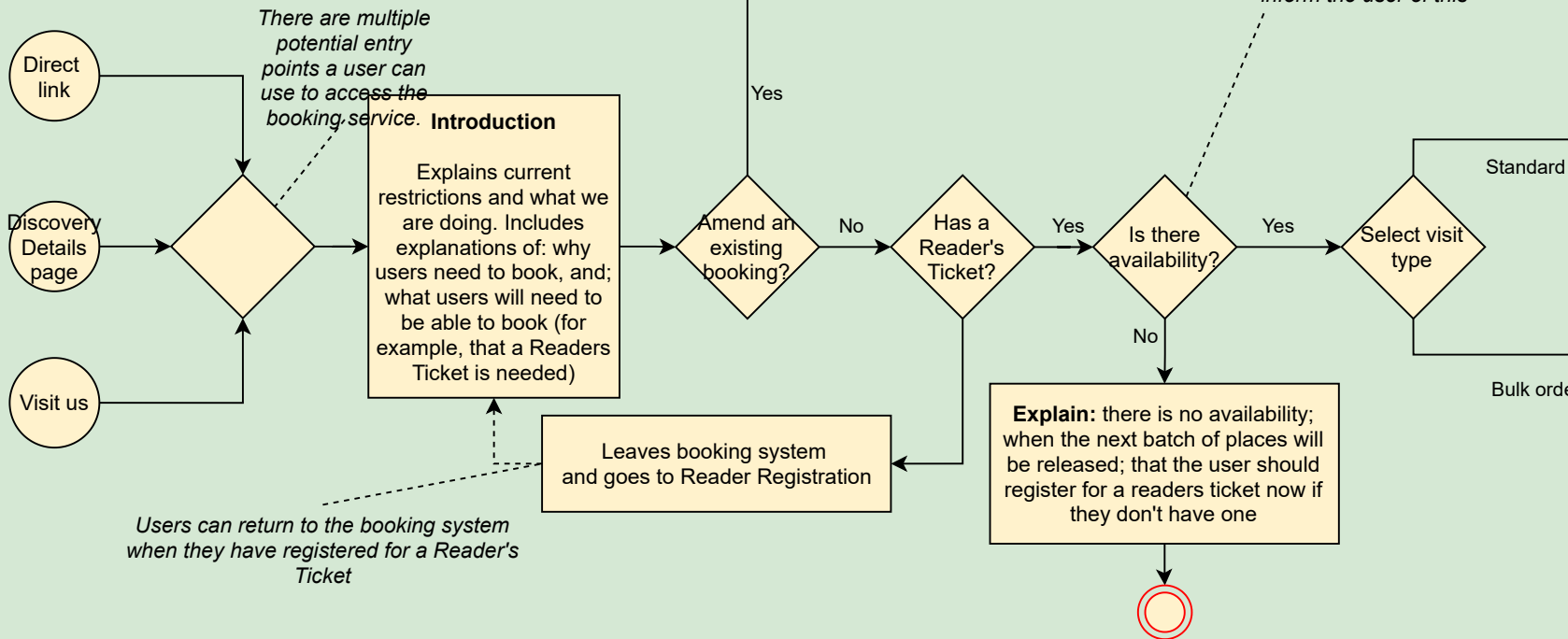


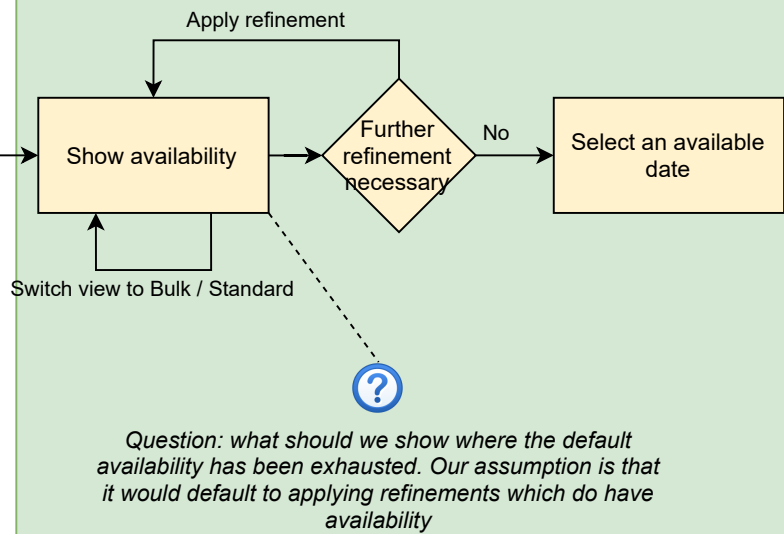
## Service homepage

URL book-a-reading-room-visit  
HTTP method: GET  
Parameters: None



## Availability page

URL book-a-reading-room-visit/[order-type]/availability  
HTTP method: GET (initial render) POST (apply refinements)  
URL variants: The order type will be 'bulk-order-visit' or 'standard-order-visit'



