

# Travel Booking Example

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## The Travel Booking Scenario

The Travel Agency receives from a Client a travel reservation request for hotel reservation.

Following research and evaluation of hotel rooms' availability, selected alternatives are packaged and offered to the Client.

The Client has 24 hours to either select a proposed alternative or cancel the request.

In case of a cancellation, or after this delay, the Agency updates the Client record to reflect the request cancellation and the Client is notified.

When a selection is made, the Client is asked to provide the Credit Card information. Again, the Client has 24 hours to provide this information or the request is cancelled via the same activities stated before (update and notification).

Having received the Credit Card information, the booking activities take place: The hotel room is booked. Measures are taken to ensure reservations reversals if problems occur in the booking and payment activities. The Client is also entitled to provide the Agency with Credit Card Information modifications before the booking is completed. Such information will be saved in its record.

If an error arises during the booking activities, the hotel room reservation is reversed, and the Client record is updated. The booking is tried again as long as the booking retry limit is not exceeded.

Following successful booking the Reservation is charged on the Client's Credit Card and the process stops following successful confirmation.

If an error occurs during this activity the hotel room reservation is reversed. The Client is asked again for the Credit Card Information and the booking is tried again as long as the payment processing retry limit is not exceeded.

In both cases, following the error, when the retry limit is exceeded, the Client is notified, and the process stops.