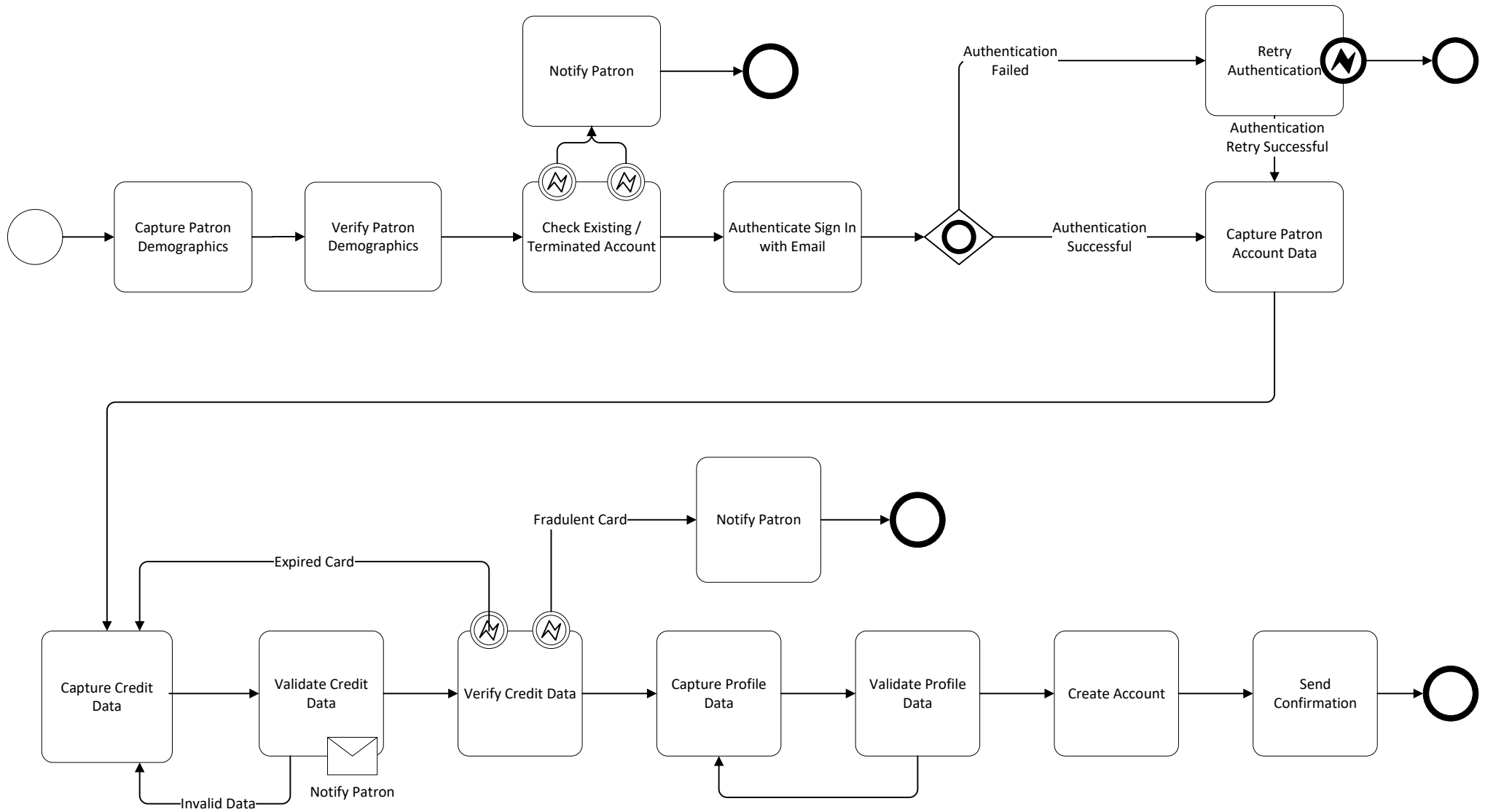# 1. Process: Patron Account Registration