## Summary and Secure booking with Reader's Ticket page

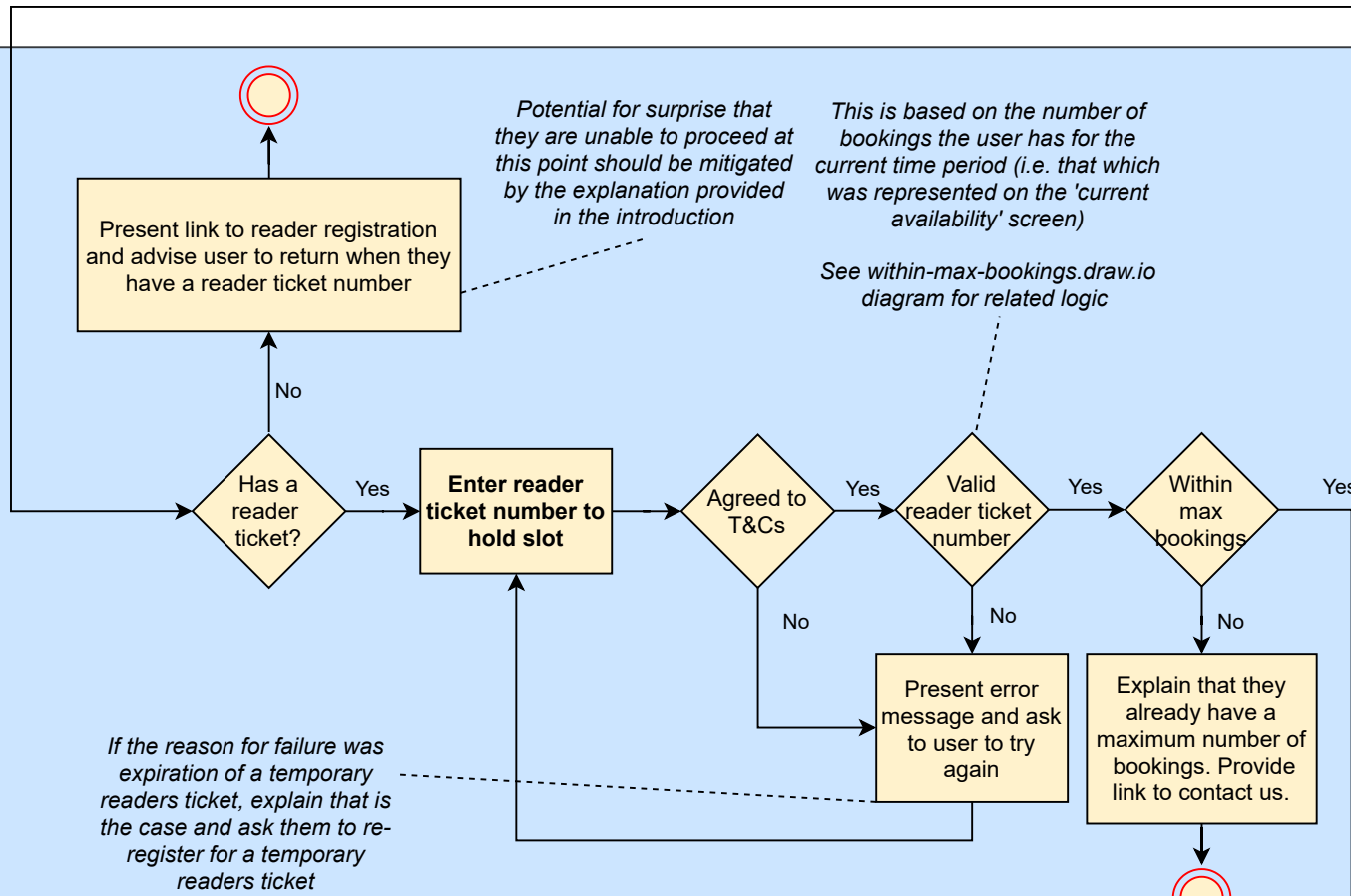
URL book-a-reading-room-visit/[order type]/secure-booking/[booking reference]  
HTTP methods None. Only available on route redirect  
URL variants: The order type will be 'bulk-order-visit' or 'standard-order-visit'. Booking reference will be a GUID stored in the database for X hours

### Timer on this page

Because a slot is being held for the user at the point they reach this page we need to balance the potential for many seats to be blocked out (either by malicious users or bots) against the need to allow sufficient time for users to locate their Reader's Ticket and enter it. This is likely to require the use of a time limit.

