SparkRadiance
AN A·HEAT BRAND

THERMEGROUP™

MYTHERME

SOLUTION DOCUMENTATION

version 1.4

DOCUMENT HISTORY

Document version	Issued by	Issued on	Changes
MVP & Reservations flow / 1.0	Spark Radiance Romania	June, 2021	Initial release; Integration of the reservations flow; OnPremise separation; sorting questionnaire; availability screens
Corporate platform / 1.1	Spark Radiance Romania	October, 2021	Integration of the MyTherme Corporate platform (B2B + B2C components)
Corporate proforma invoice + Advanced discount rules and notifications; Zen points + self-invoice web service; Marketing discount / 1.2	Spark Radiance Romania	February, 2022	New payment method and special order flow for the Corporate platform (proforma invoice); Advanced discount rules for Webshop; Advanced manual notifications; Integration of Zen points – credit and debit transaction on all selling interfaces (webshop, mobile

			API, cash desk) + Zen-issuing events (invite a friend, birthday, register MyTherme account); MyTherme CashDesk Widget; Self-invoice web service for issuing fiscal invoices based on cash desk receipts; Benefit cards; Marketing discount / automatically generated promo codes
Corporate bulk redeem; Promo codes report; Availabilities update; Corporate week intervals / 1.3	Spark Radiance Romania	April, 2022	Allowing the corporate users to redeem a bulk set of redeem codes (vouchers); Including the promo code information in the sales report; Enabling admins to update the daily availabilities for each search bundle; Minor

			updates on mobile API; Minor updates on Global Identity platform; Modify the week intervals in order to include different display options for Corporate; Allow access codes to be redeemed in different periods than the article's period
Self-Service Kiosks; Challenges; Feedback Kiosks / 1.4	Spark Radiance Romania	July, 2022	Developing the self-service kiosks interface, thus allowing the sale on-premise using the same configurations as withing the Webshop, however with POS payment; Creating a mobile-only Challenges system which will allow the users to receive Zen points by completing different challenges with

			multiple validation types; Implementing the Feedback interfaces (web + kiosk application) which use the same general surveying system with total control over the survey's content and reporting.

TABLE OF CONTENTS

I. BRIEF INTRODUCTION

MyTherme represents a complete redesign of the Therme presentation website and Therme online shop, alongside a complete mobile API and a universal invoicing solution.

It was built as a standalone plug-and-play solution for any Therme facility around the globe, with it being able to be fully deployed in less than a day (without the content upload time being accounted).

Also, a global core (Therme Identity Provider) was built in order to accommodate a single users database, thus enabling global reach for Therme's clients (a single account allows the customers to log in and store preferences to all the deployed instances over a secure protocol). The global core also facilitates faster reporting over the entire Therme network.

The entire solution adheres to the ***European GDPR*** *(General Data Protection Regulation) and was developed with the main goal of ensuring its users' privacy.*

Due to the fact that the online shop solution was built to be as modular as possible, different ERP, CRM and BI systems can be attached with little extra development needed to accommodate them.

The development for the MVP of the initial MyTherme ecosystem which will be deployed in Bucharest included a CMS (Content Management System), an online shop linked to a HKS environment, a mobile API, a CDN (Content Delivery Network) and an invoicing API which is consumed by the cash desks and the self-invoice kiosks.

This documentation will now follow each of them.

II. CONTENT MANAGEMENT SYSTEM

This part of the ecosystem represents the main interface with the user, as it is consisting of the presentation of the facilities, the actual text and media which the user is able to see either displayed as a web page or as a mobile application screen.

It consists of two components, the administration platform, where specific users will be able to modify the content and handle orders, settings, product configurations etc., and the web platform, the actual website the client sees. The mobile API will be detailed separately, even though a part of it consists of the CMS methods needed to display the screens mentioned above.

II.A. WEBSITE DESCRIPTION

The main website consists of several types of sub-components and pages. As mentioned above, this contains the text and media for the presentation pages, but it also contains the user's account editor and the online shop module.

It is fully responsive (being able to adapt to any screen the user chooses to access it from – mobile / tablet / desktop) and is created using the latest technologies in web development available.

The server-side components are written in C# (latest ASP.NET Core - 3.1) and it uses latest Bootstrap and jQuery as front-end frameworks, alongside other proprietary or licensed plugins in order to achieve the best user experience for its visitors.

All the data passing from the client to the server are encrypted using a HTTPS connection, therefore no information can be intercepted.

It is multi-language and the languages in which the content is provided are fully editable using a simple editing process in the administration platform.

The website was built as a modular platform, therefore it is 100% customizable, each page being able to have its own layout, but we will cover that in the administration platform's overview.

The integration between the shop and the presentation pages is seamless, unlike past iterations of the ecosystem, thus offering the visitors an improved user experience when trying to switch from the main website to the client's area or to the shop.

There are six types of pages available to be designed:

- *Generic pages* – fully editable content, without any entity or special layout needed to be linked (e.g. Privacy Policy, Frequently Asked Questions)
- *Limited and limited with content pages* – pages which have a layout already pre-defined due to the nature of the page (e.g. Contact form, Shop), even though the general properties of the page can be changed or they even support additional content above/below the limited content (only for limited with content pages)
- *Attraction pages* – pages which represent an attraction of the Therme complex and which will be linked to an according entity – other than this, the content is fully editable.
- *Activity pages* – pages which represent an activity inside the complex and are linked to an attraction – just like previous type, the content is fully editable

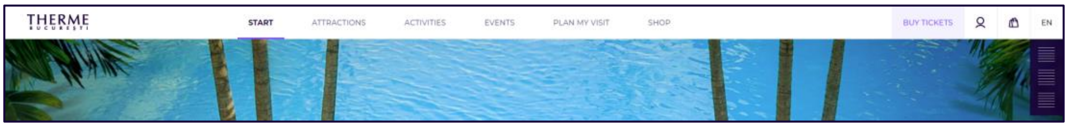
- *Event pages* – pages which represent an event which will happen in one or multiple attraction(s) / location(s).
- *MyTherme Account pages* – static pages which are contained by the user's account module.

Even though the characteristics of the pages differ, their backbone structure is identical due to SEO purposes, therefore all pages will have:

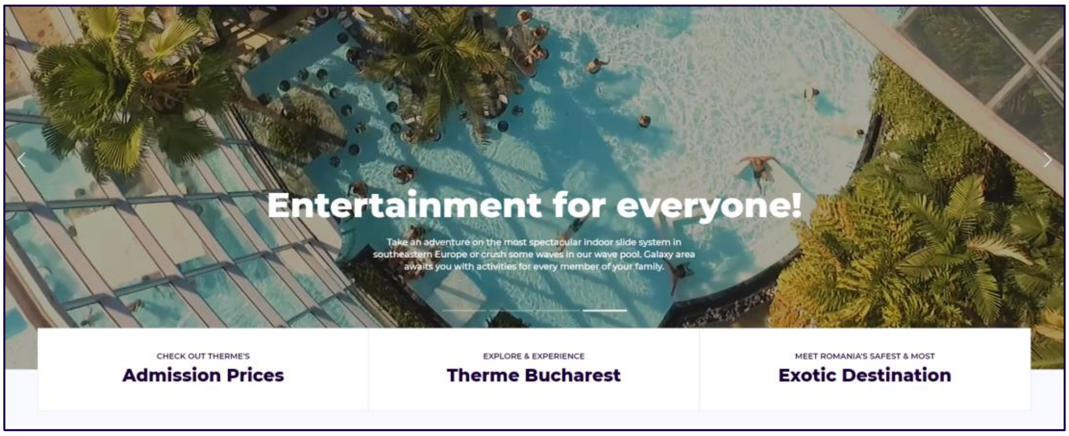
- A title
- A description
- Several keywords
- Custom URL slug
- A meta image (which is not required and will be overridden by a global default image)

Also, the pages can be defined to stay live in a specific interval or until a given date.

Design-wise, all pages have the same structure for offering a seamless experience to the user, even though different layouts (e.g. for landing pages) can be created using some general settings available at a per page level. Explained below is the structure:



Navigation bar with floating occupancy module, language selector and quick actions / CTA – optional and fully customizable



Main content – fully customizable using a lot of plug-and-play modules easy to define, however at least an element is mandatory

Footer – optional and fully customizable

1. Internationalization and resources

Providing multi-language content to the user in the browser's language is achieved using several structures which will be further explained in the administration platform, where these can be updated at any time.

First of all, we have *global settings*. These apply to the whole interface and can be used either as website settings or as website localized resources. A majority of these global settings are being shared between the web interface and the mobile applications, therefore a change in the web interface reflects into the mobile applications as well for ease of use and uniformity of the information shown on all interfaces.

Secondly, each page can have its own *page settings*. Just like the global settings, these can be either setting variables or translated content. These only apply for a specific page and are being shared between the website page and the according mobile screen most of the times.

Last, but not least, we have the page *content elements*. These are the actual components which make up a page and they can contain several media – which doesn't support internationalization, for ease of use purposes, i.e. the same image will be displayed in any language – and text which will be translated based on the visitor's language.

2. Layout components

The layout components illustrated above also have a few sub-components which are fully customizable, as shown below:

2.1. Navigation bar

2.1.1. *Logo placeholder* – can be updated at any time and it supports different images for each language; will be the same on all pages with navigation bar

2.1.2. *Menu* – an advanced navigation menu editor will be detailed in the administration platform, however this represents a custom 3-level (on tablet or desktop) / 2-level (on mobile) menu; same on all pages

2.1.3. *CTA button* – can be hidden if not needed, fully customizable

2.1.4. *Quick actions icons* – each icon can be shown or hidden depending on the needs

2.1.4.1. *MyTherme Account* – the user is redirected to its MyTherme profile; below this icon a ticker with the number of unread notifications will appear (if any)

2.1.4.2. *MyOrder* – the user can see here their cart; below this icon a ticker with the number of items in the cart will appear (if any)

2.1.4.3. *Search button* – a custom search form will show up just below the navigation bar and the user will be able to use the search-as-you-type functionality

2.1.4.4. *Mobile menu toggler* – will only show up on mobile to toggle the menu when clicked

2.1.5. *Language switcher* – can be hidden; it will toggle a language selector (containing all the active languages from the database) just below the navigation bar when clicked

2.2. Occupancy indicator

This is a fixed sub-component of the navigation bar (it won't be shown unless the navigation bar is shown) and it allows the user to see in real-time the occupancies of each zone defined in the system.

It is fully configurable, as it can be hidden and the number of lines which will indicate the occupancy can be defined using a global setting in the administration panel (the default is 6 lines).

2.3. Footer

It consists of 2 columns with 2 rows each, as presented below:

2.3.1. *Footer quick links* – a set of links which are organized into categories and which are fully customizable from the administration platform

2.3.2. *Footer copyright text* – the copyright text in the bottom left corner of the footer

2.3.3. *Footer social icons* – the social icons shown in the top right corner – these are fully customizable

2.3.4. *Footer certifications image* – this represents an image which can be uploaded in the administration platform and which has a hyperlink to a specified page

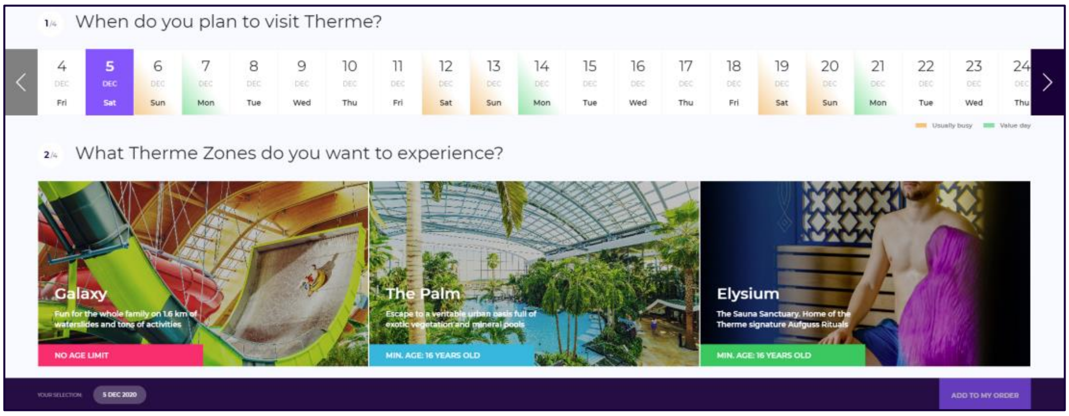
3. Static components

As mentioned before, the limited pages and several components can only have embedded static content, without their layout being able to be modified. These rely on page resources or even global resources to allow internationalization and will be presented below:

3.1. Shop wizard

This is the wizard which will allow the user to configure their entry tickets based on a few steps. Even though the wizard is static, any additional changes needed can be developed in a short time. Also, the options shown in the wizard are fully customizable, the single thing which can't be changed is the order of the steps, as this is required in order to filter the articles accordingly.

Also, the wizard is a limited content element, which allows the page which contains it to have any type of content above or below the wizard.



The wizard generally consists of a fully customizable calendar (it allows the administrator to skip selling for a number of days starting from the current date – default is 0 days, to allow selling only for a number of days starting from the current date – default is 0, which allows selling for an unlimited period of time, and to restrict the number of month shown by the calendar – default is 6.

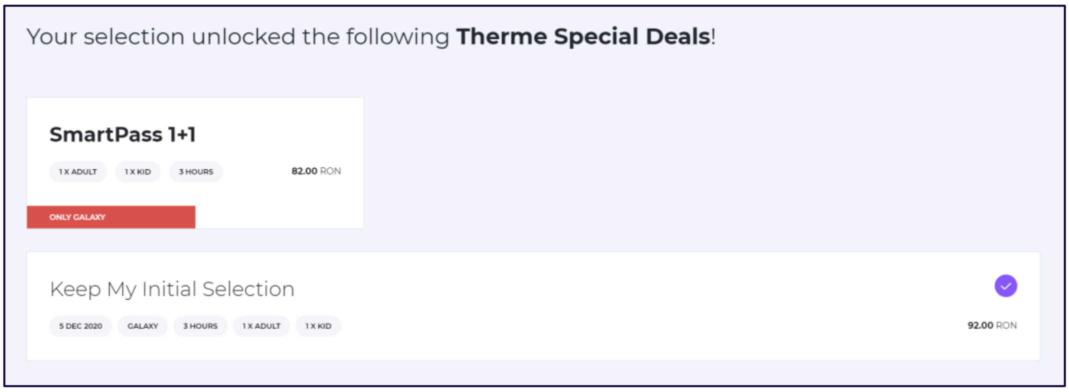
Also, the calendar allows the administrator to define labels for special events or on recurrent days – like “Usually busy” or “Value days”. These days will be coloured accordingly, and a legend will be shown below the calendar.

The zones configured in the systems will also show up with a placeholder picture, a name, and a description, as well as a label coloured in the universal colour code assigned to that zone in the system. Each zone also has a possibility to contain an alert message which will show up when the user selects the zone and can inform him of any special access rules.

A duration can also be selected from the ones defined in the system. If the tickets aren’t defined with a special duration, other fields can be implemented per request here, such as check-in interval.

The final step in the usual flow is normally the guests' selectors, which will allow the user to use quick buttons or enter custom amount of tickets they need for each guest type defined in the system. Each guest type has an information pop-up or a warning for special guest types (e.g. for students, an alert will be shown below the selectors informing the user that they need a valid student card to validate the ticket). These are fully customizable in the administration platform.

