**Customer Cancels Reservation**

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| **Title** | As a Customer I want to cancel a reservation so that I may ensure I will not be charged for a previously made reservation. |
| **Primary Actor** | Customer |
| **Stakeholders & Interest** | Customer wants to cancel a reservation.  Manager wishes to control costs and drive rental revenue. |
| **Preconditions** | Customer accesses the store's online bike reservation system. Customer has previously made a reservation. |
| **Postconditions** | The reservation is canceled, and the customer’s information is wiped from the system. The reserved bike(s) are put back in the available inventory. |
| **Main Success Scenario** | 1. Customer enters their identification information to look up reservation.  2. Customer confirms the cancellation |
| **Extensions** | * 1. Customer abandons cancellation.   2. Customer wants to amend reservation rather than cancel   3. Customer abandons cancellation. |
| **Special Requirements** | None. |
| **Technology & Variation List** | How will bikes be put back in inventory?  How will information be wiped from system? |
| **Frequency** | Unknown; must clarify with the bike shop. |
| **Open Issues** | Should the system track abandoned cancellations?  Will a fee be charged for cancellations?  Should the system store any information about the customer after the cancelation? |