Customer Cancels Existing Reservation

Title	As a Customer I want to Cancel an Existing Reservation I have previously made so that I may get a refund if possible and let the Bend Bike Shop rent the bikes to someone else.
Primary Actor	Customer
Stakeholders & Interest	Customer wants a refund. Employees want the upcoming reservation list to accurately reflect groups which will actually be arriving. Manager wants to keep customers happy but minimize refunds given.
Preconditions	Customer has previously made a booking. The start time of the booking has not been reached.
Postconditions	The customers booking is removed from the system. A refund is sent if appropriate.
Main Success Scenario	1. Customer uses the link in their confirmation email to load the web portal. 2. Customer verifies their identity to edit their booking details. 3. Customer selects the 'cancellation' option. 4. Customers refund amount (if any) is listed and they are asked if they would like to proceed. 5. Customer confirms they wish to proceed. 6. Employees are notified of a cancellation and all assets are returned to inventory. 7. Customer receives confirmation of their cancellation. 8. Customer receives a refund for the correct amount.
Extensions	1.1 Customer cannot locate their confirmation email. 1.2 Customer calls or arrives in person and an **Employee Cancels Reservation.** 2.1 Customer cannot correctly verify their details. 3.1 Customer chooses to **Modify Existing Reservation** instead of cancel. 4.1 Customer feels they are entitled to a larger refund than is listed. 4.2 Customer chooses not to proceed. 8.1 Customer never receives refund.
Special Requirements	None.
Technology & Variation List	How can the customer cancel their booking without a wifi connection/device? Can a customer perform a cancelation at the in person kiosks?
Frequency	Unknown; must clarify with the bike shop.
Open Issues	What is the cancellation policy with respect to refunds? How should a customer verify their identity?