After all the guests are selected, in the normal flow, the price for the whole selection will show up and the user can choose to add the selection to the cart. If the selection unlocked any special deals defined in the system, the user will be notified that their selection unlocked some special deals and will be able to choose the special deal or keep their selection, as shown below.

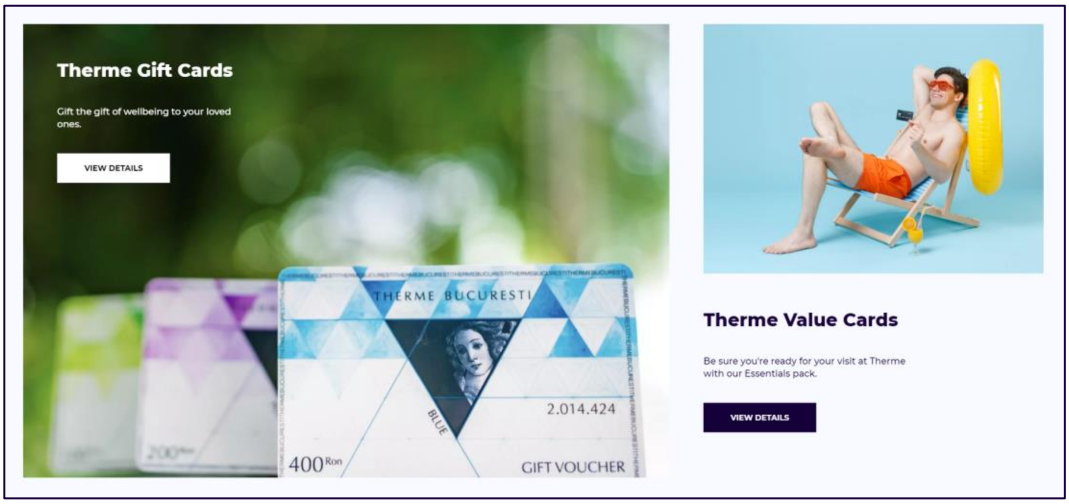


All the messages shown in all the languages are editable, as they are all global resources or page resources.

3.2. Shop categories

This component contains the first shop view – the article categories. All the non-entry related articles (e.g. vouchers, towels etc.) can be sold by assigning them to one or many categories. Each category has its own listing background image, title, and description. Other than that, each category has its own customizable page which presents all the articles in that category. By clicking on an article, a new detailed page will show up and then the user can add to cart the selected article.

The only limited content element which can be added to a page is the list of categories. All the other pages are fully static.



3.3. Admission prices

The admission prices list is a limited content element which can be embedded in the page and allows the user to see a list of prices for each zone auto-generated based on the entry articles with some additional pricing categories being able to be defined by the administrator for each zone (e.g. upgrade from a zone to another) or as general prices, valid on all zones (e.g. overstay tariffs).

There are 3 elements included in this category – the regular prices, the special deals and the guests with special needs' prices.

For an improved user experience, once the user clicks on a given guest type for a given duration and for a given zone, the website will redirect them to the wizard with the corresponding selection already in place.

Galaxy

3 HOURS	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	49.00 RON	54.00 RON
Kids (<16 years old)	33.00 RON	38.00 RON
Seniors	39.00 RON	44.00 RON
Students	39.00 RON	44.00 RON

4.5 HOURS	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	58.00 RON	63.00 RON
Kids (<16 years old)	42.00 RON	47.00 RON
Seniors	48.00 RON	53.00 RON
Students	48.00 RON	53.00 RON

1 FULL DAY	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	70.00 RON	75.00 RON
Kids (<16 years old)	54.00 RON	59.00 RON

The Palm

3 HOURS	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	59.00 RON	64.00 RON
Seniors	49.00 RON	54.00 RON
Students	49.00 RON	54.00 RON

4.5 HOURS	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	68.00 RON	73.00 RON
Seniors	58.00 RON	63.00 RON
Students	58.00 RON	63.00 RON

1 FULL DAY	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	80.00 RON	85.00 RON
Seniors	70.00 RON	75.00 RON
Students	70.00 RON	75.00 RON

Elysium

3 HOURS	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	79.00 RON	88.00 RON

4.5 HOURS	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	88.00 RON	97.00 RON

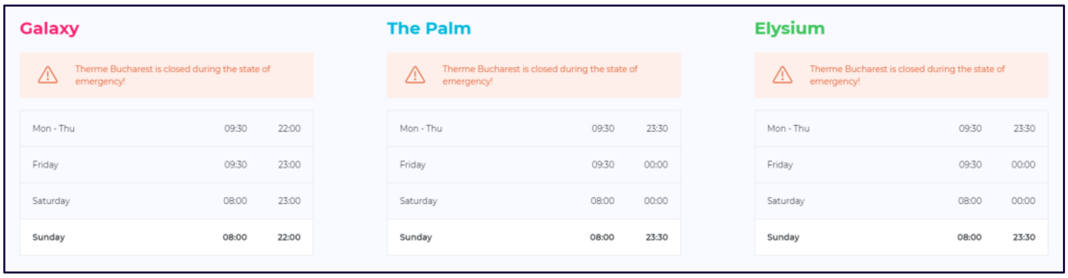
1 FULL DAY	Mon - Thu	Fri - Sun + legal days off, school holidays
Adults	12.20 RON	109.00 RON

3.4. Working hours

The working hours limited content element allows the user to see the current facility's working hours in a zone-divided view.

The administrator can define different working hours for each zone, and additional temporary working hours can be defined as well (e.g. special holidays schedule), while keeping the normal working hours visible as well.

Each working hours set allows different info boxes to be shown above or below the table with different accents (info or warning). Also, the current day is emphasized for ease-of-use.



Galaxy

Therme Bucharest is closed during the state of emergency!

Mon - Thu	09:30	22:00
Friday	09:30	23:00
Saturday	08:00	23:00
Sunday	**08:00**	**22:00**

The Palm

Therme Bucharest is closed during the state of emergency!

Mon - Thu	09:30	23:30
Friday	09:30	00:00
Saturday	08:00	00:00
Sunday	**08:00**	**23:30**

Elysium

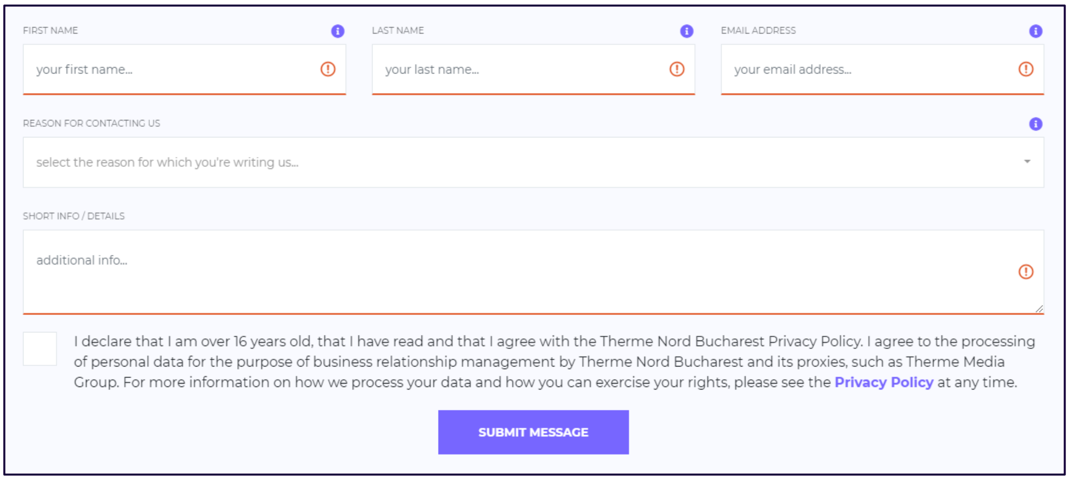
Therme Bucharest is closed during the state of emergency!

Mon - Thu	09:30	23:30
Friday	09:30	00:00
Saturday	08:00	00:00
Sunday	**08:00**	**23:30**

3.5. Contact form

This limited content element allows the user to send a request or message to a set of email addresses as defined by the administrator, based on the subject of the request.

If the user is already logged in, this also allows the data to be pre-filled for ease-of-use.



4. Static pages

If we've presented the limited content elements until now, page components which can be embedded in a page with content above or below them, it is time to present the pages which don't allow any kind of content disposition changes due to their nature (even though they allow media or text to be changed):

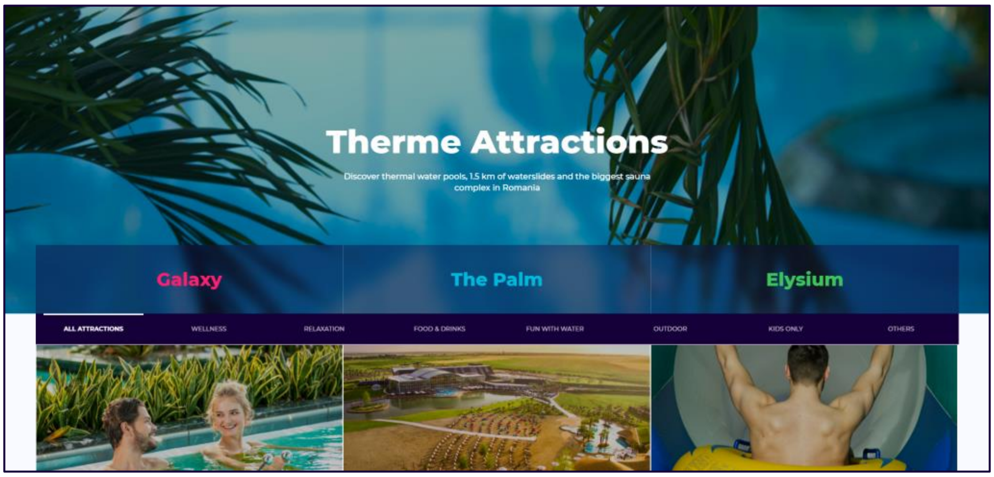
4.1. Attractions / Activities / Events listing pages

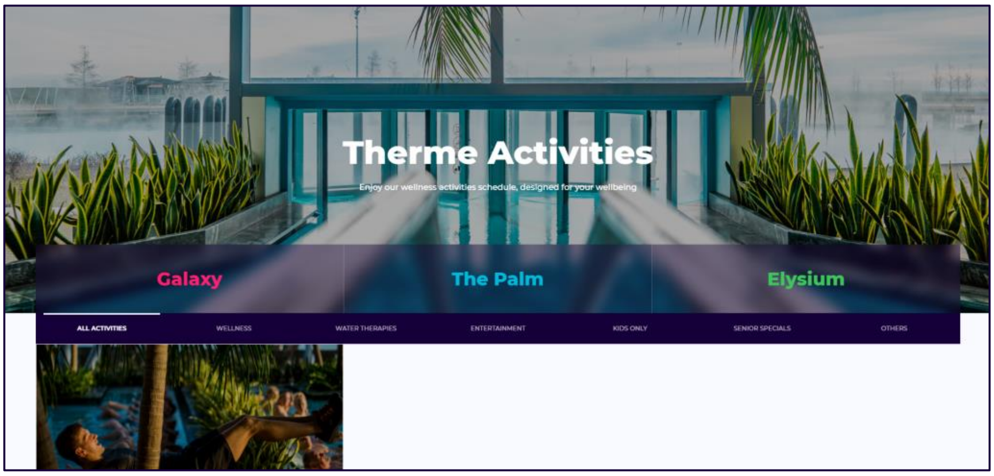
These pages all share the same layout and filters, thus content disposition can't be edited for simplicity of administering the platform.

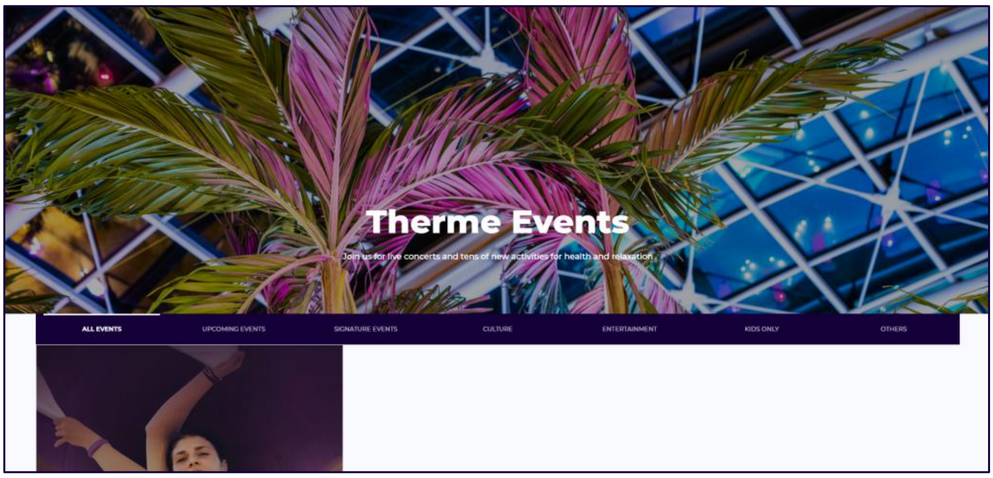
The jumbo container's background image and headline / paragraph text are the only features that can be altered.

The zone and tag filters are automatically put in place based on the information available in the system.

Each item of the list is automatically generated based on the information completed by the administrator when creating the respective page.



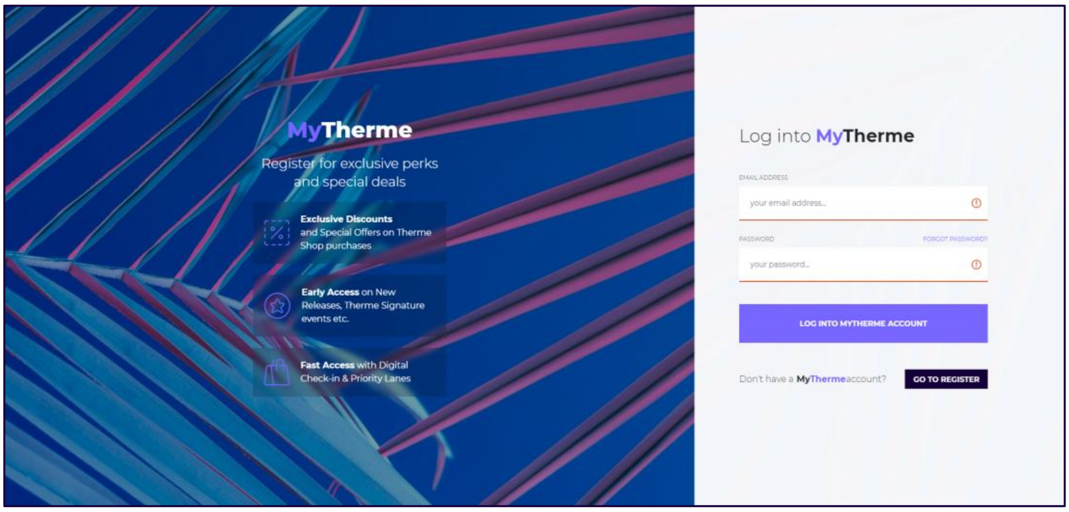




4.2. MyTherme Account login / register pages

These are the pages which allows a user to create a new account or log in to their account if they already have one. All the pages in the MyTherme platform are static, due to the information shown inside and the layouts which are already defined, as well as for simplicity of administering the platform.

