**Use Case**: **Making a booking**

**Actors**: Receptionist or Customer/Member or CATS, CRCard vetting

**Goal**: Make a booking for customer/member

**Precondition**: Receptionist/Member logged in or Customer visits website, customer makes a request for a particular showing, time, number of seats.

**Summary**: Receptionist/Member/Customer reserves available seat(s) in the performance according to provided details.

**Related use cases**: No related use cases

**Steps** - **main flow**:

|  |  |
| --- | --- |
| **Actor action:** | **System Response:** |
| 1.Receptionist/CATS/Customer/ Member enters the showing, time and number of seats according to request and member number can be provided |  |
|  | 2.System finds suitable screen with number of seats available and Price |
|  | 3.System checks the existence of member number to apply the discount |
|  | 4.System checks the price for customer’s preference and apply discount |
| 5.If Receptionist/CATS/Customer/ Member is satisfied with the seats availability and the price then confirm |  |
|  | 6.System will temporarily lock the seats |
| 7.Receptionist/CATS/Customer/ Member will enter payment details |  |
|  | 8.Ask CRCard to validate payment |
| 9.CRCard validates payment |  |
|  | 10.System will update that seat is no longer available. |
|  | 11.Print ticket(s) for seat(s) |

**Steps** - **exceptional flow**.

|  |  |
| --- | --- |
| **Actor action:** | **System Response:** |
| Exceptional flow 1 |  |
|  | 2.[no seats, show or time meeting requirement]  Display message. Go to step 1. |
| Exceptional flow 2 |  |
|  | 3.[System doesn’t find provided member number]  Display message. Provide customer with choice to re-enter member NO. in this case go to step 1. Otherwise continue without discount. |
| Exceptional flow 3 |  |
|  | 8.[CRCard validation fails]  Display message. Go to step 7. |
| Exceptional flow 4 |  |
| (Any step before step 7)  Receptionist/CATS/Customer/ Member cancels entry | Exit from use case. |

Note:

Exceptional flows 1,2 and 3 triggered by Boolean condition stated in []

Exceptional flow 4 triggered by receptionist action

Exceptional flow 1: If there is no available showing, time or seat(s) that meets customer’s/ member’s requirements, the system indicates this, displays the message and allows Receptionist/CATS/Customer/Member to edit any of variables.

Exceptional flow 2: If there is no existence of provided member NO. the system displays the message with this information then allows to re-enter it or continues without applying a discount.

Exceptional flow 3: If the customer’s/member’s payment does not go through or the validation fails, the system displays an error and there is a chance of redoing transaction otherwise suggest an alternative form of payment.

Exceptional flow 4: The Receptionist/CATS/Customer/Member can cancel the entry at any time prior to payment confirmation.