There is specific WCAG guidance on using timers and an associated Level A Success Criterion. See: <https://www.w3.org/TR/UNDERSTANDING-WCAG20/time-limits-required-behaviors.html>

We'd like to propose that this page has an associated time limit for completing the form (which will correspond with a server-held hold on the slot) but that users are notified as the time is nearing expiry and are able to extend the time limit via a simple action



## Booking confirmation

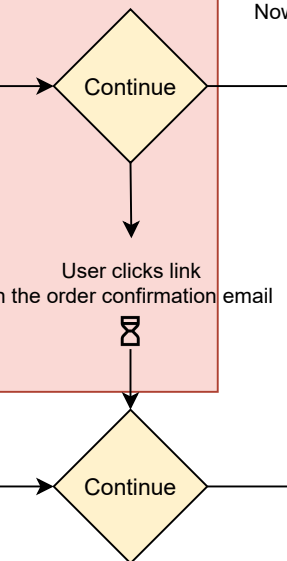
URL book-a-reading-room-visit/[order-type]/booking-confirmation  
Variants order type will be 'standard-order-visit' or 'bulk-order-visit'  
HTTP methods None. Only accessible via route redirection following validation of reader's ticket

Do we need to accommodate a situation where a user does not have access to the email address associated with their Reader's Ticket? If so, is this specific to the Kew Booking System or something that should be considered an additional feature for the Reader Registration and/or Single Sign On systems?

### Show confirmation of provisional booking

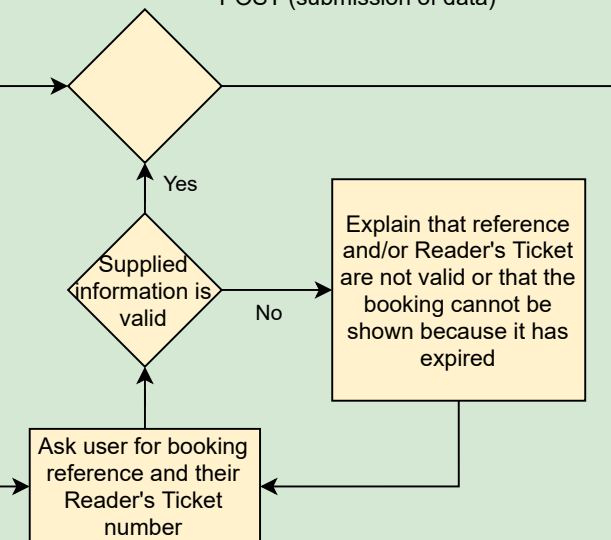
Messaging along the lines of "You have booked a visit to the reading rooms. The next step is to order documents for your visit. You can do this now or later by using this unique code in combination with your Reader's Ticket number (we have also sent this code to the email associated with your Reader's Ticket along with a link to continue). You can add to or amend your document order until [specified date/time] at which point we will begin getting the documents ready for you"

This email would include a unique reference for the booking and advise users they will need this when returning.



## Return to your booking

URL book-a-reading-room-visit/order-documents  
HTTP methods GET (initial render of form) POST (submission of data)

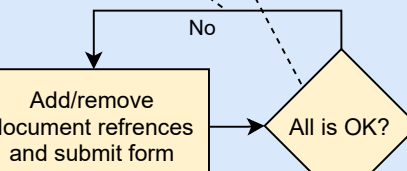


## Order documents

URL book-a-reading-room-visit/[order-type]/document-order/booking-reference  
HTTP methods None. Only available via route redirect on completion of return to booking form or upon clicking 'continue' having just secured a booking

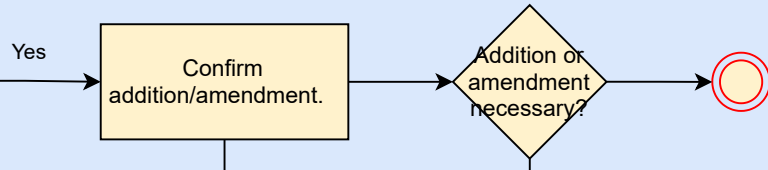
Are all the document references valid; do all document references relate to orderable items; can all the documents be made available for the selected slot; if it's a bulk order, are all document references from the same series, has the user indicated if they have accessibility needs

Present validation messages

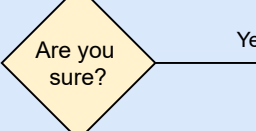


## Order documents

URL book-a-reading-room-visit/[order-type]/document-order/confirmation  
HTTP methods None. Only available via route redirect on completion of return to booking form or upon clicking 'continue' having just secured a booking



### Cancel visit



### Confirm cancellation

