

**Venice** is known as a world-famous tourist place, attracting annually 28 million visitors. Venice is facing the possibility of being listed on UNESCO's World Heritage in Danger list due to over-tourism.

**Our objective** is to reduce the damage of city from over-tourism and minimize inconvenience for residents, while creating a more convenient and systematic Venice entry reservation and fee payment system.

## **Use Cases**

Booking Management	Description (Role: Customers & Admin)
1. Create Booking	It directly supports the objectives of the project by allowing users (tourists) to effectively manage their reservations for Venice entry, view existing reservations, update them if necessary (e.g., change dates or a number of visitors), and delete reservations if plans have changed. By allowing tourists to manage their reservations, the system improves the user experience and contributes to controlling the influx of tourists by efficiently utilizing the entry slots.
2. Read Booking	
3. Update Booking	
4. Delete Booking	

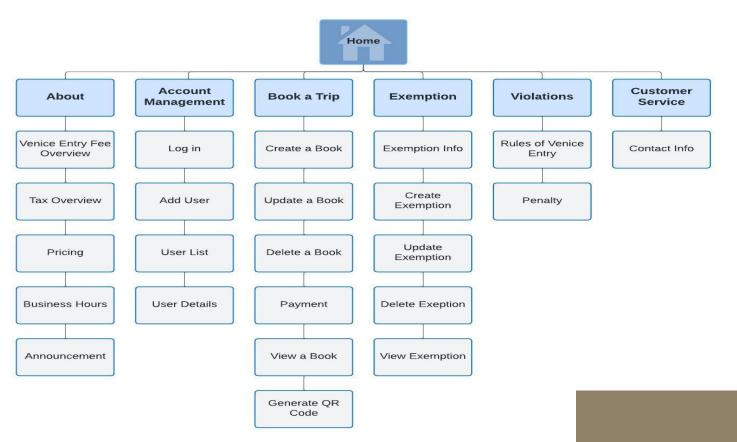
Exemption Management	Description (Role: Customers & Admin)
1. Create Exemption	It is aimed at residents, owners, and others who may receive an admission fee exemption or certain benefits for certain eligible users. Users can apply for an exemption (create), view the status and details of the exemption (read), update the exemption information (e.g., renew the exemption), and withdraw the exemption if necessary (delete). With exemption management, the system ensures that eligible individuals can take advantage of their benefits seamlessly, increasing resident satisfaction and complying with local regulations. It also manages the liquidity of exempted individuals, contributing to regulating the influx of tourists and preserving Venice's cultural heritage.
2. Read Exemption	
3. Update Exemption	
4. Delete Exemption	

## **Use Cases**

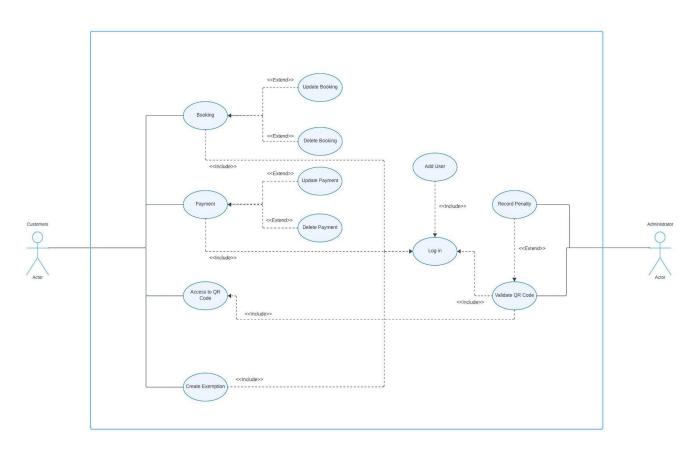
Payment Management	Description (Role: Customers & Admin)
1. Create Payment	It would facilitate the handling of financial transactions related to entry fees. System administrators would utilize these functionalities to create records of payments made by users, view payment details for reconciliation purposes, update payment statuses (e.g., marking payments as processed), and delete erroneous or duplicate payment records.
2. Read Payment	
3. Update Payment	
4. Delete Payment	

Scan QR Code	Description (Role: Customers & Admin)
1. Initiate Entry Process	As a user (resident, property owner, tourist, etc.), they want to be able to scan a QR code for entry into Venice. This QR code will contain information regarding booking or exemption, allowing for a seamless entry process.
2. QR Code Scanning	
3. Validation	
4. Entry Granting	

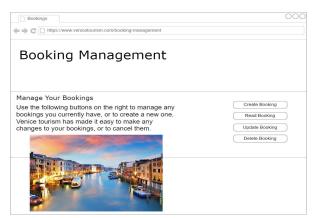
# Site Map

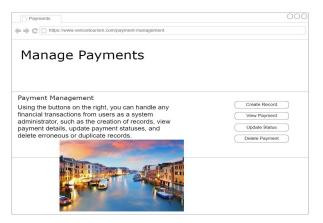


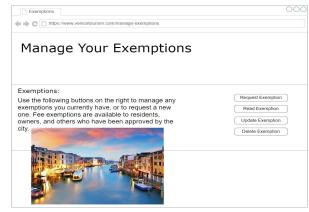
### **Use Case Model**

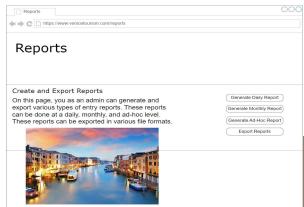


# Wire Frame Diagram









#### **ERD**