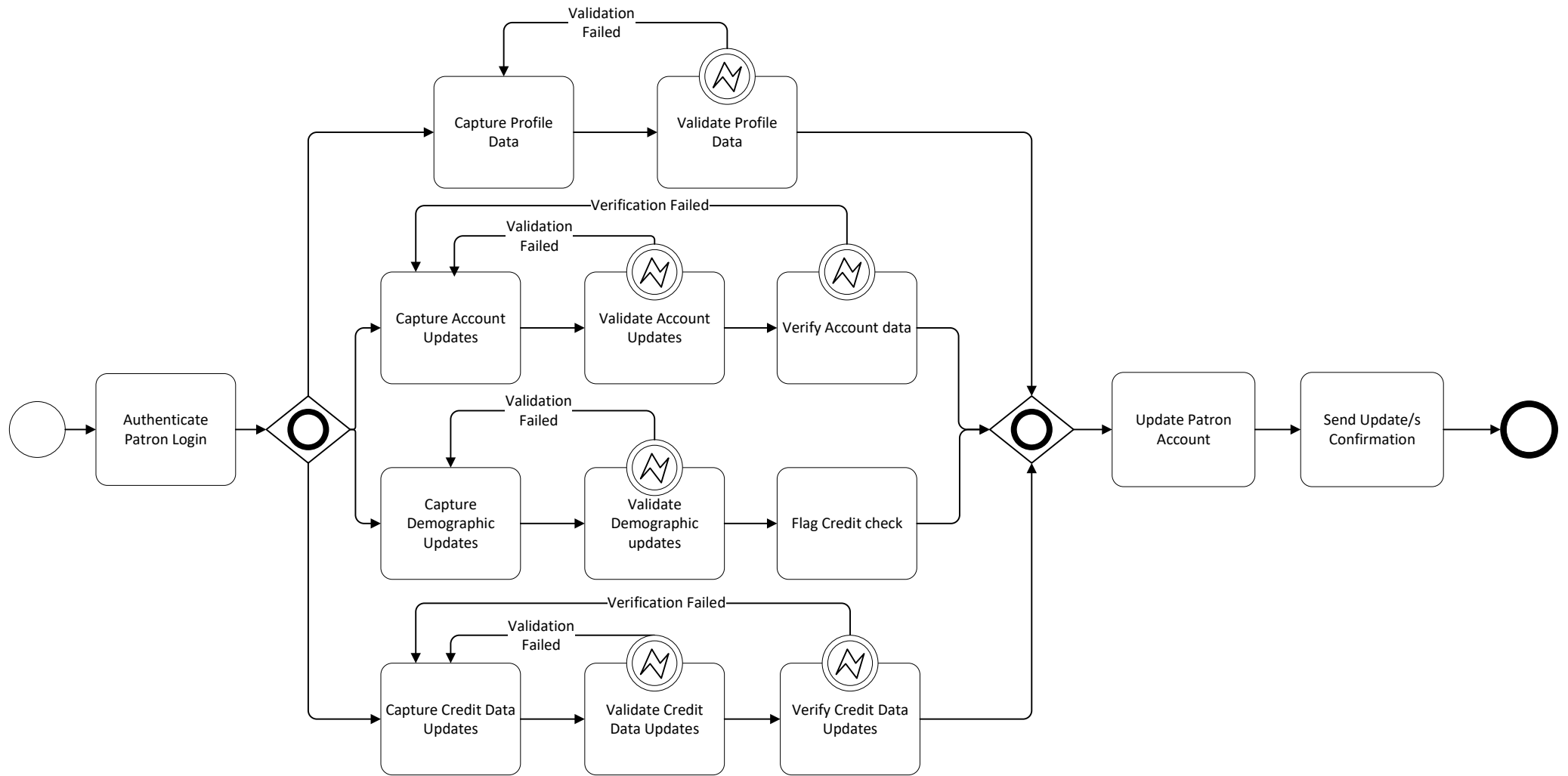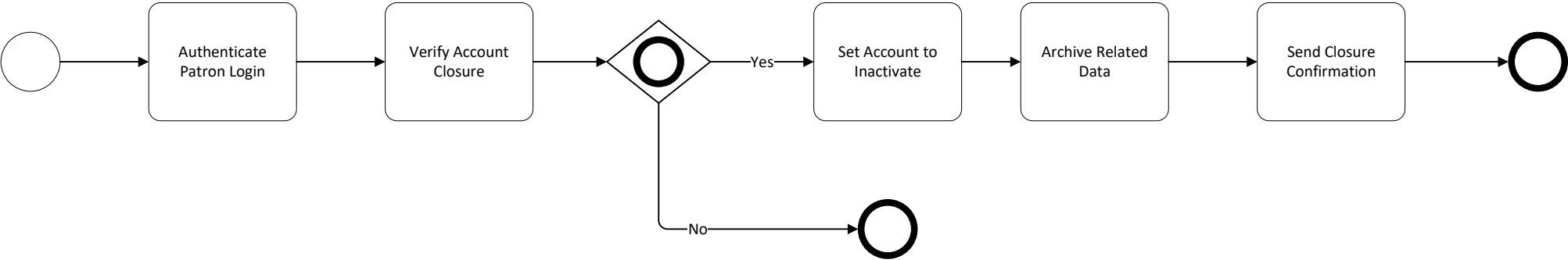