

Functional Requirements:

ID: FRU1 - TITLE: Display Events Program

DESC: The system displays a list of upcoming events, date and time, ticket sale start date, and location.

ID: FRU2 - TITLE: Select Event

DESC: The system allows users to select an event from the program.

ID: FRU3 - TITLE: View Seat Options

DESC: The system provides seating layout for the event, showing available and reserved seats.

ID: FRU4 - TITLE: Book Seats

DESC: The system allows users to select seats and confirm the booking for the chosen event.

ID: FRU5 - TITLE: Apply Concession Rates

DESC: The system automatically applies the appropriate concessionary rate considering age (under 16 or over 70), large party size (more than 10 people), or loyalty card discounts.

ID: FRU6 - TITLE: Loyalty Card Early Booking

DESC: The system allows loyalty card members to log in and start seat reservations 1 week before the official release date.

ID: FRU7 - TITLE: Cancel Booking

DESC: The system allows users to cancel their booking **x hours** before the event.

ID: FRA1 - TITLE: Add Event

DESC: The admin should be able to add events and specify sale start date and base price.

ID: FRA2 - TITLE: Cancel Events

DESC: The admin should be able to cancel an event. This automatically sends an email to all the users that booked seats for this event.

ID: FRA3 - TITLE: Review Events

DESC: The admin should be able to review all events (including canceled ones and past ones), their available and reserved seats.

ID: FRA4 - TITLE: Send Event-wide Email

DESC: The admin should be able to send email to users that booked seats for an event and in case of a cancellation, automatically send cancellation email.

Non-Functional Requirements:

ID: NFR1 - TITLE: Reliability

DESC: The system should have at least **90% uptime** for non-interrupted booking and information retrieval.

ID: NFR2 - TITLE: Response Time

DESC: The system should respond to user actions within at most **2 seconds**.

ID: NFR3 - TITLE: Data Security

DESC: The system shall comply with **GDPR** and use **encryptions** for all sensitive data, including user information.

ID: NFR4 - TITLE: Load Time

DESC: The system pages should load in **less than 3 seconds** on a standard connection.