**

Categories:

Stand-up shows

### **Region Support:**

The website will organize events based on where the user is located. Events from other regions can be filtered or displayed separately.

* **Location**: User can pick the location they're located in. With that, events available in said regions will be displayed to them.

## **Memberships**

Membership gives users different types of benefits such as discounts on tickets and VIP access.

### **Features:**

**Types of Memberships**:

* **Standard Membership**: Membership for basic discounts.
* **VIP Membership**: Access to VIP tickets and other discounts.
* **Season Membership**: Offers regular customers season long benefits like season passes.

**Membership Benefits**:

* Discounts on ticket prices depending on membership.
* Access VIP tickets.
* Option to renew membership or upgrade to a higher membership.

## **Ticket Types**

**Description**: The system will offer various ticket types, including Early Bird and VIP options, with special pricing rules for each.

### **Features:**

* **VIP Tickets**: Exclusive tickets with premium seating and benefits.
* **Early Bird Tickets**:

**First 10% of Tickets**: Discounted by 30%.

**Next 20% of Tickets**: Discounted by 20%.

**Remaining Tickets**: Sold at full price.

* **General Admission Tickets**: Standard tickets for events.
* **Seat Selection**: Options for different seating categories, e.g., Front, Middle, Back.

## **Ticket Sales and Discounts**

**Description**: The platform will implement dynamic pricing with ticket sales and discount features.

### **Features:**

* **Early Bird Sales**: As described above, with tiered pricing for tickets based on sales volume.
* **Discounts for Members**: Membership discounts applied at checkout based on membership type.
* **Event-Specific Discounts**: Temporary promotional discounts for certain events (e.g., end-of-season sales).
* **Sales and Availability**: Display the number of tickets available and adjust pricing based on availability.

## **Ticket Seating and Booking**

**Description**: The platform will support different ticket seating options for each event, with a simple seating plan for users to choose from.

### **Features:**

* **Seating Options**:
  + **Front Seating**: Best seats available.
  + **Middle Seating**: Moderate seating position.
  + **Back Seating**: Rear seats for lower pricing.
* **Standing Options**: For events where seating is not available, users will be able to choose standing tickets.

## **Upcoming Events**

**Description**: Users can view a list of their upcoming events, including ticket details and reminders for each event.

### **Features:**

* **Upcoming Event List**: A chronological display of all upcoming events the user has booked.
* **Ticket Details**: Includes information like ticket type (VIP, Early Bird), seat selection, and event timing.
* **Event Reminders**: A notification system for upcoming events with reminders.

## **Ticket Management**

**Description**: Users can manage their tickets, including cancellations and refunds.

### **Features:**

* **Manage Tickets**: View, cancel, and modify ticket bookings.
* **Refunds**: Available for events more than a week away.
* **Cancellations**: Can be done at any time before the event.

## **Filtering System**

**Description**: The platform will include a filtering system to help users find relevant events based on specific criteria.

### **Features:**

* **Event Type Filter**: Filter by event category (e.g., Sports, Music, Theatre).
* **Location Filter**: Filter events by region (e.g., Dublin, New York).
* **Time Filter**: Filter by event time (Morning, Afternoon, Evening, Night).
* **Price Filter**: Filter events by ticket price (e.g., VIP, Early Bird, General Admission).

## **Conclusion**

**Out of Scope**: Features like complex venue seating management (e.g., specific seat mapping) and advanced calendar-based ticket expiration dates will not be included in this release.

**Key Focus**: Our main focus will be the event booking and ticketing process, with basic membership features and a simple seating system.

## **Risks and Contingency**

### **Risks:**

* **Feature Scope**: If we focus too much on small, intricate details (like user profile management), we risk missing out on the key features (ticket booking and event management).
* **Complexity of Features**: Implementing complex seating plans or ticket expiration systems could lead to delays.

### **Contingency Plan:**

* Focus on implementing core features first: Event categories, ticket booking, and membership management.
* Defer non-essential features like detailed seat maps and advanced pricing rules if time is limited.

## **Prototype Phases**

### **First Prototype:**

* Layout and basic design.
* Basic functionality: User registration, event filtering, and ticket purchase system.

### **Second Prototype:**

* Implement core features: Ticket booking, membership system, event categories.
* Address major bugs and finalize basic design.

### **Final Prototype:**

* All core features implemented.
* Final bug fixes, optimizations, and user testing.

## **Final Notes**

This document focuses on the features that’ll be included in the project. More features may be added in future iterations based on the time that we have available.

## **Use Case**

### **Use Case: Purchase Ticket**

**Actor(s)**: User, Payment Service, Website

### **Goal: Give users the ability to purchase tickets for different events, including seat selection, and ensure the payment system works.**

### **Overview:**

The user picks an event, chooses a seat type, and proceeds with payment. The system processes the payment through the payment service and issues the ticket.

### **Pre-Condition:**

* The user must be logged in.
* The selected event must have available tickets.
* The user must have a valid payment method.

### **Post-Condition:**

* The ticket is successfully booked and stored under the user’s account.
* Payment is processed.

### **Successful Scenario:**

1. The user goes to the category of event they want.
2. The user selects an event and chooses an available ticket type.
3. The website tells the user the price.
4. The user goes to checkout and enters payment details.
5. The website sends the payment request to the payment service.
6. The payment service validates and processes the transaction.
7. The system confirms the purchase and creates the ticket.
8. The ticket is stored in the user’s account and sent to their email.

### **Alternative Scenarios:**

* **Event is sold out**: The website informs the user that tickets are sold out.
* **Payment fails**: The website tells the user and allows them to retry with a different method.
* **User cancels transaction**: The purchase is aborted, and no ticket is issued.