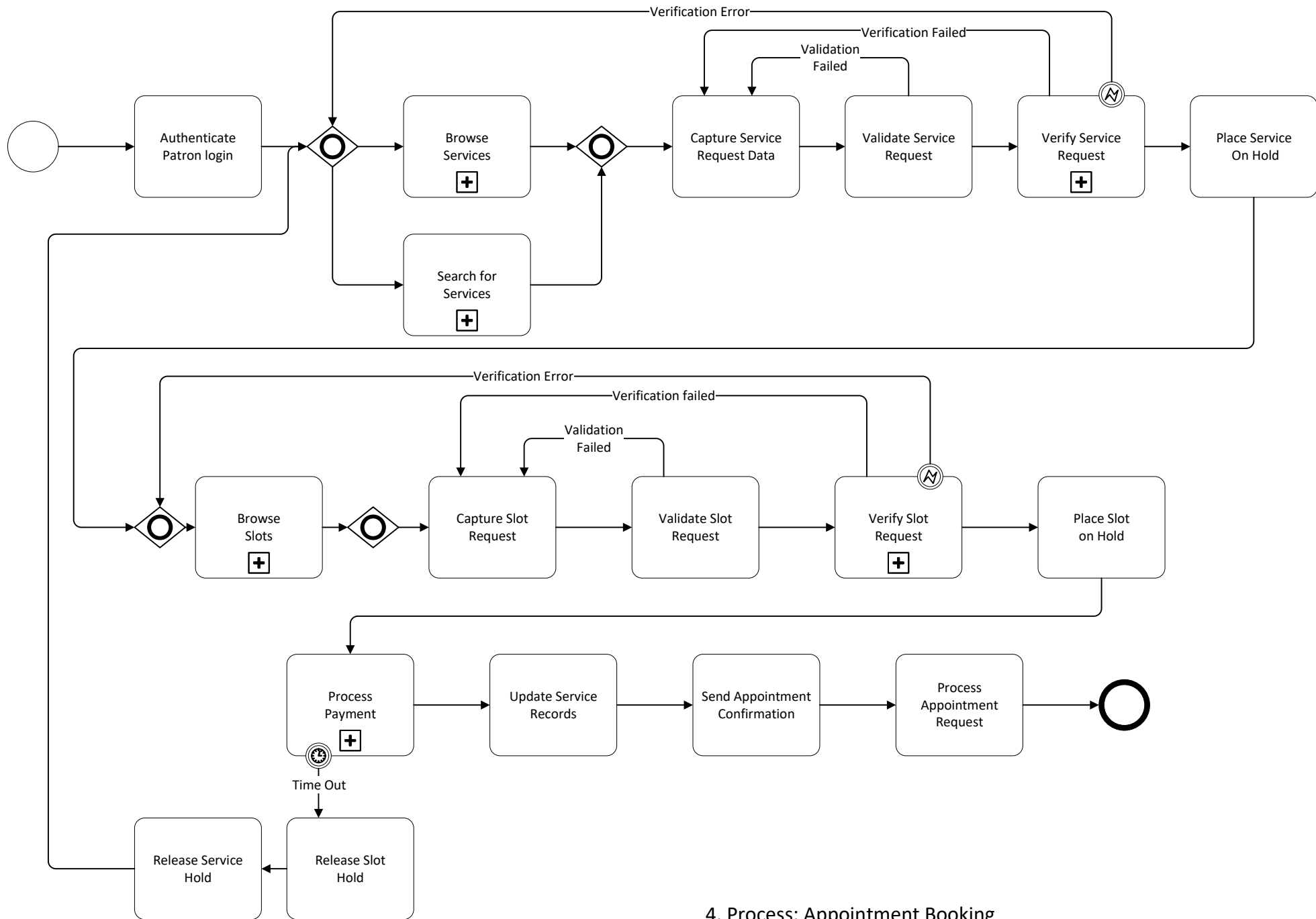
2. Process: Patron Account Modification

