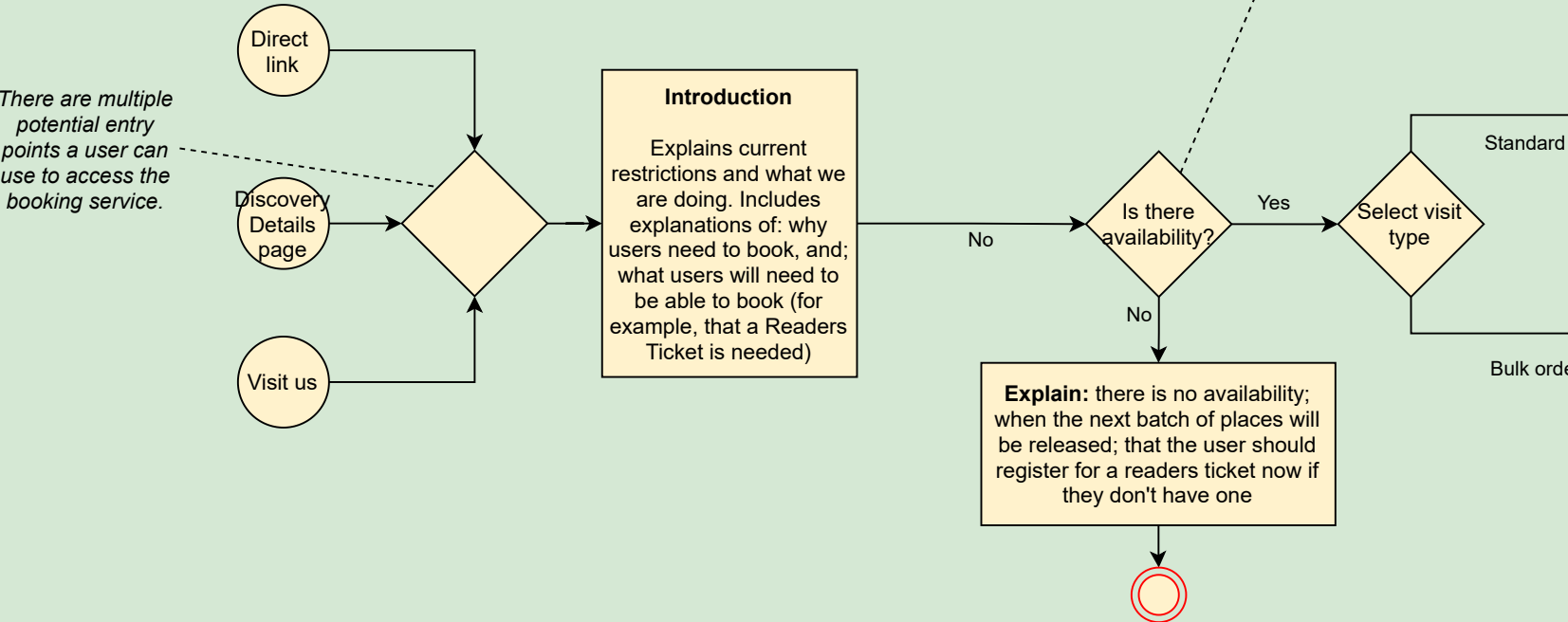


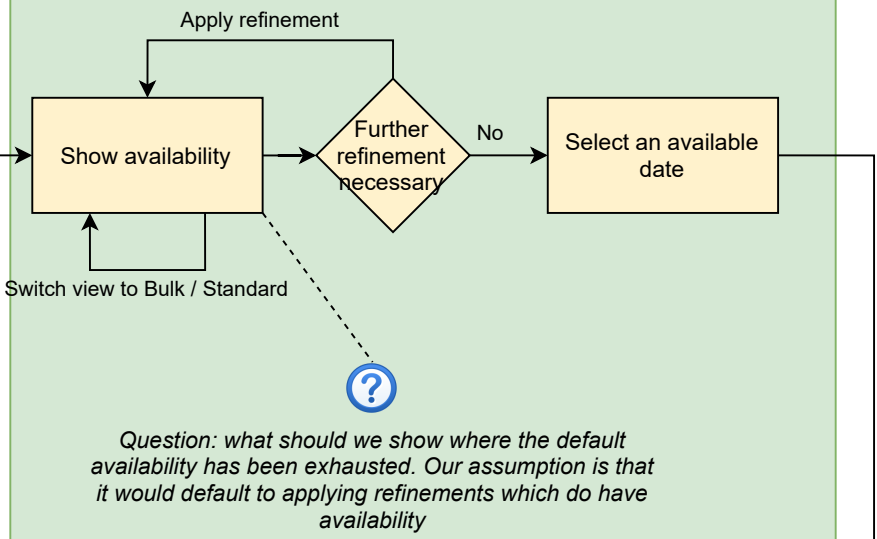
Service homepage

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

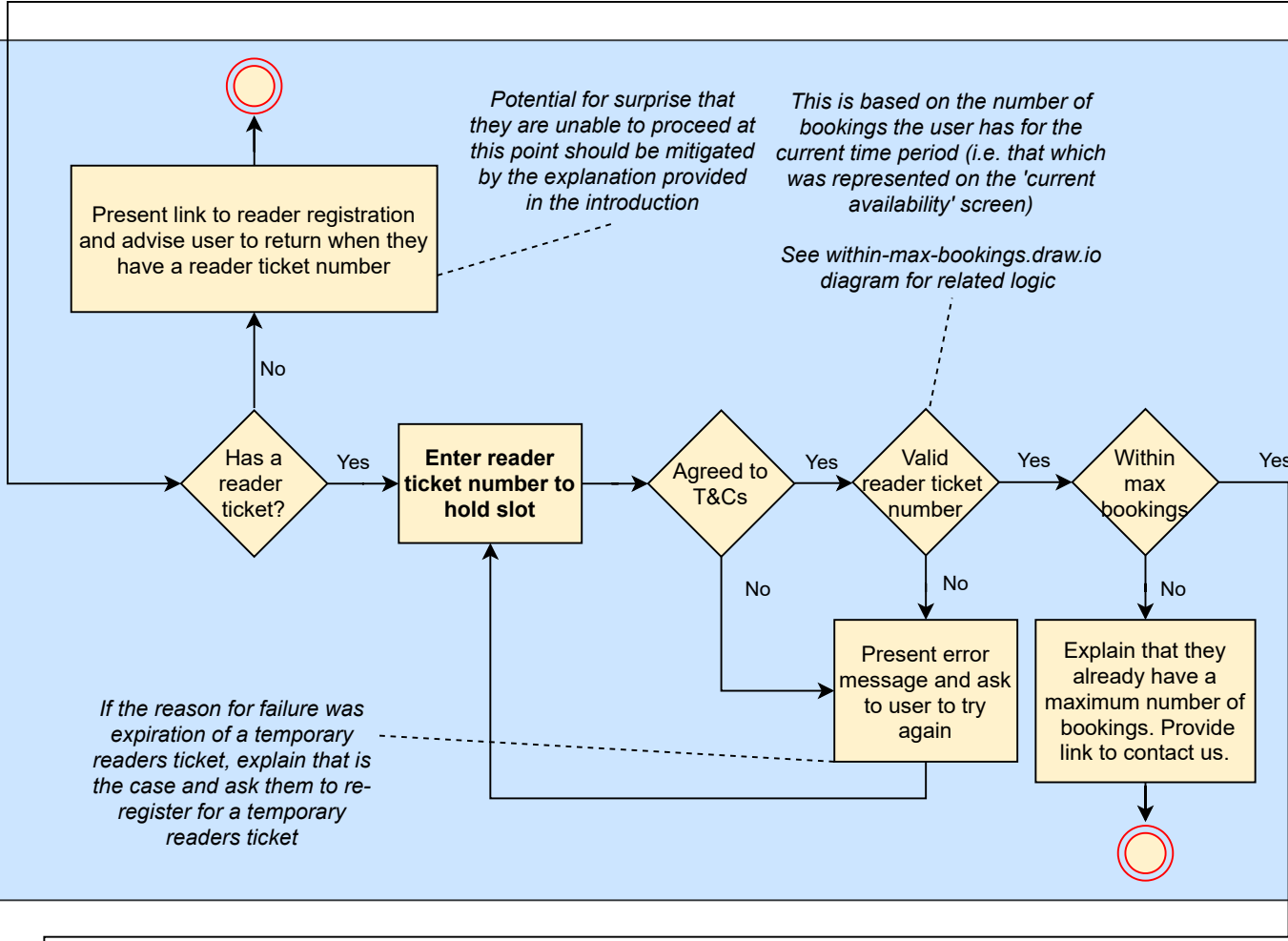
URL book-a-reading-room-visit/[order type]/secure-booking/[booking reference]
HTTP methods None. Only available on route redirect
URL variants: The order type will be 'bulk-order-visit' or 'standard-order-visit'
Booking reference will be a GUID stored in the database for X hours