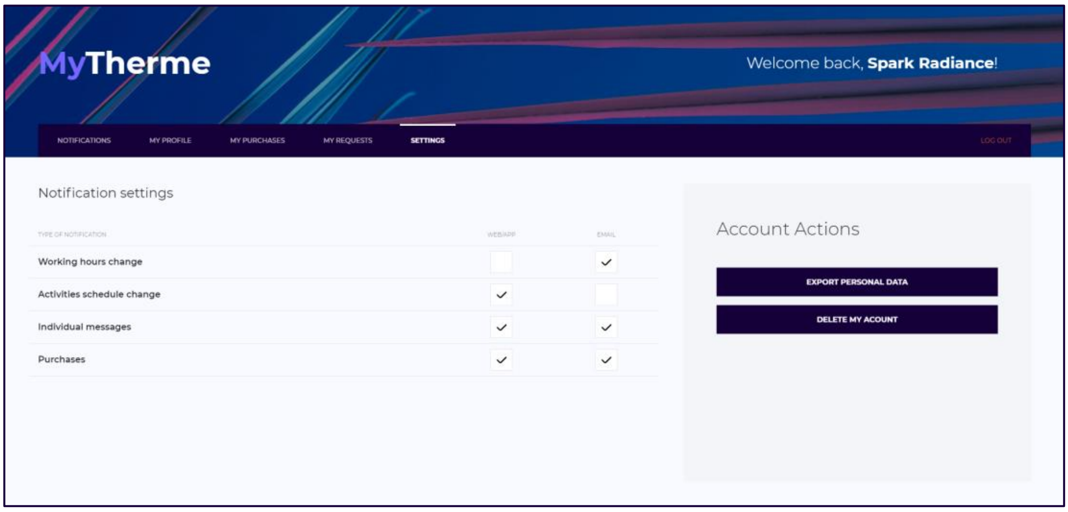
All the labels shown can be modified at any time either from the page settings or global settings.



From inside the MyTherme platform, a user can read their notifications, modify the profile details or invoicing / contact details, review all their past purchases, check the status of their requests or update settings. The settings apply on the Global Identity Provider, therefore they will be passed over all the Therme facilities the user might have logged into.

Also, several language or website preferences can be saved either on the local facility or on the Global Identity Provider, this offering the customer a better user experience.

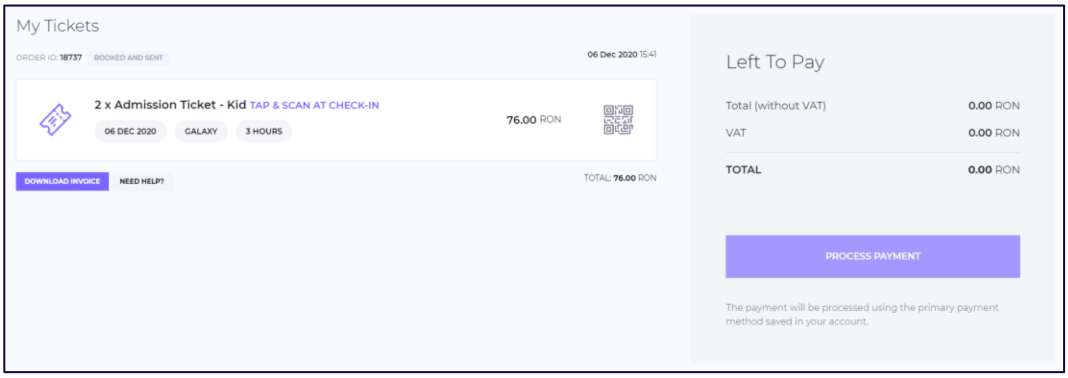
The information stored can be exported at any time and the account can be deleted (this deleting the account directly from the Global Identity Provider).

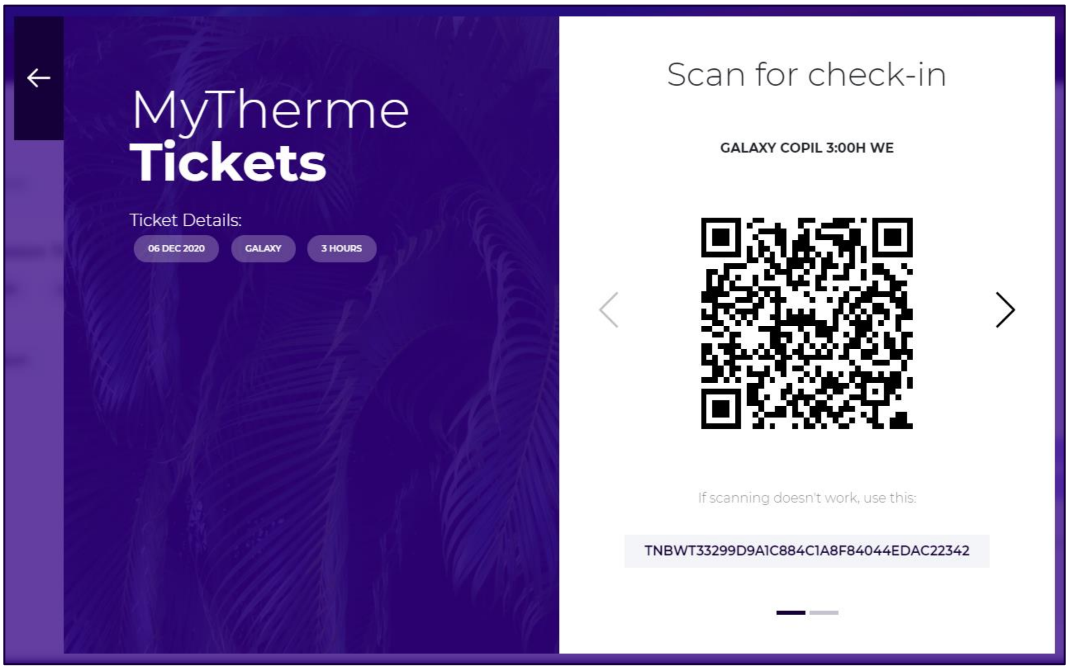


Another special feature included in this area represents the MyTherme Visit interface – a special page which only appears in the day when the logged in customer has valid tickets.

It will show up all the tickets bought for that day, together with a button to download the invoice and another one to request some advice. When clicking on a ticket, a MyTherme Tickets pop-up appears, which will contain a swipe-able list of all the QR codes for that ticket, which they can then scan, in case the tickets received in the order confirmation email are not handy to use.

In a future version of the MyTherme platform, this page will allow the user to see a real-time statement containing all the additional costs of their visit to Therme (e.g. beverages, food etc.).





4.3. MyOrder page

This static page represents the cart itself. For a logged-in user, this page will be available at any given time, otherwise the user will be redirected to the log in page if there are no items in the cart.

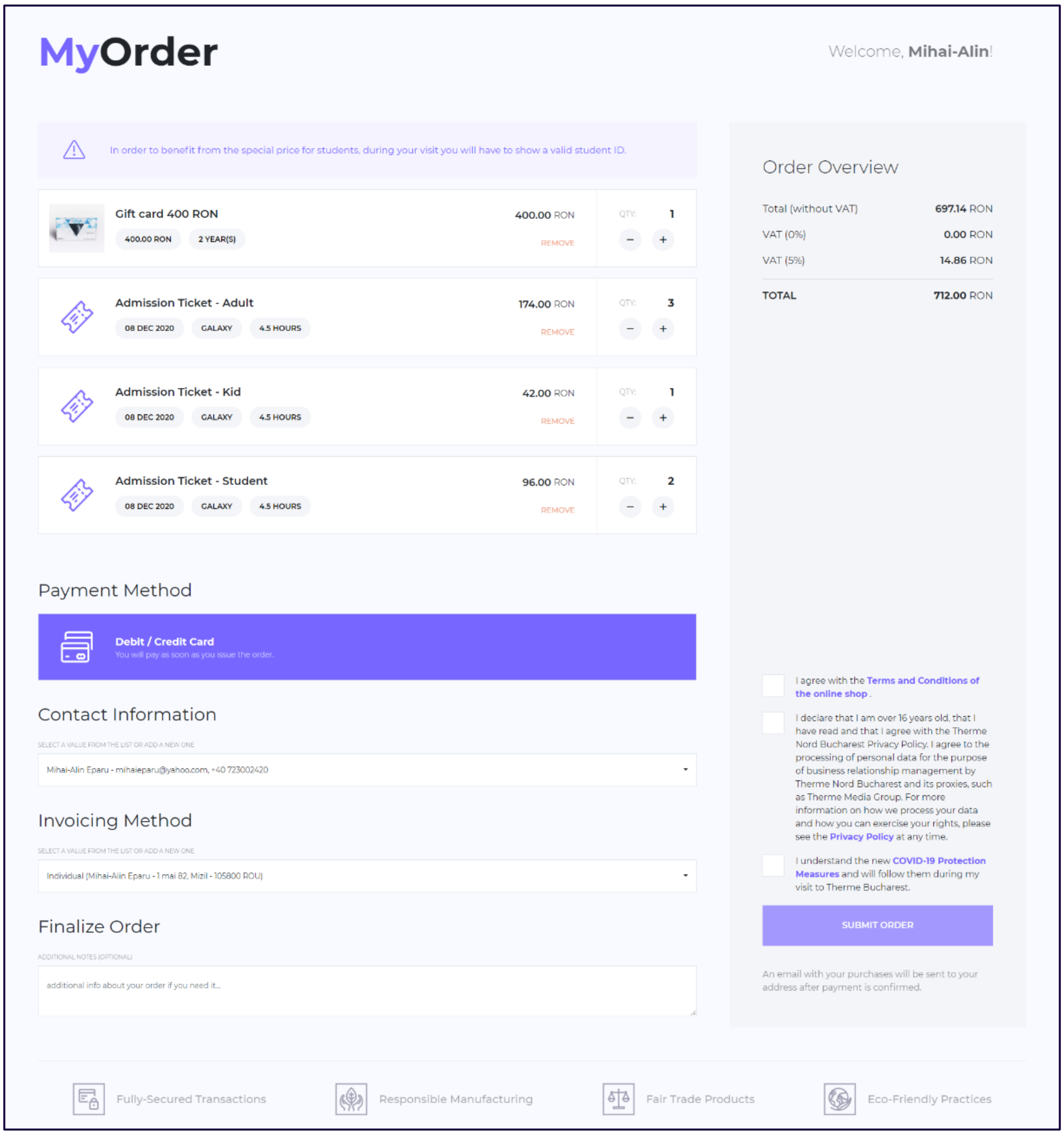
All the items – both entry tickets and additional products from the shop (e.g. gift cards) will be shown in this list, however they will have a clear separation for ease-of-use.

It consists of a single-page checkout experience which also allows the user to create new contact or invoicing details and to add several comments to their order.

The warnings which were shown in the wizard for special guest types which need additional documents in order to benefit from the special prices will be summarized and displayed above the cart items, as a last reminder before checkout.

Once all the fields are complete and the user clicks the submit order button, an inline payment pop-up appears, therefore the customer receives the best user experience, without having to be redirected to a third-party website (they are redirected only for the 3D Secure confirmation – if needed). Also, the cards entered can be securely saved by the user – they will be stored in the Global Identity Provider and will be able to be used on any Therme facility around the globe.

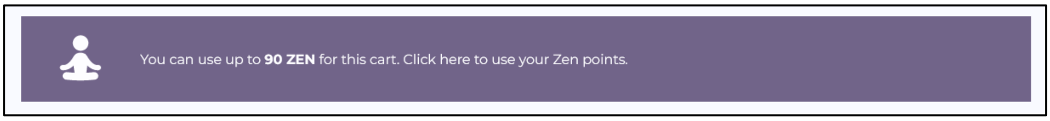
The actual card number isn't stored – the only information stored is the card token from the payment processor and the expiration date.



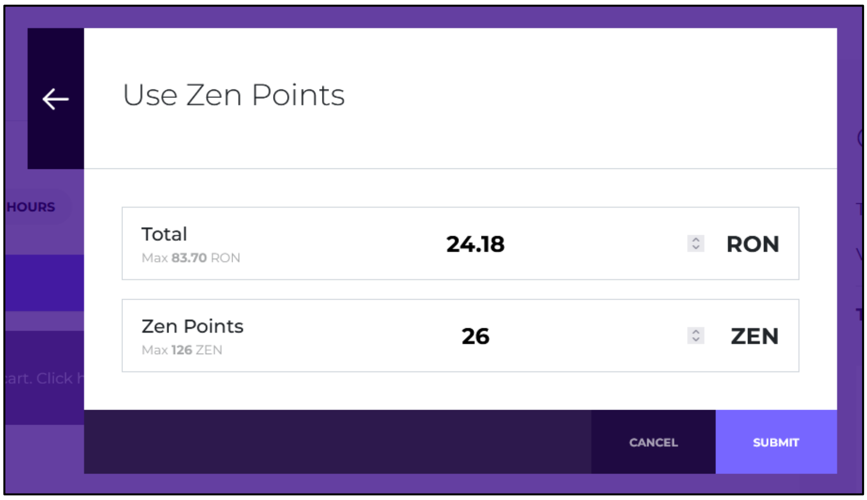
The only payment method currently allowed is a debit/credit card, however, in the near future, gift cards will be able to be used as payment method when checking out online carts.

After the Zen points implementation, the client can choose to use Zen points in order to benefit from a general discount, thus using Zen points to pay for an order (partially or fully).

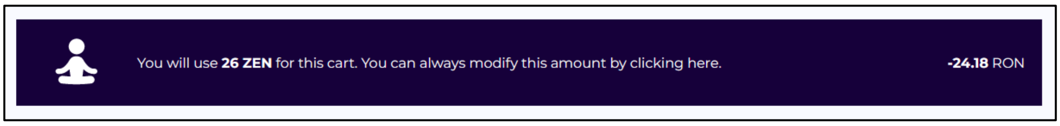
This will only apply for logged in users who have a positive Zen points balance – if this is the case, a button will appear notifying the client that they can use Zen points to pay for this order.



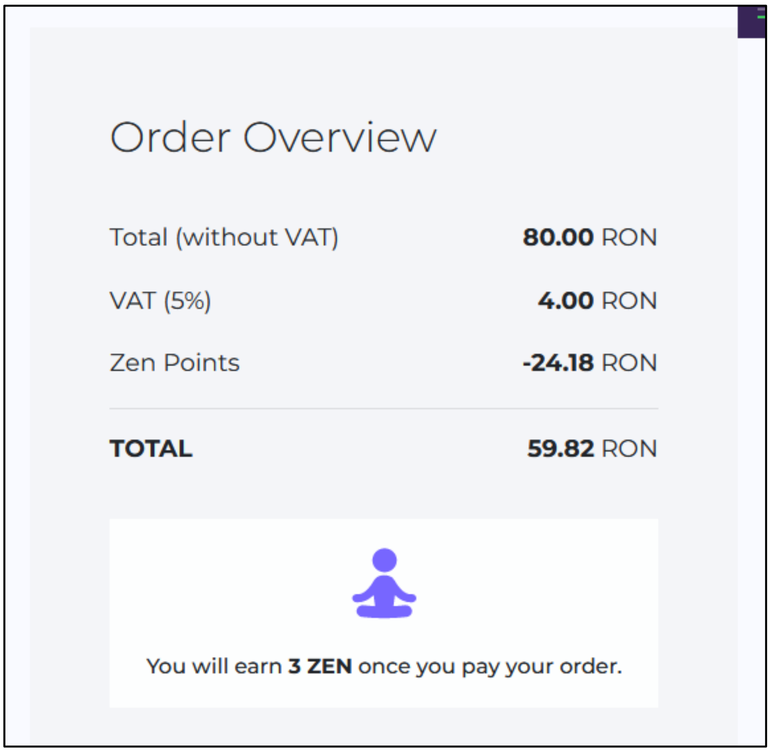
If the client chooses to pay with Zen points, a pop-up will appear in which they will be able to specify the amount of fiat or ZEN they wish to use – these 2 fields are linked and when one is changed, the other one will be automatically filled in based on the currency rate. If the rate is not 1:1, the amount of Zen points will be rounded up to the nearest integer and the fiat value will be slightly adjusted – therefore the client will not be able to use fractional Zen points values.