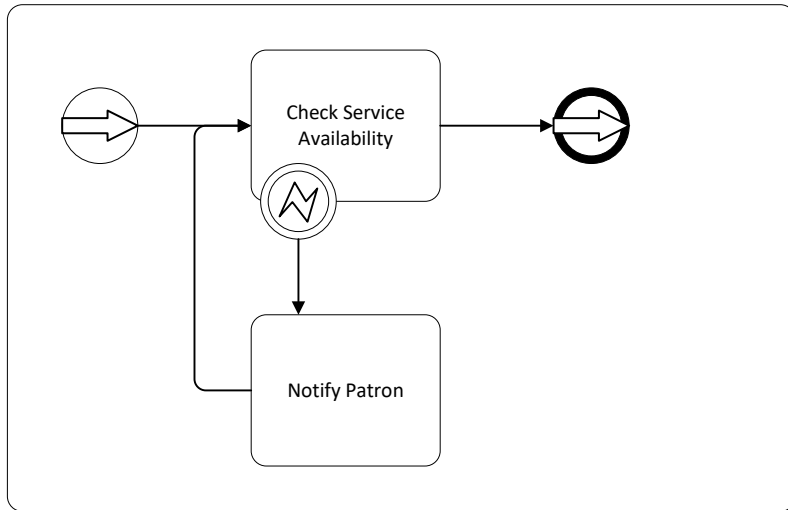# 3. Process: Patron Account Closure

Authenticate Patron Login → Verify Account Closure → (decision) → Yes → Set Account to Inactivate → Archive Related Data → Send Closure Confirmation

No

4. Process: Appointment Booking

5. Subprocess: Browse Service

Check Service Availability

Notify Patron

6. Subprocess: Search for Services

Check Service Availability

Notify Patron
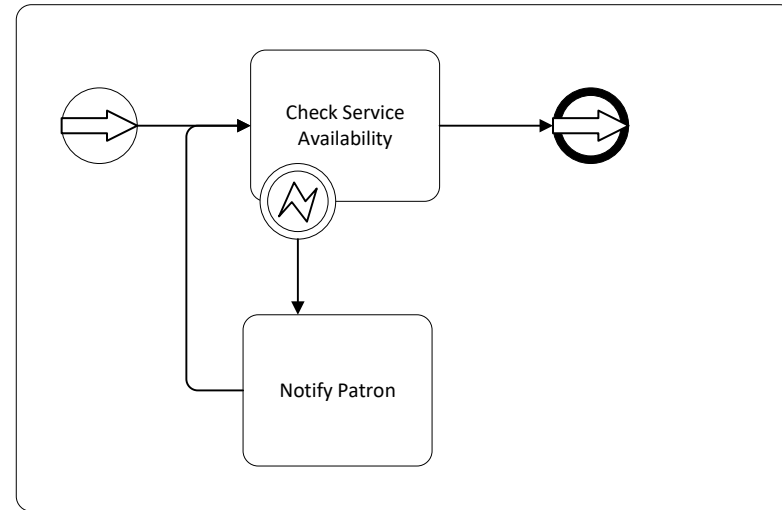
7. Subprocess: Verify Service Request

