**User Story for At-Home Massage and Spa Booking App:**

**As a user**, I want to easily book a massage or spa treatment at my preferred location, for myself or someone else, with options for therapist preferences and full booking transparency, so that I can have a seamless and personalized experience.

**Booking**

1. User open the app, either via desktop or mobile and is presented with the option to choose their country, via Flags and Country name in alphabetical order.
2. They select the country, then can choose the city where they want to book the service
3. They select the type of service by photo, name and price.
4. On the service booking page they can select the options for their preferred service
   * Number of customers (Single, Couple, Group)
   * Length (60min, 90min, 120min)
   * Preferred therapist (female, male, no preference)
5. They select date and time for their treatment
6. After booking details are select the customer can log in or sign up (if not logged in already)
   * Log in / Sign up possible via facebook, Google or email address and phone number (in any case phone number is required for finalizing a booking)
7. They can now select a location (in the selected city) for their treatment from their pre-saved locations in their profile or type in new location in the selected city. The field for the city and country cannot be changed, as they are set by the selection the user made at the very beginning.
8. If they had booked the same service in same city before, on the next page they will see a list of their previous therapists. If they want to have the same therapist again they can select to send them the inquiry before all others. If available, they can accept within 5 minutes. Otherwise the inquiry is open for others to accept (within 10 minutes). If the customer does not want to select a previously booked therapist, they can select 'no preference'.  
   There needs to be a radio buttons with something like:
   * **Request only this therapist** (If selected, the system will send the inquiry only to the chosen therapist. If unavailable, the booking won’t proceed.)   
     [If this option is selected the preferred therapist has 10 minutes time to accept]
   * **Request this therapist if available** (If selected, the system will prioritize the chosen therapist for 5 minutes. If they’re unavailable, the inquiry will open to others.)
   * **No preference** (If selected, the inquiry will be sent to all available therapists in the area. They have 10 minutes time to accept)

**Payment**

1. The system waits for confirmation of therapist. When confirmed the customer gets a notification to proceed to the payment section, which allows them to pay for the service upfront.

**Pre-Treatment**

1. Leading up to the appointment, the user is notified via push notification or SMS about the approaching session. This happens 1hour and again 30min before the appointment.
2. User gets a notification when therapist is on the way, and they can track the therapist's arrival status (similar to Uber's "driver on the way" feature).
3. If the booking is for someone else, the user receives updates on the status of the session (e.g. therapist on the way, therapist arrived, session started, finished, [anything else?]).
4. Additional notification step if the therapist is running late or if there are any changes, keeping users fully informed.

**During Treatment**

1. The therapist arrives 10-15 min earlier at the specified location and sets up for the treatment.
2. The user (or recipient, if booked for someone else) enjoys the spa/massage session.
3. If the user wants to extend the session they press a button "extend session". If their therapist does not have any pre-bookings after that session they have the option to extend for 30 min or 60min. After confirmation by the therapist on their app, the user can go on and pay for extension.

**Post-Treatment**

1. Once the session is complete, the user gets a final notification confirming the treatment is over.
2. Option to tip therapists directly through the app.
3. They are prompted to rate the therapist and leave a review based on their experience.
4. In case of issues or complaints, the user has the option to contact (message only) customer support through the app, report any problems, or request refunds if applicable.

**Future Bookings & Retention:**

1. The user can view past treatments and rebook the same therapist for future services.