**USE CASE DESCRIPTION**

**1. Book a Hotel Room**

The tourist searches for available accommodations by entering their travel dates and preferences, selects a hotel, and completes the booking process, including payment, to reserve their stay.

**2. Search for Tourist Attractions**

The tourist browses and searches for tourist attractions in Albania, viewing detailed information about each site, including descriptions, images, and visitor reviews, to help plan their visit.

**3. Book a Guided Tour**

The tourist selects and books a guided tour for activities like historical tours or nature hikes, choosing the date and making payment to confirm the booking.

**4. Provide Emergency Contact Information**

The tourist accesses emergency contact information and safety guidelines, including local emergency services and important alerts, to ensure their safety while traveling.

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| **Use case name:** | Book a hotel room | |
| **Scenario:** | A tourist books a hotel room through the system. | |
| **Triggering event:** | The tourist wants to book a hotel for their stay in Albania. | |
| **Brief description:** | The tourist searches for available accommodations, selects a hotel based on preferences, enters booking details, and completes payment to confirm the reservation. | |
| **Actors:** | Tourist | |
| **Stakeholders:** | Tourist  Hotel/AirBnB owners  Tourism management system developers | |
| **Preconditions:** | The user must have access to the system and be logged in if needed.  The hotel system must have room availability for the desired dates. | |
| **Postconditions:** | The hotel room is successfully booked.  A confirmation message is sent to the tourist with booking details. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. The tourist accesses the accommodation section. 2. The tourist enters destination, check-in, check-out dates, and guest details. 3. The tourist selects a hotel and views the available rooms. 4. The tourist selects a room and confirms the booking details. 5. The tourist enters payment information. | 2.1 The system displays available accommodations based on these criteria.   * 1. The system processes the payment and confirms the booking.   6. A confirmation email/message is sent to the tourist with the booking details. |
| **Exception conditions:** | If no rooms are available, the system offers alternative dates or accommodations.  If payment fails, the system asks the user to re-enter payment details or try another method. | |

Figure 1: Fully developed use case description for “Book a Hotel Room”

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| **Use case name:** | Search for Tourist Attractions | |
| **Scenario:** | A tourist wants to find and learn about various attractions in Albania. | |
| **Triggering event:** | The tourist is looking to explore and visit popular sites in Albania. | |
| **Brief description:** | The tourist browses different categories of attractions, reads descriptions, views images, and reviews to decide where to visit. | |
| **Actors:** | Tourist | |
| **Stakeholders:** | Tourist  Attraction owners and local businesses  Local government | |
| **Preconditions:** | The attractions database is populated with details of sites. | |
| **Postconditions:** | The tourist views a list of available tourist attractions with relevant details. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. The tourist accesses the attractions section. 2. The tourist selects a category. 3. The tourist can view photos, descriptions, hours, and reviews for each attraction. | * 1. The system displays categories of attractions (beaches, mountains, historical sites, etc.).   2.1 The system displays detailed information about the selected attractions. |
| **Exception conditions:** | If no attractions are available in the selected category, the system suggests related attractions or nearby locations. | |

Figure 2: Fully developed use case description for “Search for Tourist Attractions”

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| **Use case name:** | Book a Guided Tour | |
| **Scenario:** | A tourist books a guided tour to explore a specific location or activity in Albania. | |
| **Triggering event:** | The tourist wants to explore Albania by booking a guided tour. | |
| **Brief description:** | The tourist selects a tour, chooses a date, and completes the booking with payment to confirm the tour reservation. | |
| **Actors:** | Tourist | |
| **Stakeholders:** | Tourist  Tour operators  System administrators | |
| **Preconditions:** | The tourist has selected a tour to book.  The tour is available on the chosen date. | |
| **Postconditions:** | The tourist successfully books the tour and receives confirmation. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. The tourist accesses the activities and events section. 2. The tourist searches for and selects a guided tour. 3. The tourist selects a date and proceeds to booking. 4. The tourist enters payment information. | * 1. The system shows available dates and pricing.   4.1 The system processes the payment and confirms the tour booking.  5. A confirmation email/message is sent to the tourist. |
| **Exception conditions:** | If the tour is fully booked, the system suggests alternative dates.  If the payment fails, the system prompts the tourist to re-enter payment details. | |

Figure 3: Fully developed use case description for “Book a Guided Tour”

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| **Use case name:** | Provide Emergency Contact Information | |
| **Scenario:** | A tourist needs quick access to emergency services or safety information while traveling in Albania. | |
| **Triggering event:** | The tourist needs emergency contact details or safety alerts. | |
| **Brief description:** | The tourist accesses emergency contact information and safety guidelines, including numbers for local emergency services and health guidelines. | |
| **Actors:** | Tourist | |
| **Stakeholders:** | Tourist  Local authorities | |
| **Preconditions:** | The tourist has access to the system.  The emergency contact information is up-to-date and accessible. | |
| **Postconditions:** | The tourist has received the necessary contact details and safety guidelines. | |
| **Flow of activities:** | **Actor** | **System** |
| 1. The tourist accesses the travel safety section. 2. The tourist can view or call the emergency numbers directly. | * 1. The system displays emergency contact details (police, fire department, embassy, etc.).   2. The system shows any relevant safety alerts or guidelines (e.g., natural disasters, COVID-19 updates). |
| **Exception conditions:** | If the emergency contact information is unavailable, the system provides an error message or suggests alternative ways to reach emergency services. | |

Figure 4: Fully developed use case description for “Emergency Contact Information”