Verify Service Availability

Notify Patron

Providing Alternative Service

Patron Accepts

Patron Declines

Notify Patron

8. Subprocess: Browse Slots

Check Slot Availability

Notify Patron
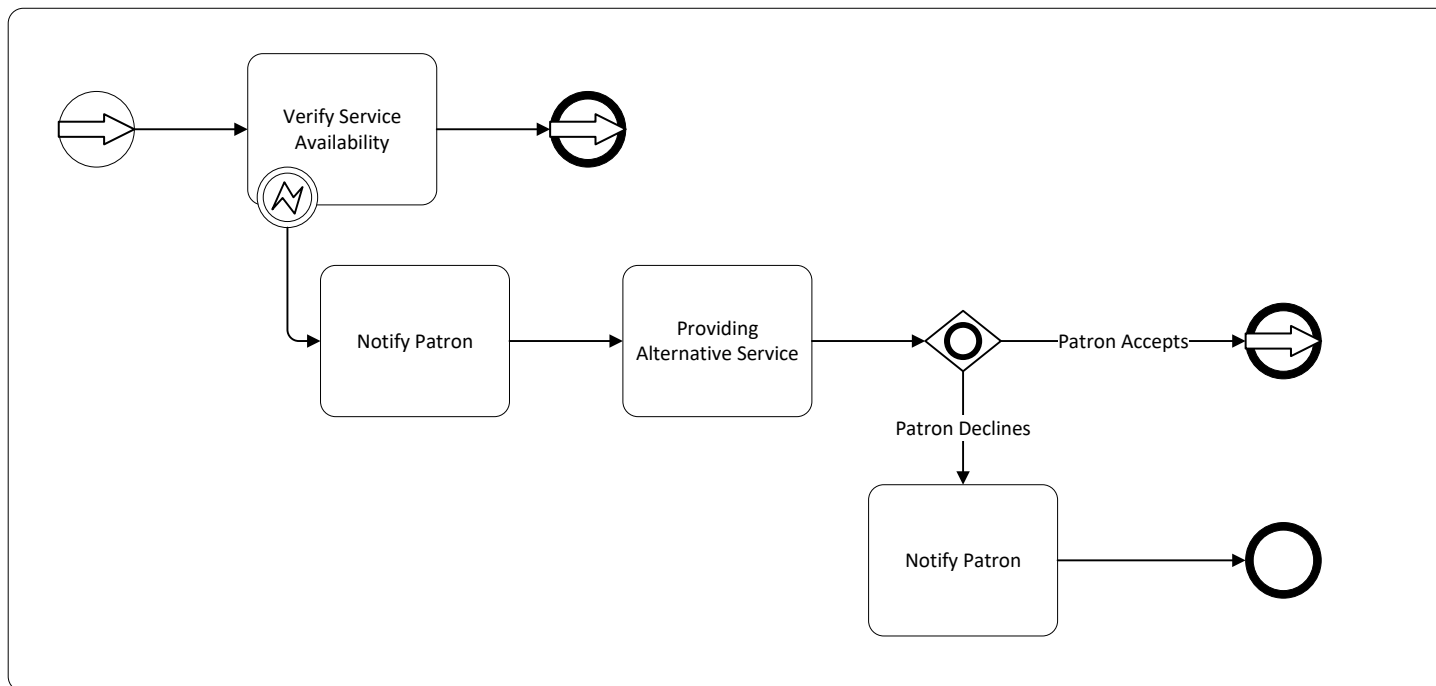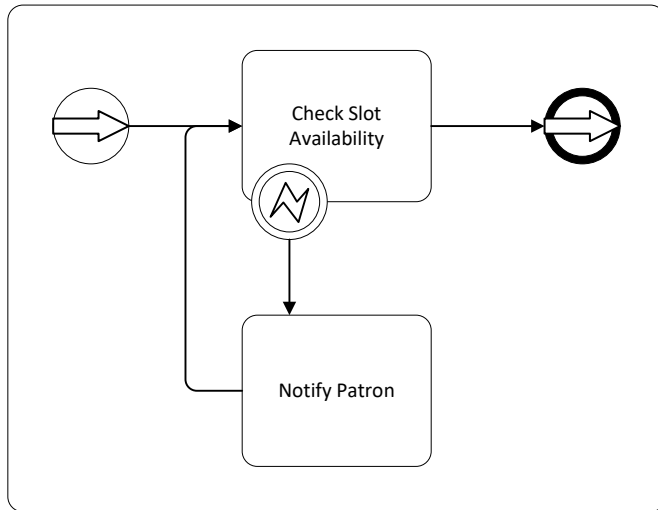
9. Subprocess: Verify Slot Request