After the client decides on the final amount, the previous button will contain the amount chosen, both in ZEN and in fiat. The client will be able to modify at any point before submitting the order these values by clicking again on the button.



The order overview will reflect the Zen discount as well. Additionally, if this cart will issue new Zen points as well, the client will be notified of this amount below the order overview.

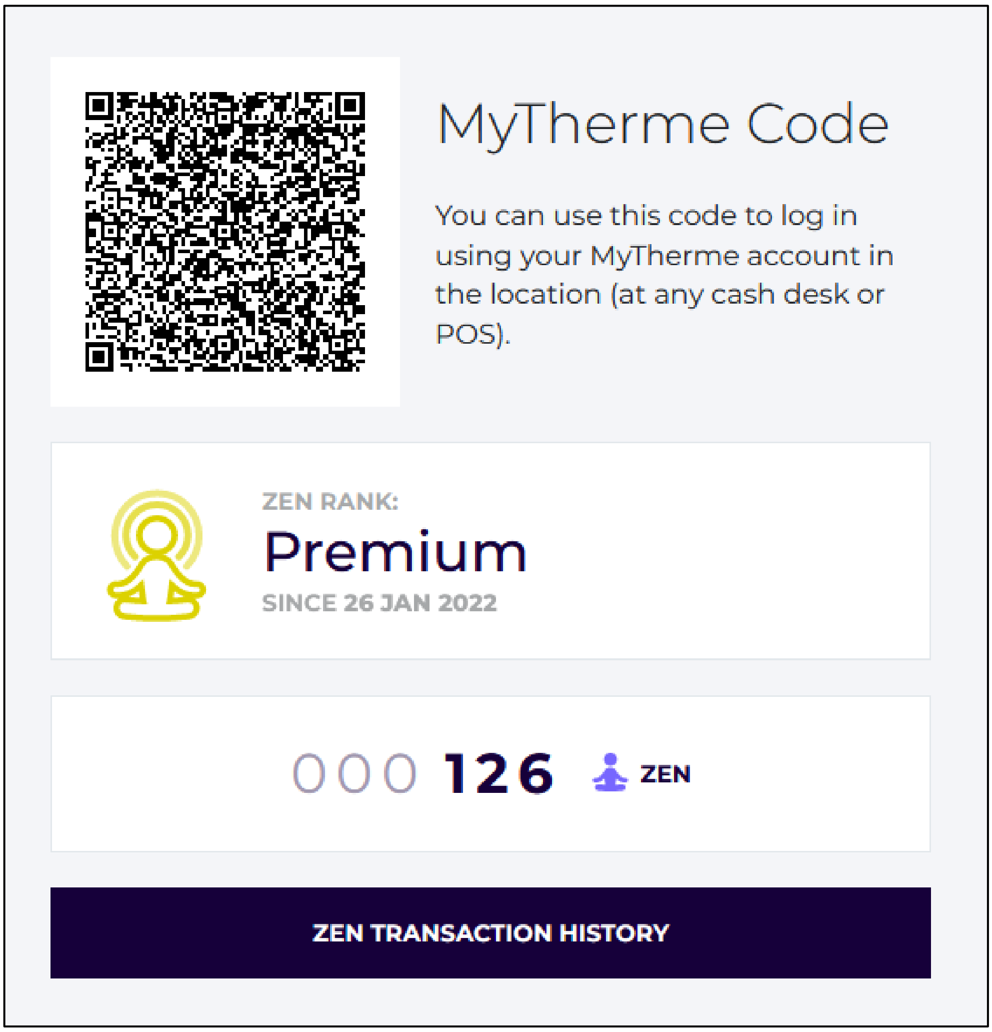


If there's still an amount of fiat left to pay, the client will be redirected to the payment page. Otherwise, the order will be processed right after the customer submits it.

Finally, no other discounts are compatible with the Zen points, therefore only one discount type can be applied at any given moment (Corporate benefit, promo code or Zen points).

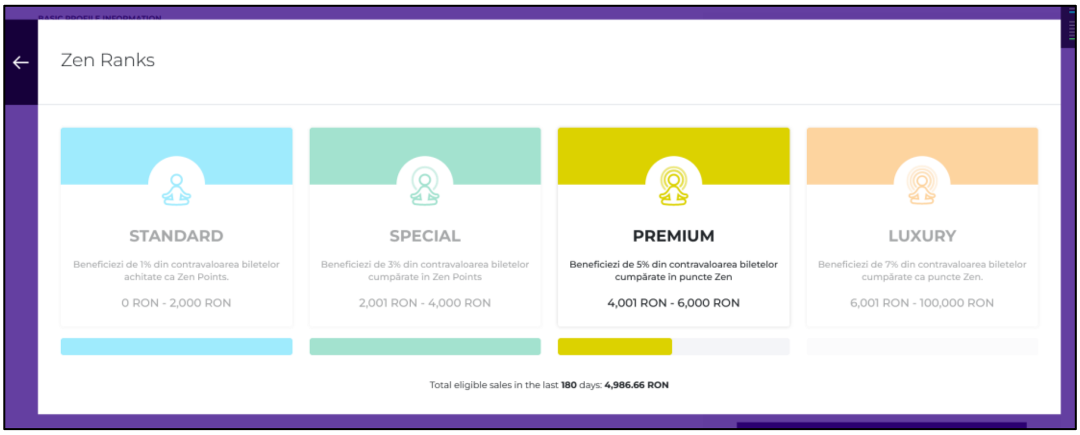
4.4. MyProfile page

This static page represents the page where the client can modify its personal details, such as basic profile information (salutation, first and last name, birth date, e-mail address and phone number) and contact & invoicing options, but it also displays information regarding the Zen status of the current client, such as the current rank and current balance.

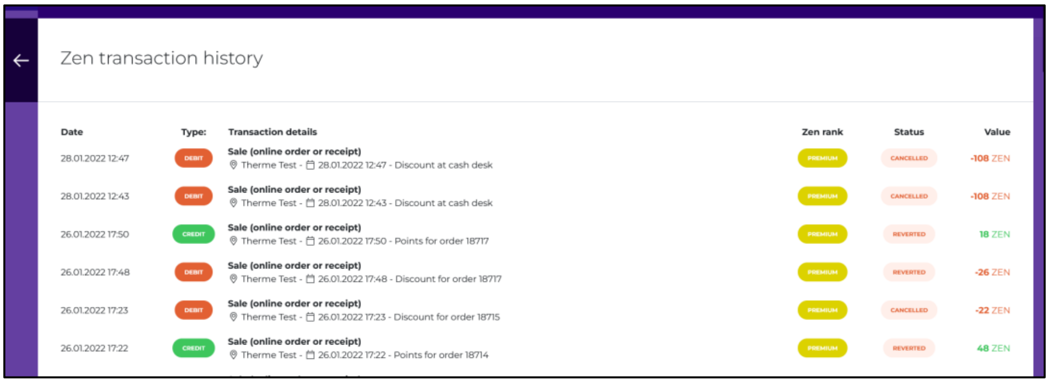


In the right side of the page, a QR code will be shown and refreshed – code which can be used to log in at the physical cash desks or self-service kiosks in order to use Zen points. This ensures account security, as it expires after 5 minutes and can't be used after that.

Below that, the current rank is shown, together with the date when the user achieved that rank. This is a clickable button and will show a pop-up with all the existing Zen ranks and their conditions, plus a progress bar which will show the total sales.



Finally, a Zen transaction history button is available, which will show a pop-up with all the Zen transactions corresponding to the current account, together with their location, type, description and status. Zen transactions are saved even if they were cancelled or unsuccessful.



Even though the client will be able to see a list of all their Zen transactions at any Therme location in this pop-up, the administrators will only be able to see Zen transactions corresponding to their location.

4.5. MyPurchases page

This page will show up all the past purchases of the current client, no matter which status they're in.

For each order, the client will be able to see all the discounts applied and also will be able to download the invoice (if it was generated) and ask for help.

If the order was paid and processed, the client can request a refund directly from this page, by using the pop-up which will appear when clicking the Need help button.

If the order was partially or fully paid using Zen points, no partial refunds will be available! The refund form will automatically reflect if this is the case and if the client wishes to go forward with the full refund, the corresponding Zen transaction will be reverted, thus the Zen points will be refunded, together with the card payment (if it exists).

Additionally, in this page the user will see all the debit / credit cards stored in the Global Identity platform, with the possibility to add new ones, set existing ones primary or secondary and removing them.

4.6. MyRequests page

This page will only show up if there are any past customer requests (issue with order / platform or refunds) and will display a list of them, together with their current status.

The client can click on any of them and this will open a pop-up with all the details and updates for that specific request.

4.7. Settings page

This page allows the user to customize their account's notifications settings for different purposes defined by the website administrators and on different platforms (web/app and e-mail notifications) and export their data / delete their account.

5. Content element types

The final CMS point will be represented by a quick overview of all the element types which the administrator can use to present a page, together with all the capabilities of each component.

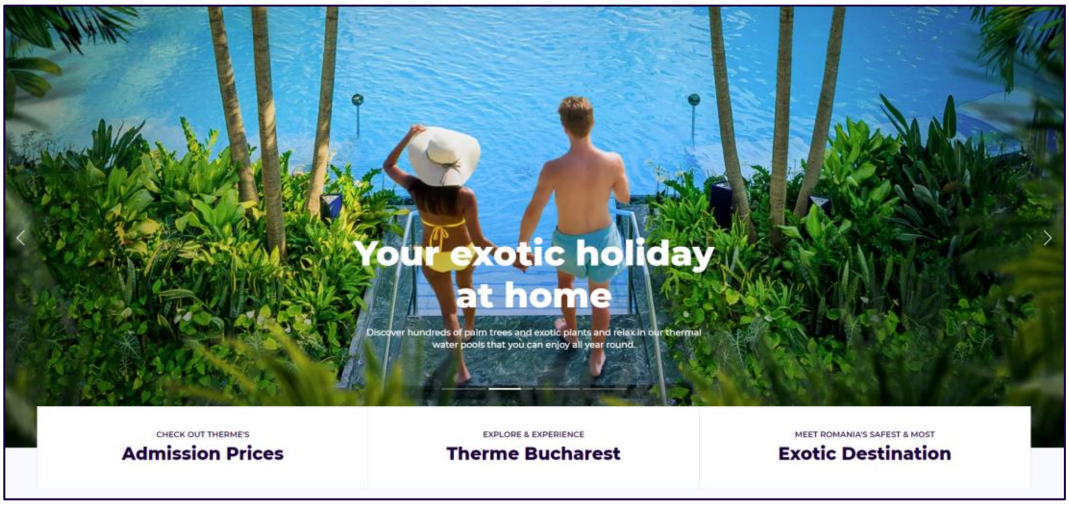
5.1. Large carousel

This element is one of the page covers available to use and it allows to showcase a few slides which are automatically played and can be swiped by the user as well. A slide consists of a background element (which can be either an inline automatically played video or a cover image) and a text element (headline and an optional text paragraph). Each slide can also have a hyperlink attached which can either be triggered by a click on the slide or a button can be shown below the text paragraph.

A minimum of 1 slide is required in order to display this element correctly.

Also, 3 CTA (click-to-action) buttons can be defined and shown below the element, even though this is an optional component of the carousel.

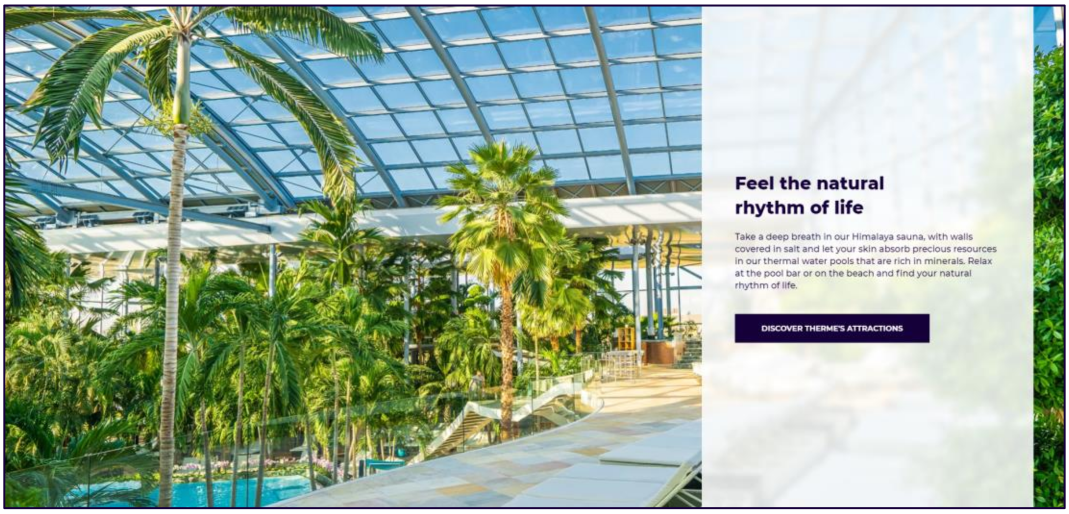
The slider's animation is customizable, each slide can have its own duration and the transition effect can be chosen by the administrator – either slide or fade effect.



5.2. Full-width large media with lateral content

This element is used to showcase a full-sized background image whilst allowing a lateral description to be shown.

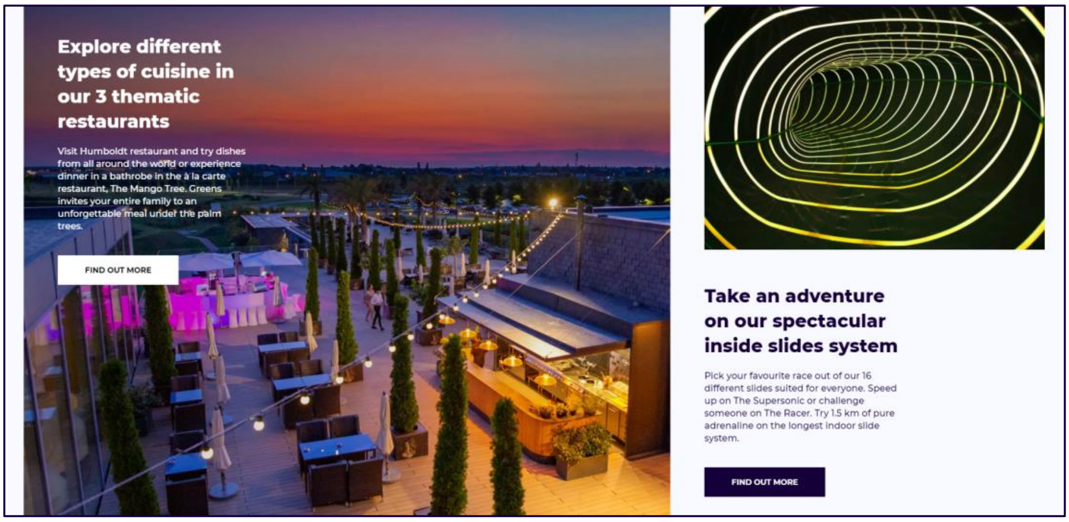
The lateral description has the same generic layout, with each element being optional – headline, text paragraph and CTA button, and can be reversed from the initial state (right-hand side) to the left-hand side if needed.



