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

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

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

**Precondition**: Receptionist logged in, customer makes a request for a particular showing, time, number of seats.

**Summary**: Receptionist reserves available seat(s) in the performance chosen by a customer.

**Related use cases**: Find a booking

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

|  |  |
| --- | --- |
| **Actor action:** | **System Response:** |
| 1.Receptionist/CATS/Customer/ Member enters the showing, time and number of seats required |  |
|  | 2.System finds suitable screen with number of seats available |
| 3.Receptionist/CATS/Customer/ Member selects seats for customers |  |
|  | 4.System will temporarily lock the seats |
| 5.Receptionist/CATS/Customer/ Member will take payment details from the customer |  |
|  | 6.Ask CRCard to validate payment |
| 7.CRCard validates payment |  |
|  | 8.System will update that seat is no longer available. |
|  | 9.Print ticket(s) for seat(s) |

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

|  |  |
| --- | --- |
| **Actor action:** | **System Response:** |
| Exceptional flow 1 |  |
|  | [no seats available in showing(s)]  Display message. Go to step 1. |
| Exceptional flow 2 |  |
|  | [CRCard validation fails]  Display message. Go to step 5. |
| Exceptional flow 3 |  |
| (Any step before step 7)  Receptionist cancels entry | Exit from use case. |

Note:

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

Exceptional flow 3 triggered by receptionist action

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

Exceptional flow 2: If the customer’s payment does not go through or the validation   
fails, the system displays an error and there is a chance of an alternative form of payment.

Exceptional flow 3: The Receptionist can cancel the entry at any time prior to payment confirmation.