Verify Slot Request

Notify Patron

Providing Alternative Slot

Patron Accepts

Patron Declines

Notify Patron
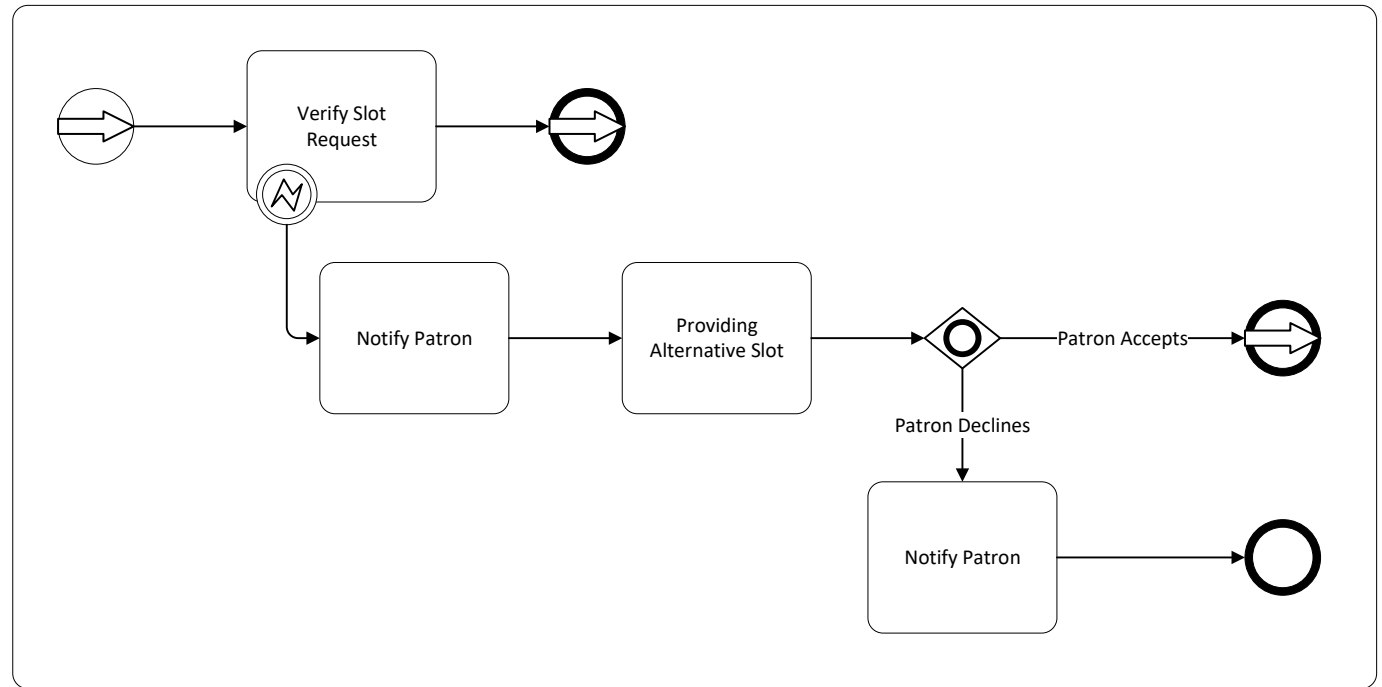
10. Subprocess: Process Payment

No

Select Credit Card

Confirm the selection

Yes

Obtain Authorization for Payment

Capture Payment

Notify Patron

Authorization Failed

Time Out

Notify Patron
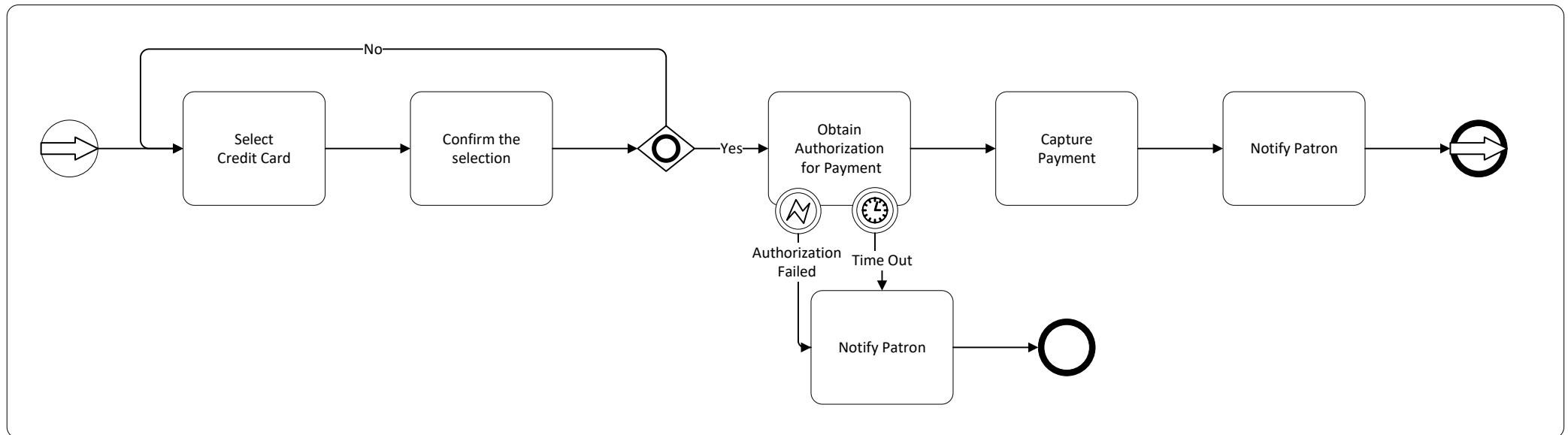
11. Process: Appointment Cancellation

