# Conceptual explanation and definition for creating a reservation

When a customer wants to make a reservation it can be done in two ways:

1. Calling the bowling center and making the reservation with the clerk (who accesses the reservation system simultaneously).
2. Making the reservation online using the website.

Note, that both cases can potentially be served by the same website (i.e. the clerk at the bowling alley can make the reservation on the same website as the customer uses).

When a user accesses the website, three options should be available:

1. Make a reservation without signing up.
2. Sign into an existing account and make a reservation.
3. Sign up for a new account and use that to make the reservation (as in 2).

In case 1 and 3, a confirmation email or text message should be sent, in order to verify the entered information.

A reservation should contain the following information:

1. Number of people
2. Date and time
3. Number of lanes (options for which are decided based on 1 and 2)
4. Duration of reservation

In case the desired reservation cannot be made, the website should ideally present a list of alternatives.