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

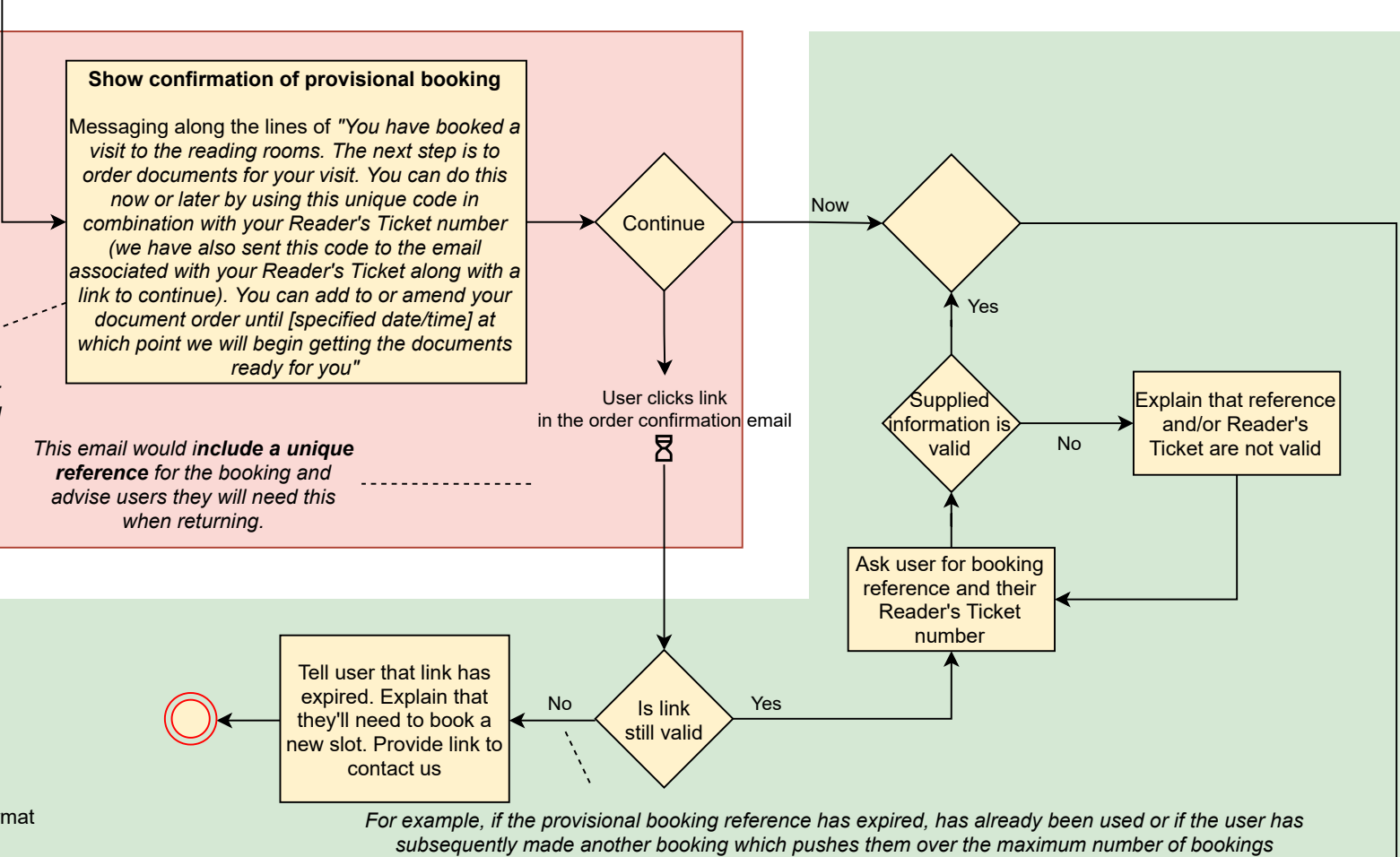


Booking confirmation

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?

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

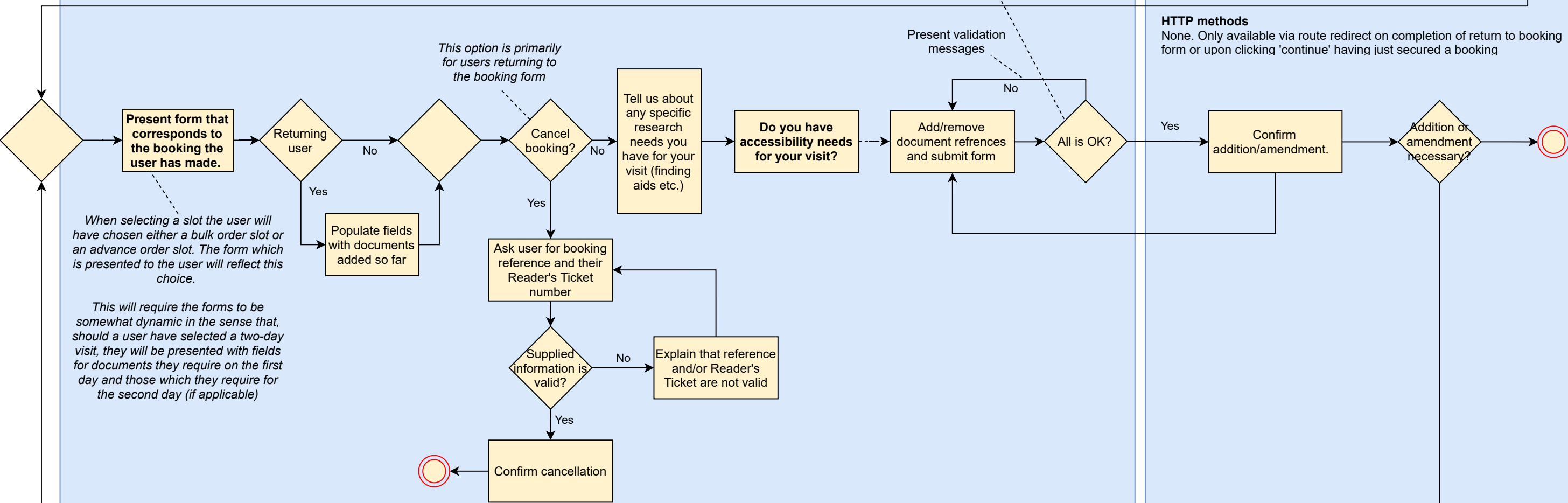


Return to booking

URL book-a-reading-room-visit/[order-type]/order-documents
HTTP methods GET (initial render of form) POST (submission of data)
Variants order type will be either 'standard-order-visit' or 'bulk-order-visit'
Parameters readers-ticket, booking-reference (both required for POST). Both to meet meet pattern format

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



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

