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| Use Case Name: | Cancel Reservation |
| ID: | UC2 |
| Scenario: | Online Customer wants to cancel a Reservation |
| Triggering Event: | Customer Clicks on Make Reservation Button on Website |
| Brief Description: | Online customers arrive at the hotel website to cancel an online reservation for a hotel room previously made |
| Actors: | Customer (online) |
| Assumptions: | This is a new customer with an existing reservation |
| Frequency of Use: | As needed |
| Related Use Cases: | Make Reservation |
| Stakeholders: | Hotel, Customer |
| Preconditions: | Reservation exists |
| Post Conditions: | A reservation is cancelled |
| Main Course: | 1. Customer Clicks on the Cancel Existing Reservation button / link on the web page 2. System verifies reservation number 3. System checks if reservation is within the cancellation period    1. If it is, proceed with cancellation    2. If it is not, collect cancellation fee, then proceed with cancellation 4. Send cancellation confirmation |
| Alternate Course: | 1. Customer lost reservation number    1. System present lookup by name |