5.3. Combo set large and small media with content

It can be used to present 2 background components with separate descriptions. On tablet and desktop devices, it is asymmetric and thus emphasizes the large media.

Same as the large media with lateral content, the order of the components can be switched, thus allowing the large media to be on the right-hand side.



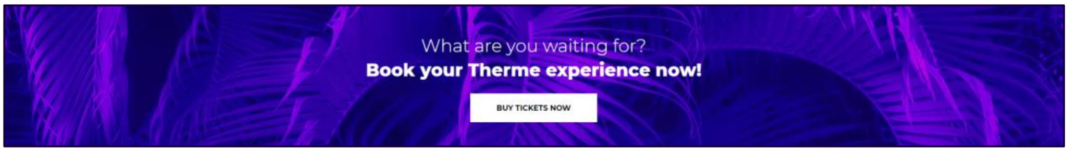
5.4. 2/3 media with lateral content

Very similar to the full-width large media with lateral content, this element allows the administrator to use a lateral content box, whilst using a padded background component, which in this case is not full-sized, but occupies two thirds of the full width.

Same as all the lateral components until now, the position of the lateral content can be switched on either side.

5.5. Slim full-width media banner

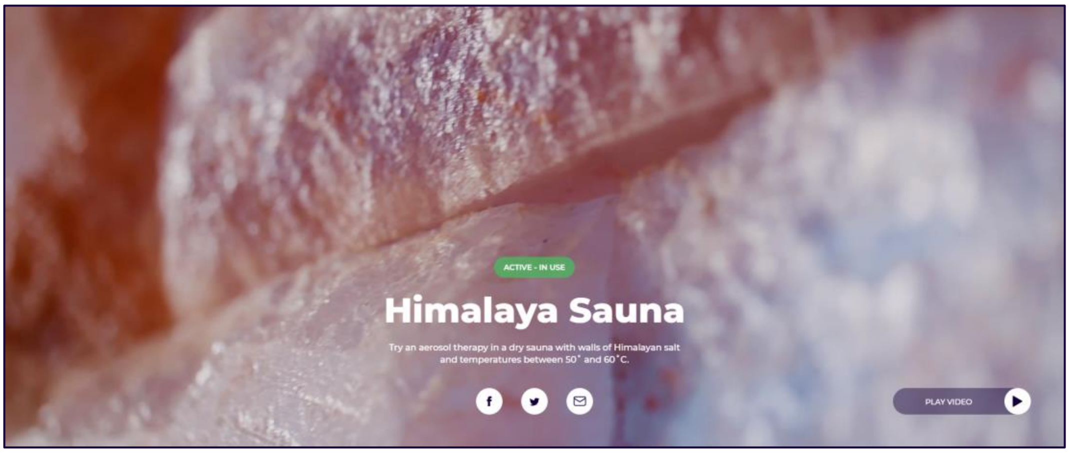
This slim banner allows the administrator to create an end-of-page centered CTA with a background component.



5.6. Page cover

This element represents another page cover which this time is static and versatile, as besides the background and text components, it can embed a shareable plugin which will allow the user to share the page which contains this element (this will show up only if the page settings allows it to be shared).

Also, an embedded video player can be shown if the administrator fills in a video embed URL from either Vimeo or YouTube. The user will only see a “Play video” button in the bottom-right corner which, when clicked, will expand the actual full-sized video player integrated in the website, creating an unique user experience.



5.7. Full-width media banner

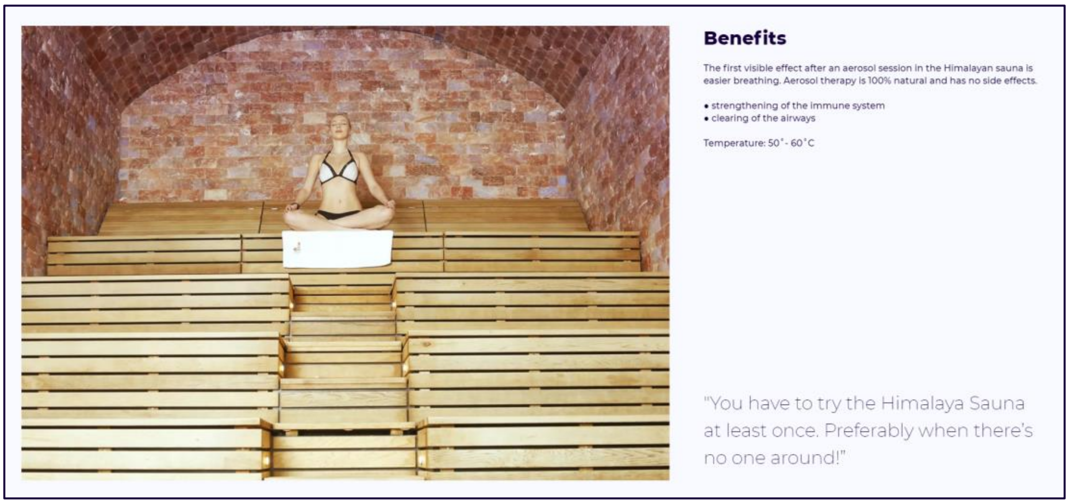
Similar to its slim variant, this allows the administrator to revive the user's interest anywhere on the page with an embedded video player.

5.8. 2/3 media carousel with content and quote

This element is very similar to its static predecessor. It contains instead of a static background component a squared carousel which only can host media slides, without any text slides. The lateral content can be switched again on either side.

All the other carousel settings presented on the large carousel element are inherited as well, such as the slider animation, swipe-able slides and so on.

As an extra feature, this element has an optional quote text.



5.9. Three columns media set

This is a unique element which allows the administrator to create seamless content or just to show up stepped content, together with explanations below.

5.10. Two column full-width media banner

This element contains two background components side by side, with a centered text component which only has a headline and a button. It can be used as a split-choice action bar.

5.11. Tiny page cover

It is the last page cover type available to be defined and it can be used on self-explanatory pages or pages where the content below is much more important than the actual cover (e.g. Working hours, Prices).

This element also can contain the shareable plugin if the page settings allow.

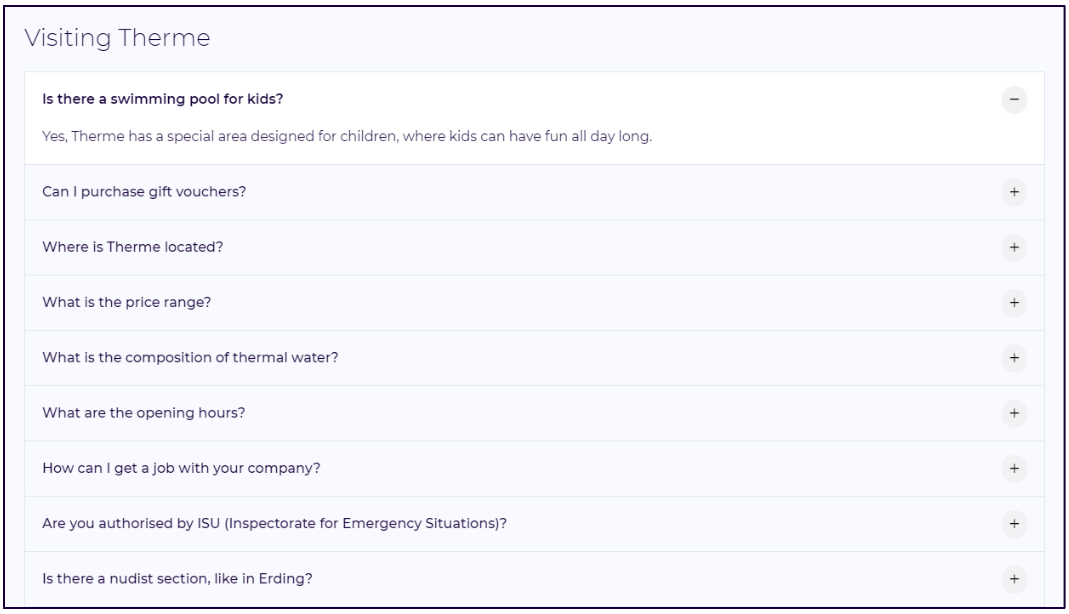
5.12. HTML content

This allows the administrator to use raw HTML content formatted using a WYSIWYG (what you see is what you get) editor for pages which can not be properly formatted using any of the elements provided (e.g. long text – Privacy Policy etc.)

5.13. Accordion

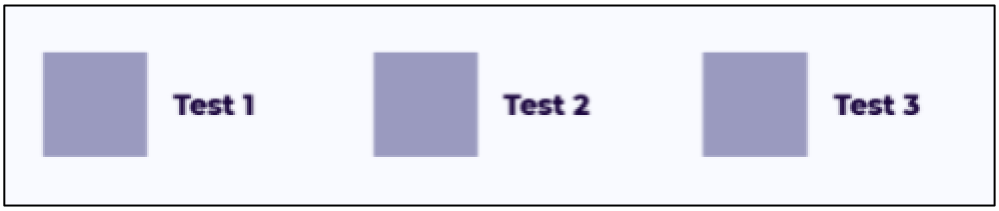
The last item available to be used represents an accordion, best used as a question with answer container. When folded, only the title of each item is visible. When the user clicks on any title or on the "+" icon, the item unfolds and the answer is visible, while all the other questions fold back again.

This is best used in the Frequently Asked Questions, even though proper uses can be found on description pages as well.



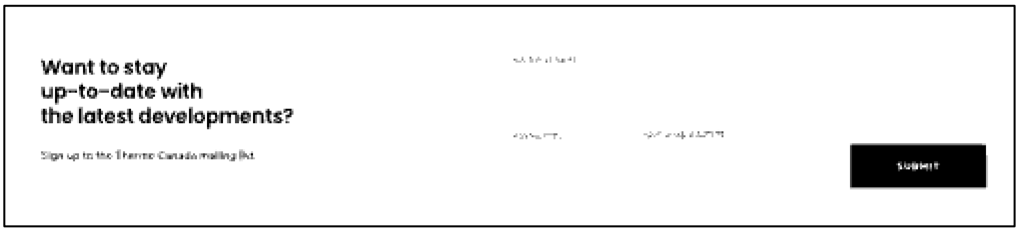
5.14. Icon set

This page element allows the administrator to showcase some main features of an entity, by using an icon, a short title and a description body.



5.15. Mailing list subscriber

This element can be used in order to show a form which will allow the user to subscribe to a previously defined mailing list

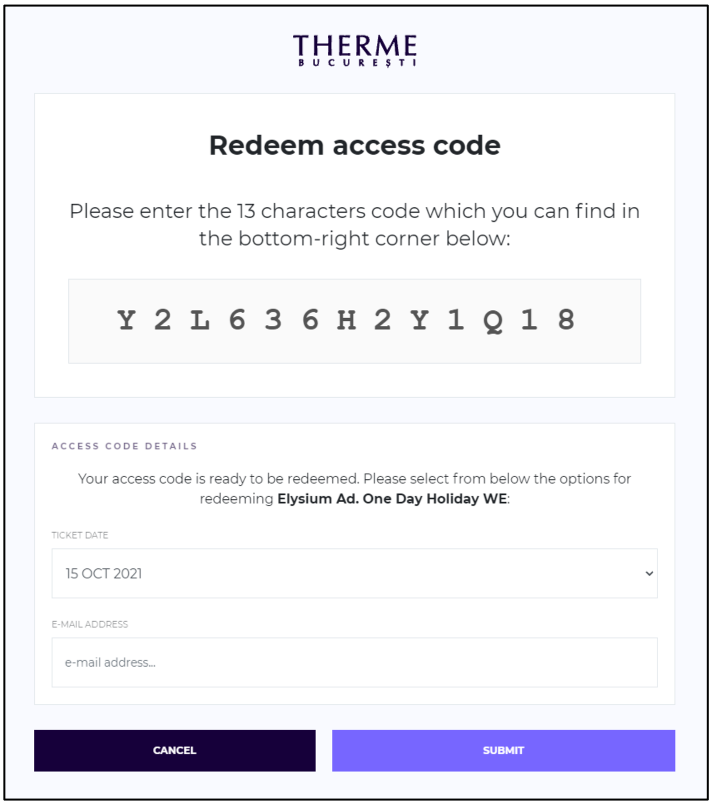


6. Redeeming an access code

The access codes issued by the Corporate platform need to first be redeemed before using them as an entry ticket or a value card at Therme. The access codes have a predefined availability only for them – meaning that they can be redeemed at any time during their availability period, and the corresponding entities which will be generated will start to be available from the moment the access code was redeemed.

For both the tickets and the value cards, a code of 13 characters will be automatically generated and presented as a QR code. The end user can either scan the QR code with their phone or access the special page in the main platform to redeem their code. After the user filled in the code, it will be checked and then an e-mail address will be prompted from the user.

This form doesn't need a MyTherme account in order to allow the code to be redeemed.



If the access code represents a ticket, a date will also need to be provided, based on a selection from available dates (the access code is only valid for a specific period of week).

Once the form is filled in, a ticket or a value card will be generated and sent out to the customer's email.

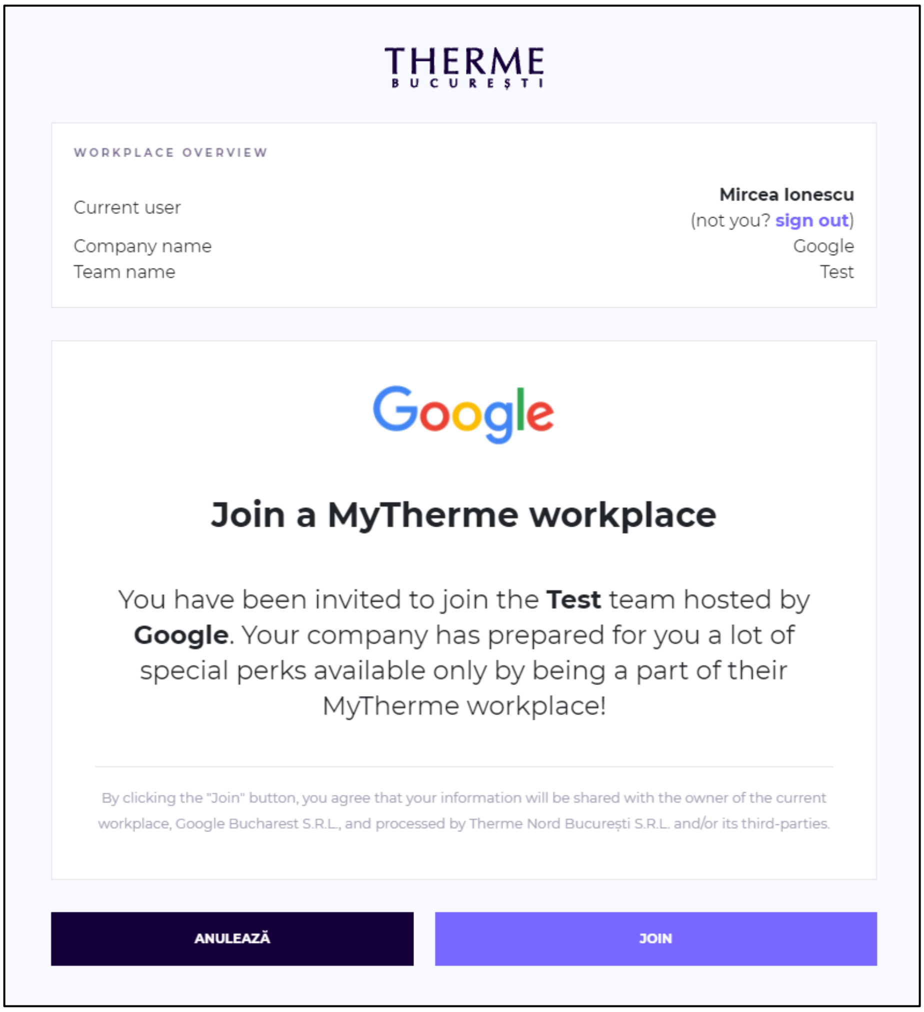
If they want to modify the date of the ticket, they can still do that by accessing the same URL or by clicking on the button from the e-mail – they will be asked to provide the e-mail which they used to redeem the code and then, if still possible, will need to select the new date of the ticket. This can be done as many times as needed.