Authenticate Patron → Retrieve Appointment Information → Request Cancellaton → Verify Patron → (gateway)

Not Verified → Notify Patron → (end)

Verified → Confirm Cancellation

(gateway) Yes → Cancel Appointment → Notify Patron → Verify Refund Eligibility → (end)

No → (end)
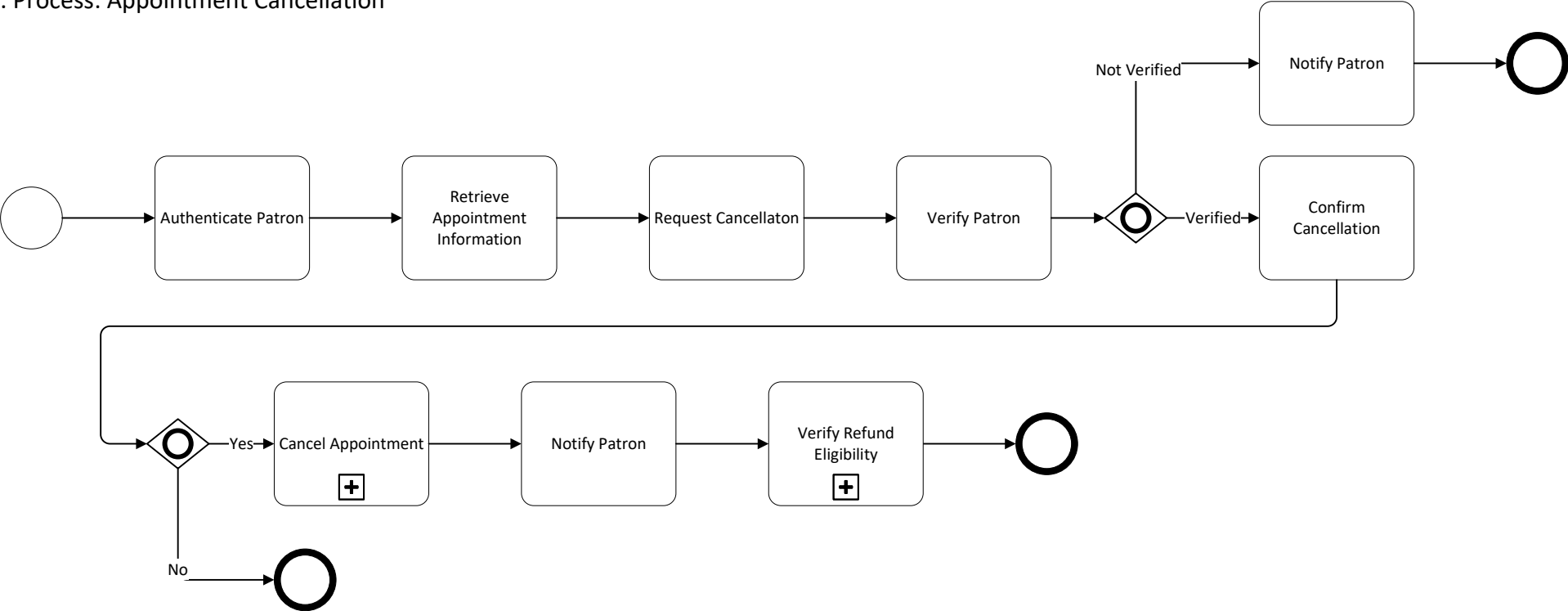
12. Subprocess: Cancel Appointment

