**Reserve Cottage**

**Scope**: The Sunshine Resort Application

**Level**: user goal

**Primary Actor:** Secretary (user)

**Stakeholders and Interests:**

* Resort Administrator: wants to have a fast and efficient way to register a rental for the customer, and keep track of the reservation.
* The Customer: wants their reservation to be correctly recorded
* The Resort owner: wants correct and well-organized records of all customers’ reservation as part of an overall picture of the business

**Preconditions:**

* The administrator is logged in and authorized to reserve a cottage
* All cottages are added to the system together with their status such as availability, price, and other related information.
* The administrator has communicated with and received confirmed reservation information from customer about which cottage to reserve, the period of rent, and agreed price and payment information.

**Success Guarantee:**

* The cottage is reserved for the customer in the agreed period.
* List of reserved cottages is updated.
* The reservation information is printed out and sent to the customer.

**Main Success Scenario:**

1. The user requests the cottage to reserve.
2. The system displays the cottage page information to the user.
3. The user selects the reserve cottage function. [Alt1: the cottage is not the correct one which the user wants to reserve].
4. The system display a form which requires the user to select which customer reserves this cottage. [Alt2: the customer is not registered in the system].
5. After selecting the customer, the user fills in the period of time the cottage is reserved.
6. The system checks that the cottage is available during this period. [Alt3: the cottage is not available for the defined period of time].
7. The system displays total price for the period reserved.
8. The user confirms the reservation. [Alt4: the user discards the reservation]
9. The system displays the confirmed reservation and automatically sends a confirmation email to the customer. End of use case.

**Alternative Flows:**

1. Alt1: The cottage is not the correct one which the user wants to reserve:
   1. The user closes the cottage page information and requests a different cottage.
   2. Continue the Main Success Scenario from step 3.
2. Alt2: The customer is not registered in the system:
   1. The customer is not included in the list of existing customers.
   2. The user has to select the Add new customer function.
   3. Go to add new customer use case.
   4. Once the customer has been added, continue Main Success Scenario from step 4.
3. Alt3: The cottage is not available for the defined period of time:
   1. The system display a message informing the user that the cottage cannot be reserved for the said period.
   2. The user repeats step 5 in Main Success Scenario. Step 5 – 6 is repeated until the cottage is found available.
   3. Otherwise, the user can discard the reservation. Use case ends.
4. Alt4: The user discards the reservation. At any point, the user can discard the reservation:
   1. The system checks if there is any unsaved changes. If not, the system closes the form. Use case ends.
   2. If there are unsaved changes, the system displays a message, informing the user of this.
   3. The user chooses to either continue with the use case or not.
5. The reservation system allows 1 week between a reservation and payment for the reserved cottage.
   1. When a reservation is made, the system saves the date and time of reservation.
   2. Every day, the system checks all unpaid reservation, if there is any reservation that is unpaid and created more than 1 week ago, the reservation is annulled.
   3. The system sends an automated message to the customer to inform about the annulment of the reservation.

**Special Requirements:**

* Colours and sizes of text fonts used must be reasonable and the user interface must be user-friendly.
* Reservation confirmation must be displayed within 5 seconds of submission.
* Automated email has to be sent to customer within 20 minutes of submission.

**Technology:**

* A map API needs to be incorporated to show the location of the cottage.
* An email service provider might be required to automate the confirmation emails.

**Open Issues:**

* How should the application behave when there is no data about customer, cottage, etc… at all?
* Can the application be developed on a web platform so that potential customers can have access to the reservation and payment of the cottage as well as information lookup?
* How to produce reports that are useful to the financial manager, reports that can help giving better insights into the business analysis?