After selecting the date, at all times the current availability for the selected date will be checked and if there are no more places available, the user will be prompted to enter a different date.

7. Workplaces platform

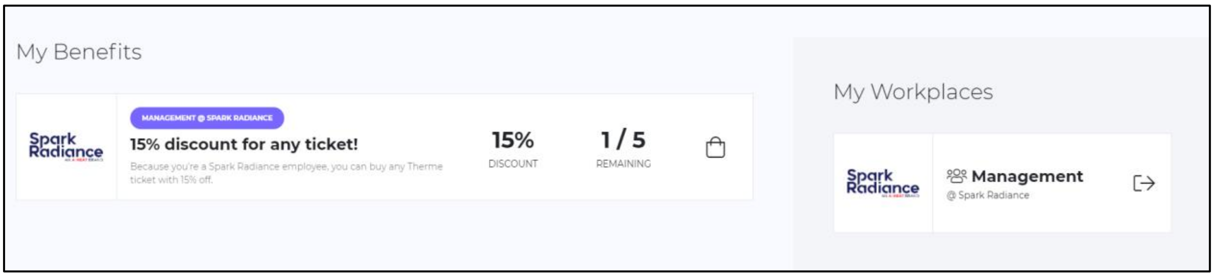
Together with the new Corporate platform, the main platform users are able to join a Corporate Account's team (or workplace) by using the link they've received from their employer. Once they access the link, the system will check if they are logged in or not. In order to join a team, the user must have a MyTherme account already created or can create one at the joining time.

Once the user is logged in, a page will show up the name of the team (workplace), the name of the Corporate Account and the user will be prompted that they will share their personal information with this third-party company as well by clicking the Join button.

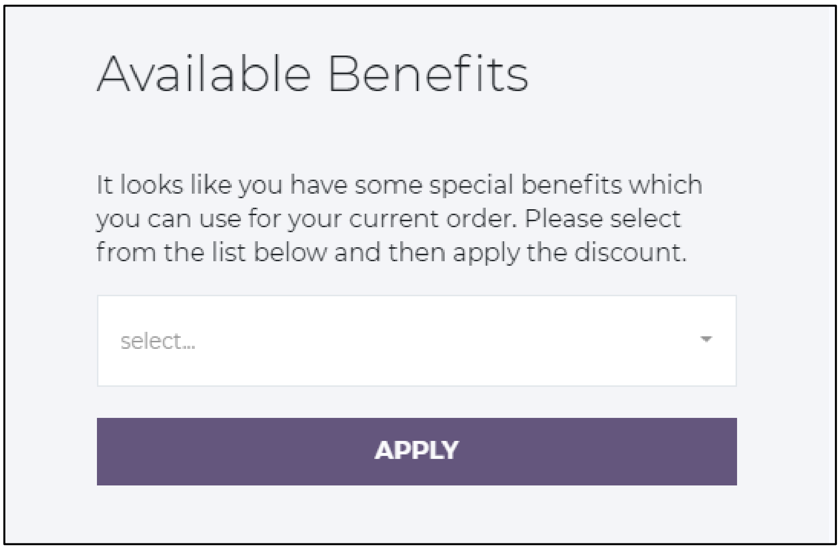


After clicking the Join button, their e-mail address will be compared with the preselected domain names which are automatically approved. If the domain matches, the request will be approved instantly. Otherwise, their request will need to be moderated by a Corporate user or by an administrator.

After the user joins the workplace (their request is approved), a special tab will show up in their account called My Workplaces. Here, they can see all their benefits and also see their workplaces. They can leave a workplace at all times, though they will need to join again if they want to be again in that workplace.



Together with the workplace interface, the cart interface will be modified as well. If they will add in the cart products which are covered by the benefit's article groups, they will see an Available Benefits section below the Order Overview.



Here, they will be able to select the benefit they want to use and then click on Apply. After this, the cart will be regenerated, and the dynamically applied discount will show up. The discount will be recalculated when the cart is modified automatically.

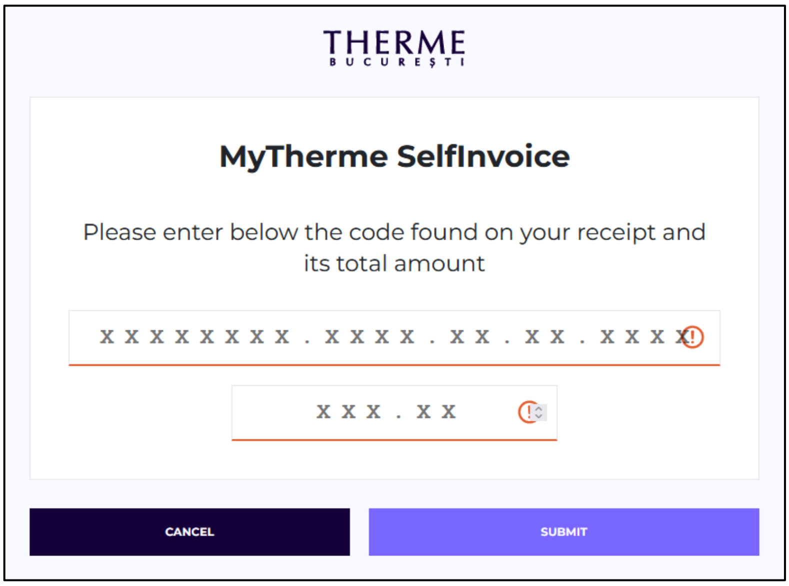
Once the user sends the order, the system will register the benefit uses and will handle the overdraft transactions for them. If the order is later refunded, the benefit uses will be cancelled and the customer will be able to use the benefit again.

Also, the limits automatically reset at the beginning of the month.

8. Issuing an invoice using MyTherme SelfInvoice

The clients who visited Therme and did not buy their tickets online, thus received a printed receipt, can now issue an invoice based on the receipt directly from the MyTherme platform, if they didn't get the chance to issue the invoice from the self-invoice kiosk or from any cash desk.

On any receipt the client will find a QR code, together with a unique code which can be used exactly for this purpose.



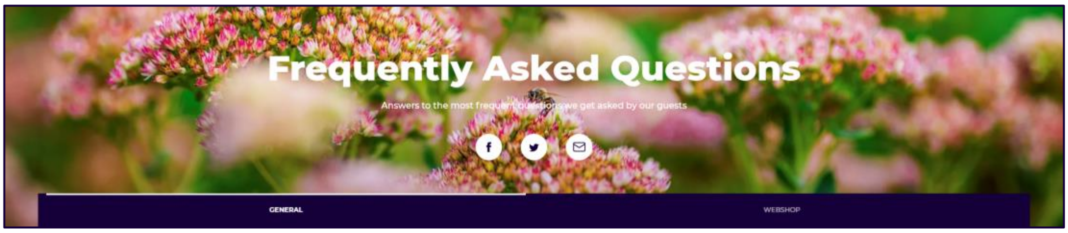
In order to verify that the receipt is theirs, the client will need to also provide the total amount as well.

After this step, the system will check if there's already an invoice issued for this receipt – if this is the case, a time-limited download button will be provided. Otherwise, the customer will be redirected to a data gathering form where they will need to fill in the invoicing details – if an user is already logged in, their invoicing options will show up.

If everything goes well, the invoice will be issued and transferred to all the external systems and finally an e-mail with the invoice attached will be sent to the provided e-mail address.

9. Other CMS capabilities

Another important to mention feature is the fact that the content elements can be grouped into tabbed views. Only one tabbed container can be shown on a single page and the tab selector bar will be normally shown on the first tiny page cover – if it exists – or after the first element on the page, if no tiny page covers are found.



Example of tab selector bar

Also, for an improved and unique user experience, the regular scrollbar is replaced by a smooth scrolling bar with auto-hide functionality. This smoothens the scrolling of the content, which together with the display animations offer a very elegant touch to the whole content of the website.

The CMS also supports push notifications for logged-in users, thus the website will try to ask for permission to display these push notifications anytime the administrator defines a new notification in the system or any notification is triggered by a user action.

Taking into consideration all the things presented above, there are a lot of features which gives the administrators to have full control over the presentation website. Now that everything is clear when talking about how the content is shown, let's see how easy it can actually be to configure it and how this whole puzzle looks like in the administration platform.

II.B. ADMINISTRATION PLATFORM DESCRIPTION

The administration platform is the place where all the back-end information can be adjusted for the whole Therme instance. It is a mandatory component of the MyTherme ecosystem, and any change made here only affects a single Therme instance, without global access to any other external Therme facility.

Users are created by a super-administrator or any other administrator role which has admin users creation role and their credentials are vital for the ecosystem, therefore it is important that once an employee who had access to the platform leaves the company or isn't allowed to make changes to the website, their account should be deactivated / blocked.

The administration platform has a similar look and feel as the MyTherme account from the main CMS website, even though the editing capabilities are far more important.

This website supports internationalization as well (it can be shown in any language needed), even though this is done with an extra resources sheet which will be available at the time of the deployment of a new Therme instance.

Push notifications can be activated for this platform as well, even though this requires additional development and notifications have to be manually configured by the issuer of the software solution.

Each user has access to a personalized account, which they can then edit using the top-right icon in the navigation menu. They will be able to change their profile information, their email address or password, and they will be able to see a personalized change log with all the actions they made on the database.

The dashboard is a standard view and, based on the user's role possibilities, several charts and info boxes can be shown. Additional information can be shown as well per request to the software solution provider.

Above the dashboard, for ease of use, there's now a live occupancy updater which also supports the auto-hold feature, which we'll explain below.

For each zone, an input will be shown representing the number of bars for the respective zone, together with the occupancy bars indicator which will show the current live occupancy. If an administrator wants to update the occupancy bars, they now only need to update the inputs to the desired bars number and click on save. (Until now, the only option to do this was only by adjusting the raw capacity from the Zone occupancies page).

Finally, the auto-hold feature represents a toggler which, if enabled, will allow the server to automatically adjust the occupancy bars and hold the number of bars which have been set every 10 minutes, until it is deactivated.

The documentation will now focus on each entity which can be updated from the administration platform.

1. Clients

Clients are the actual registered users of the main CMS platform. Only Global Identity Provider clients who logged in at least once or registered from the current Therme instance will be shown in the list in order to allow more accurate reporting.

Each client has a state – the current state of their account. These states include:

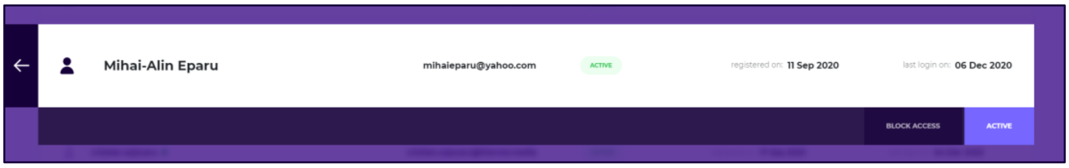
- *Registered* – the client has just registered their account and now they need to confirm their email. They will not be able to log in until this last confirmation step is made

- *Active* – the activation of the account is complete, and their account is live; they can successfully log in using their username and password

- *Blocked* – the client has been blocked **only on this Therme instance** by an administrator. They can't log in here, but they are still able to log in on different Therme facilities' websites using their Global Identity Provider account.

- *Deleted* – the client chose to delete their account. No personal information is being shown and these accounts are anonymized and only kept for reporting purposes.

From the main clients list, the administrator can choose to export the whole list to Excel, filter the entries or can click on any row in order to open the details lightbox. From there, the client can be blocked, and the current status can be seen.



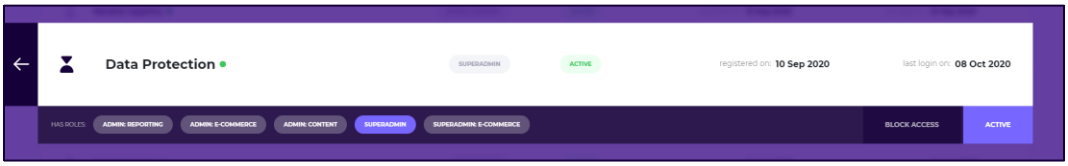
2. Client groups

Clients can be automatically grouped by several query filters. These groups make sending notifications easier, as these are dynamic groups, which are automatically updated. However, this is still in progress and will be available in a future iteration.

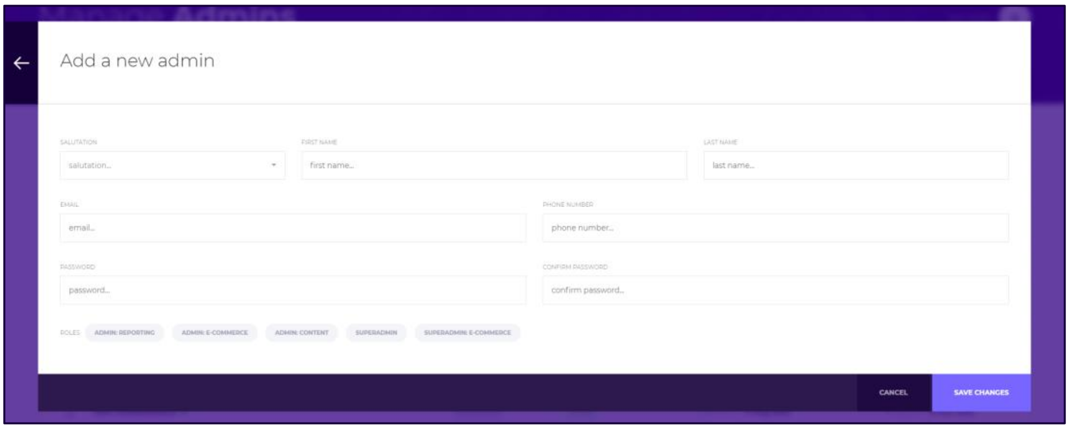
3. Admins

This is the page where new users with access to the administration platform are created or from where existent users are being updated.

The main list can be filtered by role or name. If a row is clicked, a similar lightbox to the clients' one is being shown and roles can be easily assigned or unassigned. Also, the block access button has the same functionality as for the clients – it denies access to the administration platform for the respective user.