Cancel Appointment → Update Slot Availability → Update Service Availability → Update Service Records → (end)
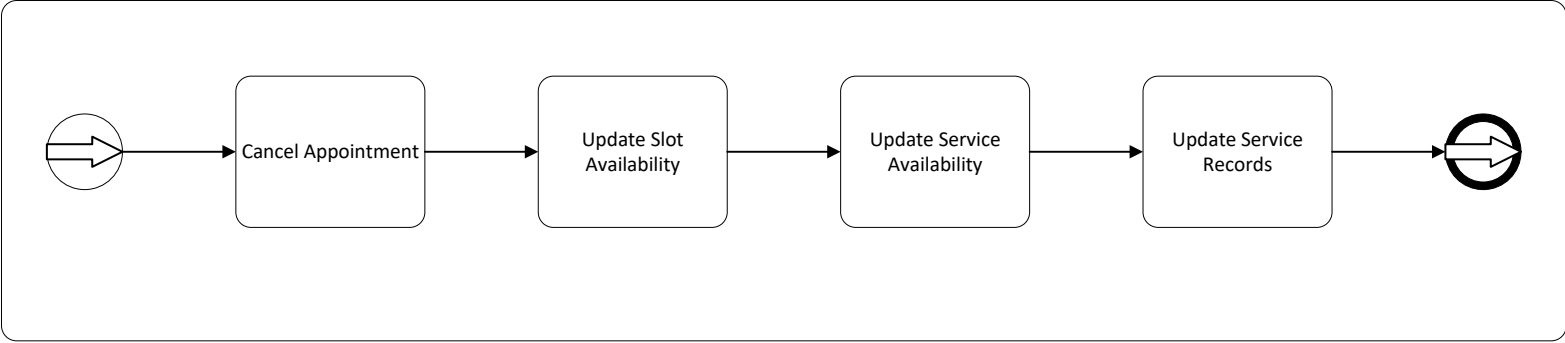
13. Subprocess: Verify Refund Eligibility

```
(start) → [Verify Refund Request Eligibility Based on Company's Policy] → <X>
    Yes → [Initiate Refund] → [Notify User] → (end)
    No → [Notify User] → (end)
```
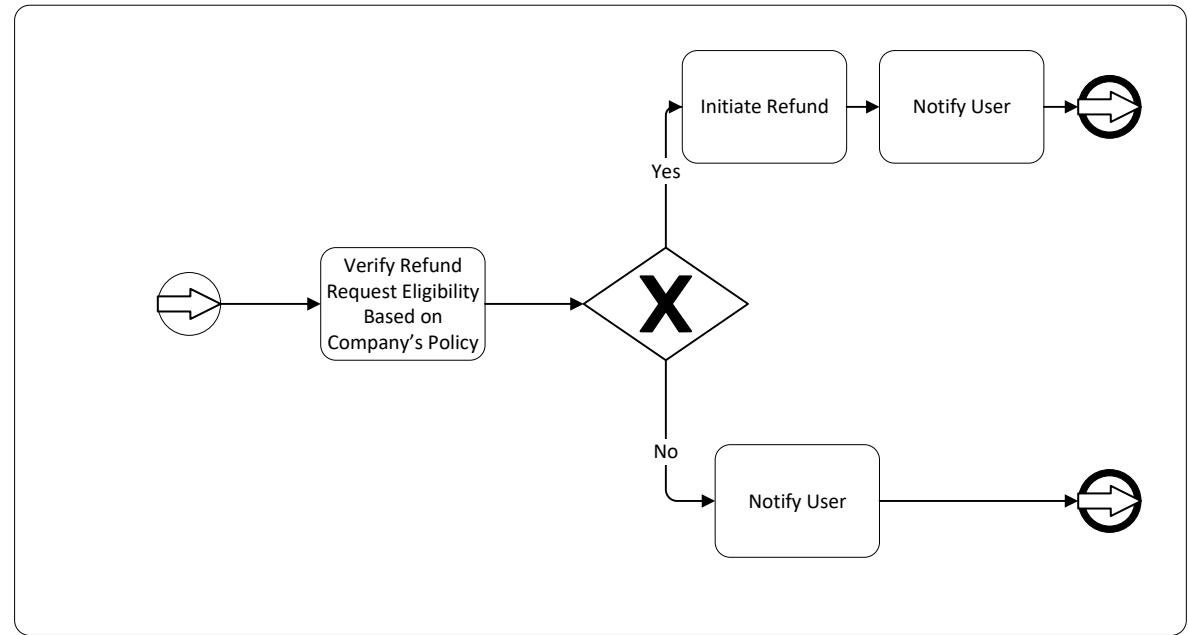
14. Process: Customer Support via email

```
[Notify User] → [Resolve Inquiry] → [Notify user] → [Document Resolution] → [Close Inquiry] → (end)

(start) → [Receive Email] → [Log Email] → <Determine if Escalation is Needed>
    Yes → [Escalated to Higher Level of Support] → <Reassignment Required?> → [Reassign Inquiry]
    No → [Directly Resolve Inquiry] → [Notify User] → [Close Inquiry] → (end)
```