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| ID | UC-022 |
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| Name | Cancellation of Online Show Ticket Reservation |
| Description | 1. As a user, I want to be able to cancel my online show ticket reservation to get a refund or adjust my plans in case of unforeseen circumstances.  * **The user should be able to access a reservation cancellation section with the following options:**   Selection of the reservation to be canceled (show name, date, time)  Reason for cancellation (optional)  Confirmation of cancellation   * **The system should display a summary of the cancellation with the following information:**   Show name  Date and time of the canceled reservation  Venue (full address)  Ticket category  Number of tickets  Refunded amount (if applicable)  Cancellation fees (if applicable)   * **The user should be able to choose a refund method from the available options (credit card, PayPal, etc.) and enter the necessary refund information (if applicable).** * **The system should verify and validate the refund information, then confirm the reservation cancellation. The user should receive an email confirmation with the cancellation details, including:**   Show name  Date and time of the canceled reservation  Venue  Ticket category  Number of tickets  Refunded amount (if applicable)  Cancellation fees (if applicable)   * **The user should be able to access their canceled reservations in a summary table with the following information:**   Show name  Date and time of the canceled reservation  Venue  Ticket category  Number of tickets  Reservation status (canceled, refunded)   * **The user should be able to receive email notifications for any cancellation or refund.** * **The user should be able to export the list of their canceled reservations as a PDF or csv/xl file.** |
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