In order to create a new admin, the white "+" button in the top-right corner of the page has to be clicked, and then a lightbox similar to the one below will show up:



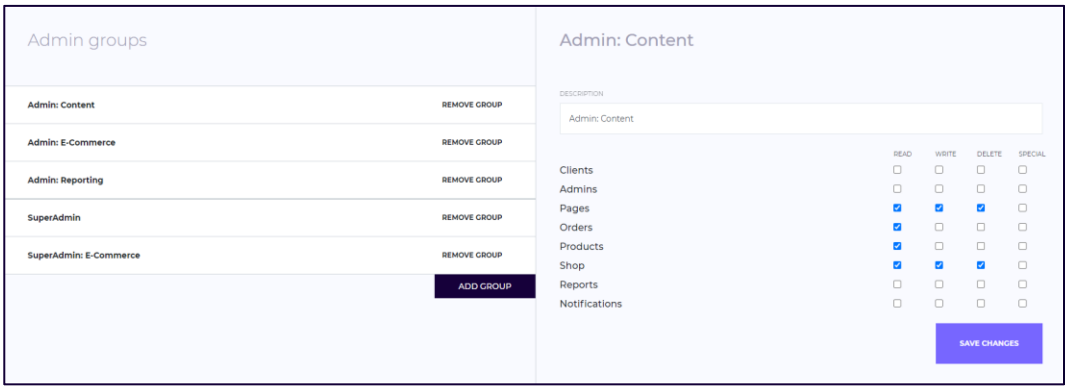
All the fields required are pretty self-explanatory. The required fields are: first name, last name, email, password, and password confirmation. Of course, at least one role has to be assigned to this new user.

Once clicking save changes, the new user will be able to sign into the administration platform.

4. Admin groups

For this platform, roles are 100% dynamic. Any number of roles can be created in order to assign them to the users with endless possibilities of permissions.

The main list presents all the roles and when clicking on one of them, the description can be altered and a table with all the permission types and actions is being shown. Each role has its own configuration and roles can be joined for a single user (an administrator can have multiple roles), therefore the permissions will be joined as well.



Below there's a list of all the role permissions which apply and what's their purpose:

4.1. Clients permission

4.1.1. ***Read*** *– allows the administrator to see the list of clients with all their states*

4.1.2. ***Write*** *– allows the administrator to block or unblock clients*

4.2. Admins permission

4.2.1. ***Read*** *– allows the administrator to see the list of admins and admin groups*

4.2.2. ***Write*** *– allows the administrator to create, block or unblock other administrators; assign or unassign roles; modify the admin groups*

4.3. Pages permission

4.3.1. ***Read*** *– allows the administrator to see the list of pages and all the entities under the Pages submenu (e.g. main navigation, footer settings etc.)*

4.3.2. ***Write*** *– allows the administrator to create or edit pages and all the entities under the Pages submenu*

4.3.3. ***Delete*** *– allows the administrator to delete pages*

4.4. Orders permission

4.4.1. ***Read*** *– allows the administrator to see all the orders and their details (including sensitive client information), customer requests*

4.4.2. ***Write*** *– allows the administrator to update the status of an order, add comments, reply to customer requests*

4.4.3. ***Special*** *– allows the administrator to <u>refund an order or complete a refund initiated by the client using a customer request</u>*

4.5. Products permission

4.5.1. ***Read*** *– allows the administrator to see the list of admins and admin groups*

4.5.2. ***Write*** *– allows the administrator to create, block or unblock other administrators; assign or unassign roles; modify the admin groups*

4.6. Products permission

4.6.1. ***Read*** *– allows the administrator to see the list of products, special deals or vouchers*

4.6.2. ***Write*** *– allows the administrator to create or edit products, special deals or vouchers*

4.6.3. ***Delete*** *– allows the administrator to delete items*

4.7. Shop permission

4.7.1. ***Read*** *– allows the administrator to see the list of shop categories, search bundles and all the entities under the Shop submenu*

4.7.2. ***Write*** *– allows the administrator to create or edit shop categories, search bundles and all the entities under the Shop submenu*

4.7.3. ***Delete*** *– allows the administrator to delete several types of entities under the Shop submenu*

4.8. Reports permission

4.8.1. ***Read*** *– allows the administrator to see the reports*

4.9. Notifications permission

4.9.1. ***Read*** *– allows the administrator to see the list of both automated and manual notifications*

4.9.2. ***Write*** *– allows the administrator to edit automated notifications or create and edit manual notifications*

4.10. Corporate permission

4.10.1. ***Read*** *– allows the administrator to see all the entities related to the Corporate platform*

4.10.2. ***Write*** *– allows the administrator to update the status of any entity in the Corporate submenu*

4.10.3. ***Special*** *– allows the administrator to make any vital changes to the Corporate entities (e.g. approve account requests, approve refunds, enable/disable benefits and discounts etc.)*

4.11. Zen points permission

4.11.1. ***Read*** *– allows the administrator to see all the entities related to Zen points*

4.11.2. ***Write*** *– allows the administrator to update the entities related to Zen points*

4.11.3. ***Special*** *– allows the administrator to update the article rules*

4.12. Feedback permission

4.12.1. ***Read*** *– allows the administrator to see all the surveys and feedback kiosks*

4.12.2. ***Write*** *– allows the administrator to update the surveys and feedback kiosks*

4.12.3. ***Delete*** *– allows the administrator to delete a survey without answers*

4.12.4. ***Special*** *– allows the administrator to update the feedback kiosks*

The Read permission is required in order to use the Write permission. Also, any subsequent permissions (Delete / Special) require the Write permission as well.

Also, if the Read permission isn't granted, the specified menu item or sub-item will not be shown at all in the main navigation bar.

5. Notifications

An administrator is able to manage all the notifications sent out to the users.

There are 2 types of notifications which will be explained below:

5.1. Automated notifications

These are notifications which are being sent to the user by the system automatically and are always based on a trigger which is set in the system. This trigger can either be an action which the user made (e.g. checked out a cart), an action triggered by the admin (e.g. working hours changed) or a time-defined action (e.g. the MyTherme Visit section is now available).

The only thing an administrator can change is the way the notification appears to the user – the title, description, icon and, for the time-defined actions – the time when the notification gets sent. Also, the administrator can choose where the notification should be sent as a multiple checkboxes selection – in the notification center, as a snackbar notification, as a push notification or as an email.

As all the entities which exist in the system, they can be activated or deactivated.

These also support internationalization, so that the user receives the notification in the display language used by them.

They can be altered from the "Manage notification types" submenu, under the "Users" menu item.

5.2. Manual notifications

These are notifications which aren't sent as a result of an action, but marketing notifications which are manually set up by the administrator. Despite this, they can either be sent at a given date and time or sent daily, only once per user, at a given time, between two dates at a given number of days.

Just like the automated notifications, the administrator can select where the user will receive these notifications – in center, snackbar, as a push notification or sent to their email.

They support internationalization as well and allow variables to be used in any field, as described below:

- %FIRST_NAME% - the first name of the user
- %LAST_NAME% - the last name of the user
- %FULL_NAME% - the full name of the user
- %EMAIL% - the email address of the user
- %DATE% - the current date (format: dd MMM yyyy)
- %TIME% - the current time (format: HH:mm)
- %DATETIME% - the current date and time
- %UNIXTIME% - the current UNIX time in milliseconds

In order to send out these notifications, the administrator has to select either individual clients or select client groups – if none selected, this notification will be sent out to all the clients database (who have chosen to receive the corresponding notifications).

The manual notifications can also have fully customizable HTML content, in which case the E-mail HTML body checkbox needs to be selected.

6. Pages

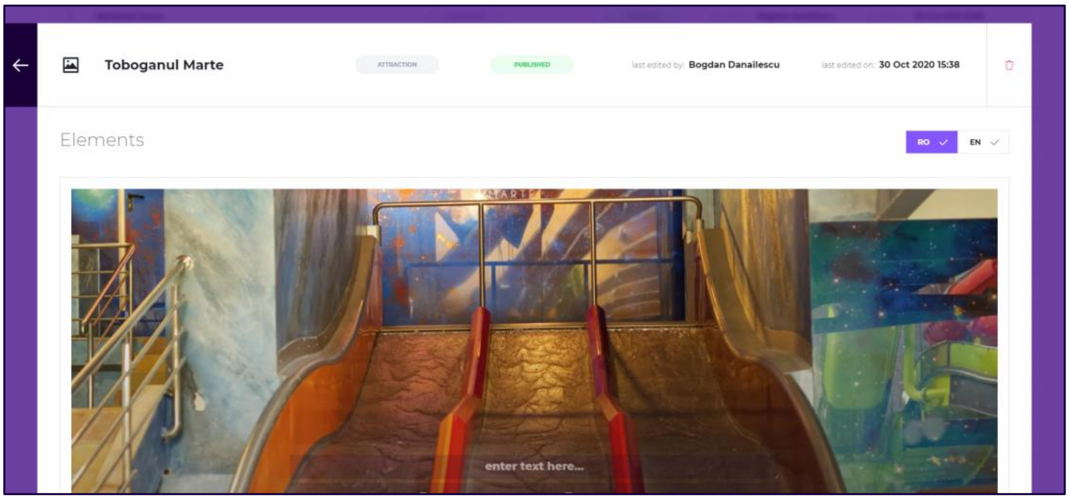
As described in the CMS overview, these represent the actual content of the page and can have multiple types.

In the page list, all the pages which are currently available in the interface will show up, ordered by the modified date. Several filters are also available.

Either when creating a new page or when editing an existing page, a large lightbox will show up which will allow the administrator to update all the fields required for the page.

A page can have a state – draft or published – and these are automatically completed by evaluating the two date fields – “Go live from” and “Stay live until”. If the “Go live from” is in the future or “Stay live until” is in the past, the page will not be published and will be a draft. However, if the current date is within interval described by these two dates, the page will be available to be visited.

Once a page is created, its type can’t be changed anymore!



At any time, the administrator will be able to see the type, the status, the person who edited that page and the last time it was edited. The settings are divided into multiple tabs:

6.1. Details tab

All pages share the same fields on the first tab – the internationalization fields (page title, meta description, meta keywords and the URL slug) and the meta image. The URL slug will be auto-filled once the title is completed. An additional checkbox will let the system know if the current page will be able to be found by the search engines or not.

If translations for a language are not provided, a fallback to the default language and then to the first language which has all the required translations will be used. This applies anywhere on the website in order to not display an empty page to the user. *<u>However, it is highly recommended to fill in all the translations.</u>*

6.1.1. *Special fields for attractions, activities, and events*

In the case that the type of the page is an attraction, an activity or an event, several new fields will show up, based on the page type. *These fields are required, and the wizard will return an error if they are not filled in!*

Due to the fact that these 3 types of pages also can be filtered by tags, a tag editor will show up and the administrator will have to create or select the corresponding tags in order to allow the user to filter the attractions / activities / events.

Only if a tag has no pages attached to it can be deleted. When creating a new tag, translations for all the languages have to be provided. Also, a tag can be edited at any time by clicking on the pencil icon. Tags' order can be changed at any time by using the arrows to drag and drop tags.

The card background image represents the actual image which will show up in the list and, if no meta image is selected, it will be used as a meta image as well.

6.2. Settings tab

The settings tab is available for any page type and will contain 3 basic settings (checkboxes) for all the pages – if the page is shareable, if the page has the navigation bar and if the page has the footer visible.

Then, for all the pages except limited ones, additional raw CSS and additional raw JS code can be inserted, for when an advanced layout or events need to be handled. *Warning! Please check the integrity and the quality of the code – it needs to be valid, otherwise the experience of the user might be damaged!*

Below these last general settings, additional specific page settings will be shown – these only apply to the current page and normally appear only for the limited / limited with content pages. These can support internationalization – in which case a language picker will be shown, or invariable settings – separated by a horizontal line.

6.3. Elements tab

This tab and the following two are only available for pages with content (which are not limited).

Here, an advanced page editor will be available, editor which will allow the administrator to drag and drop different elements and components of the page, update their content or grouping them into tabs.

All the elements are being shown as accurate as possible and as close to their actual look & feel in the main CMS website – what the user will see.

Due to the fact that all the elements support internationalization, a language switch will be shown to allow the administrator to quickly update the content in any language defined in the system.

When creating a new page, three buttons will be available:

- **Add a new element** – will display a pop-up with all the elements type from where the user has to select one and click OK. Once this is done, the blank element will be added to the page so that the user can fill in the information needed

- **Select template for new element** – this is a functionality which allows the administrator to insert an already-defined element which they previously saved as a template. This means that all the media and text will be simply copied and a new instance of that template will be inserted into this page – even though it was created based on a template, its contents can be altered at any time without modifying the template.

- **Add a new tab** – this button will create a new blank tab, with the name being the one the administrator filled in for each language in the pop-up which appears when this button is clicked. After this, elements can be dragged and dropped into this new tab. Also, the orders of the tab can be modified by dragging and dropping them.

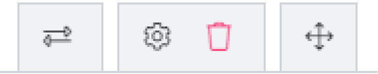
If a limited with content page is being edited, a fourth button will also show up before the new element button:

- **Add a limited content element** – when clicking this button, a list of all the limited content elements which are able to be defined on that page will show up. Some elements are required while others are only optional. Also, only one element of each type can be added on the same page. The limited content elements will not have any options and will only show up as a grey rectangle with their name in order to be easily identified. Despite this, they can be grouped into tabs as well as moved around using drag & drop.

After an element of any kind will be added to the canvas, several details will show up for all of them, alongside with some additional options available only for certain types of elements:

- In the left-hand side container, the type of the element will be emphasized in a grey rectangle, just like below:

- In the right-hand side container, a number of icons will appear, each having their own action:



From right to left, due to the fact that the first three of them are general, whilst any other additional icons are specific, we have:

- the move icon (arrows) – it allows the administrator to drag & drop the element

- the red trash icon – it allows the element to be removed

- the settings icon – it allows the administrator to edit basic settings available for all the elements (like the identifier, additional CSS classes) and also specific settings (e.g. if the element should occupy the full height of the window)

- an additional reverse icon will show up only for the elements with lateral content which allow the position of the components to be shifted

- the save as a template icon will only show up for existing elements which have already been saved and the saving as a template wizard is pretty self-explanatory.

Each element can have one or many background components, as well as multiple text components, depending on each element's layout.

The background components are required, even though the element will still show up with a blank image if none provided. However, for the text components, elements may be left blank, as they will not show up at all if they are left empty.

For editing a background component, the administrator has to click anywhere on the component, which will open a new pop-up with several options.

Any background component supports either a static image or a video, together with a static image cover which will automatically fade out once the video is fully loaded. *The video component will always be automatically played and muted.* Also, all the components can be either manually uploaded to the internal CDN or an external URL can be provided (for when the resource is already uploaded somewhere on a public address).

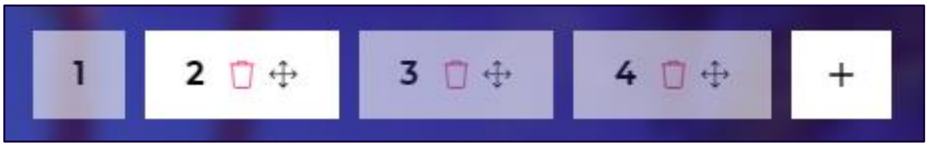
All the background components also support an overlay – which is an extra opaque layer which will help in the case that the picture is too bright or special touches are needed without editing the picture – there are 3 overlays available – primary colour, darkness overlay or blur overlay.

Moving on to the text components, these will be able to be updated without any help, as they are located where they will be seen by the final user. All the text components are represented by text areas, which can be resized vertically in order to be easily updated. The formatting is also already in place.

In order to update a button, the administrator must click on it, then a pop-up will appear with a route selector. From here, they can choose to set the hyperlink to an internal page, a tag listing or to a custom URL (either internal or external). The target can be set to a new tab, in the case that the user needs to be redirected externally. Also, if any of the first two options is selected, the translations can be inherited directly from the page, without any input from the administrator. Otherwise, they will need to insert how the button will show up in all the languages defined in the system.

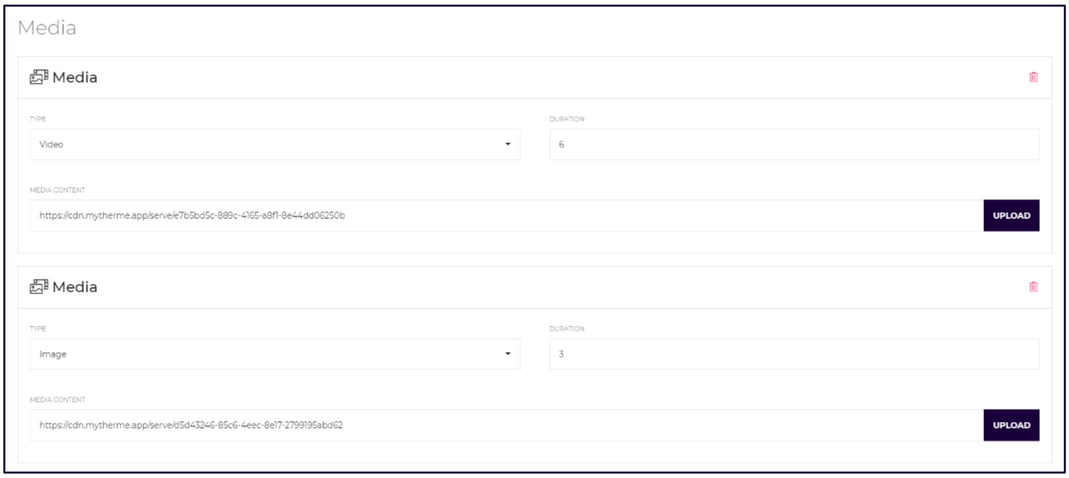
Another special button is the “Play video” button, which on the main CMS will open the embedded video player. In order to provide a video URL, the administrator needs to click on it and then in the pop-up enter the video URL for any public Vimeo or YouTube video. It is recommended to use a special embedding URL without any query parameters attached to it. If no video will be provided, the button will not show up at all.

Slides on the carousel elements are also pretty easy to use, as in the top-right corner a slides numbers controller will be shown, from where new slides can be added or existing slides can be removed or moved into their position using drag & drop.



6.4. Media tab

As mentioned for the previous tab, this one is also only available for any type of page except limited ones and it allows the administrator to upload and set the order for the medias presented on the mobile screen which will represent this page.



Using a quick uploader or even existing public URLs, new resources can be added instantly. Their type and duration are required in order for the page screen to have the expected layout.

6.5. Sections tab

This last tab represents the actual structure of the mobile screen and is currently a temporary editor, since in the near future it will be replaced with an advanced editor similar to the elements' editor for the web components.

The content for the mobile screens is divided in multiple sections, which are just like tabs on the web layout. Each of them has a colour code and several translate-able fields, like name and description. These allow the user to enjoy the best experience when browsing through the screen.

Each section can have one or many elements, which – just like for the web layout – are divided into types. Each element type selected from the drop-down list will have its own static and translate-able fields.

This editor also allows full drag & drop capabilities.

Once all the tabs have been reviewed and all the components and settings have been correctly set up, the administrator can then click the Save Changes button.

However, if the page is not needed anymore, instead of just putting it into draft, the administrator can delete it. This action requires the according permission to be granted for the current user and also, if the page already has links to it active, the administrator will need to re-enter their password in order to confirm this action.

7. Contact form reasons

As mentioned in the CMS description, the contact form is a limited content element, and it sends the message to a specific list of e-mail addresses based on the subject selected by the user. Well, here's the page from where the administrator can define those subjects.

The only things which need to be defined here are the send to e-mails list (one e-mail address or a list of e-mail addresses split by semicolon) and how that subject should appear in all the languages defined in the system.

8. Main navigation

This interface allows the administrator to update the main navigation bar menu. As mentioned previously, this is a 3-level navigation menu which consists of a top-level navigation bar and, optionally, for each menu item a secondary navigation can be provided – this secondary navigation is divided in 2 parts – the second-level submenu, a submenu highlight for showcasing a headline, a paragraph and a CTA, and for each item in the second-level submenu, a third-level submenu can be provided, in which case when the user hovers over a second-level item, the highlight will be replaced by the third-level submenu (*only on tablet and desktop, on mobile the third-level submenu is hidden*).

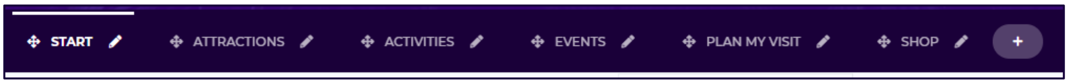
8.1. Top-level menu

The top-level menu looks just like what the user sees, together with all the different icons and CTA buttons which exist on the navigation bar.

8.1.1. ***Logo placeholder***

When clicking on this placeholder, the administrator is able to define a title for the logo image which is shown on the navigation bar and is also able to replace the logo image for each language (in case there are different logos for each language).

8.1.2. *Top-level menu items*

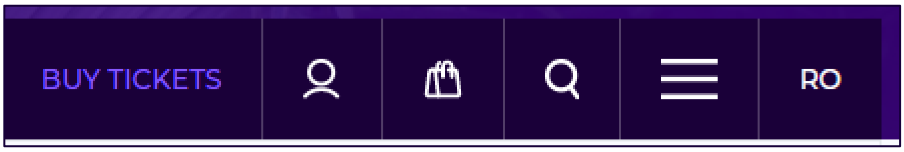


This represents the actual menu items available in the navigation bar (the top-level menu items).

Each of them has two icons – moving arrows icon, which can be used to drag & drop the items in their desired position; and the pencil icon – which is used to edit the actual destination and displayed text for that menu item. Also, at the end of the line there's a plus button which is used to add a new item in the list.

Either when adding or editing a menu item, a similar route selector to the one described in the pages' editor (when editing a button) will show up and will be able to be used. *However, the important thing here is that when a tag is selected, all the pages which have that tag will automatically be inserted as second-level menu items for ease of use.* Of course, they can be removed if this is not required.

8.1.3. *Right-hand side icons & CTA*



This section of the navigation bar has all the options which are available to be used on the navigation bar itself.

When clicking on each of these icons or buttons, a pop-up displaying available settings for each of them will appear. Most of them will allow the administrator to hide or show the specific icon or to provide translations for how they should appear in different languages.

8.2. Top-level menu item highlight

A menu item highlight is available to be used to emphasize the contents of that sub-menu tray or to allow for a nice CTA to be displayed. It consists of 3 translate-able fields – a headline, a text paragraph and a CTA button.

8.3. Second-level menu

When clicking on a top-level menu, a white border will appear above it, which means that this is the current item which is being edited, and in the bottom part of the page, the content will show on the left the second-level menu and on the right the highlight editor.

In order for a second-level menu to be displayed in the interface, at least a second-level menu item has to be defined. Also, the highlight in this case will be mandatory. If no items will be defined, the second-level menu will simply be ignored, and the top-level item will act just as a hyperlink.

On the left side, the name of the top-level menu item will be shown, alongside with two buttons which allow the user to go to the highlight editor at any time or remove the top level menu item from the navigation bar.

Below this header, an “Add section” button is available which will open again the same route selector. The same rule for the tags applies here as well, as when selecting a tag, all the pages with that tag will be inserted as a third-level menu for that second-level menu item.

For each item, a remove button will allow the administrator to remove it from the second-level menu, a pencil icon will allow them to edit the item or a move icon will allow them to drag & drop the item into the desired position.

8.4. Third-level menu

When clicking on any item in the second-level menu, its text will change style to bold and the third-level menu will replace the highlight editor on the right-hand side.

Similar to the second-level editor, the third-level editor shows the second-level menu item title in the header and then, below, a list of submenu items. Another “Add sub-section” button is available as well, however this time the tag selector will not do anything other than adding a hyperlink to the tag page, since there are no additional sub-levels.

The same pencil icon, remove button and arrows move helper are available for these items as well.

Any change made to the navigation structure will be counted and, on such an event, a bottom bar will appear notifying the administrator that they made several changes and then they can choose to save those changes, action which will not refresh the page, thus allowing the administrator to continue modifying the main navigation bar.

9. Footer settings

As presented in the main CMS description, the footer is composed of 4 main sections, which will be presented below:

9.1. Quick links

This section allows the administrator to define quick links, divided into several categories, which will be presented as separate columns in the footer top-left section.

Similar to the main navigation editor, the categories are displayed in a navigation bar and can be moved using drag & drop or edited using the pencil icon. However, this time, the categories consists only of a translated text, therefore no route selector will appear.

When clicking on a footer category, the item will have a white border and the quick links found in that category will show up in a very similar way as the second-level menu.

The category can be removed using the “Remove from footer” button, and new quick links can be added using the “Add section” button.

Each link can be removed, moved or edited just like in the main navigation editor, and the same route selector is available both for adding or editing a link.

9.2. Copyright notice

This is a translate-able text which will show up in the bottom-left corner of the footer, just below the quick links.

It allows the administrator to use HTML characters or text and the variable {YEAR} in order to allow the copyright notice to contain the current year.

If it's left blank, no copyright notice will be shown.

9.3. Social media links

The footer has the possibility to show in the top-right corner several social media icons which will redirect the end-user to the respective social pages of the current Therme facility.

Each of these icons can be either shown or hidden by using the "Visible" checkbox and the hyperlink assigned to the icons can be modified using the textbox.

9.4. Certifications image

An image can be shown in the bottom-right corner of the footer for any kind of purposes (its main purpose was to display several certifications of the Therme facility).

Besides the image, a hyperlink can be defined to be used by the end-user if they want to find out more.

10. Languages

As mentioned previously, the whole platform supports internationalization in its entirety (including the mobile API / applications).

Here is the page which allows the administrator to define in which language the whole ecosystem should be available.

Because the fact that translations are involved, a language cannot be simply deleted, since that would lose all the translations for that language, however the language can be temporarily or indefinitely deactivated, thus not allowing the end-user to choose this as his display language.

Also, in order to add a language, a language display name has to be inserted (recommended to be the name in that specific language, so it's easier for the end-user to select it) and the ISO 639-1 language code will be required for automatic language detection and for the language switchers all over the platform (a full list of ISO 639-1 language codes can be found here - https://en.wikipedia.org/wiki/List_of_ISO_639-1_codes).

Languages can also be dragged & dropped to sort them (they will appear in the language selector in the order the administrator puts them), the first language in the list being defined as the default language of the platform.

Please bear in mind that the whole interface uses resource fallbacking in order to not serve empty content to the end-user! This means that if any resource or page content is not defined in all the languages and the user chooses to use a language which doesn't contain a translation for a specific field, that field will be shown in the best appropriate language (first, the system will check the default language and then, if the default language doesn't contain that resource either, will take any language that it can find that resource in)! Therefore, it is highly important that once a new language is added, the whole interface is translated in that language as well.

11. Global settings

Global settings are important system variables or resources which are used all over the ecosystem in order to ensure that the whole platform is highly maintainable and easy to adapt to any changes in the business model.

These usually and mostly are used to define global resources which are used both in the web interface and the mobile application for resources which are used more than one time and in more than one page, for ease of use. Therefore, if an administrator is looking to update a text which can be found on the interface and is not a page-related resource, this is the place to look after that resource.

Besides this, several important variables can also be found here, anything from invoicing and ticketing settings to wizard calendar settings, anything can be defined here.

The global translate-able resources normally are divided into 4 categories:

- settings starting with RES_ or JSRES_ - these are the texts which appear on errors, pop-ups, interface.

- settings starting with PLH_ - these are the text boxes placeholders (the text which is shown in an empty text box to explain to the user what should be filled in there)

- settings starting with LBL_ - these are the text boxes labels (the labels above the text box containing a short description of the field)

- settings starting with ENUMRES_ - these are usually the translations for global enums (e.g. the enum containing all the order statuses or all the customer request statuses)

Additionally, there are settings which start with META_ (only 3 of them, the default meta image, the default meta description and the default meta keywords).

Under the shop menu item, several invoicing and ticketing settings can be easily updated (the invoice serie and number, alongside the ticket's prefix, suffix, default image and name and voucher's prefix, suffix, default image and name).

For editing a global setting, the administrator has to click on the desired setting and a pop-up will appear. In that pop-up, if the setting has translations, the first value field should be left the way it is, as this is the default language value. The only fields which have to be edited are the translate-able fields below. However, if the setting doesn't have any translations and is a system setting, it is highly recommended to not check the "Has translations" checkbox and only fill in the value field.

12. Statuses

Statuses represent the different state that an attraction (extendable to any kind of entity) can have.

This is a nice way of letting the user know the current status and the reason behind the current status. It has an identifier which must be unique, the entity type for which this status applies to, whether this status means that the entity is active or not and a translate-able name which is what the user will see. The active checkbox will define the colour of the label (green or red).

13. Mailing lists

The platform has an integrated newsletter subscription mechanism which is managed by using the mailing lists.

A mailing list is a list of fully-configurable contacts which allows the administrator to set out how the contacts should be collected and what information needs to be collected from the website visitors. In non-EU countries, the lists can also be single-opt-in, meaning that the contact doesn't need to confirm the subscription by clicking on a link received via e-mail, however in EU countries this is mandatory, therefore this is supported as well.

14. Orders

This section allows special administrators to manage the orders received from the clients on any virtual channel from within the current Therme ecosystem (web or mobile).

A list with all the orders summaries will show up, together with their corresponding statuses. This list can be filtered by status or a specific customer can be searched for using the search box.

14.1. Order statuses

An order will have at any given time one of the current statuses:

14.1.1. ***New*** – this means that the current order has just been received from the user and the payment hasn't been tried until now, the default status for new orders. Possible future statuses: Payment processing, Paid, Not paid, Cancelled

14.1.2. ***Payment processing*** – this means that the payment has been tried and a final response from the payment processor is being awaited. Possible future statuses: Paid or Not paid.

14.1.3. ***Paid*** – this is an intermediary status, and the orders will not normally be in this status for long, as the processing service will start sending them over to the next status. Possible future statuses: Processing

14.1.4. ***Not paid*** – this is a final status requiring a user action. If the payment is not finalised in a specific interval defined in the global settings, the order is automatically cancelled, and no further payments can be tried. Possible future statuses: Payment processing, Paid, Cancelled

14.1.5. ***Processing*** – this only applies to paid orders and is an intermediary status letting the system know that this order is currently on its way to the external systems, waiting for confirmation of delivery. Possible future statuses: Processing failed, Confirmed

14.1.6. ***Confirmed*** – this means that the external systems confirmed the information exchange and that the internal system can proceed with generating the tickets or sending out the order to the customer. Possible future statuses: Booked

14.1.7. ***Processing failed*** – this normally means that one or multiple failures occurred during the information exchange with the external systems and that this order cannot be continued until it is sent out successfully. The system will retry several tries. After that, an administrator action will be required. Possible future statuses: Processing

14.1.8. ***Booked*** – this status is often used for letting the system know that all the required post-processing actions have been taken (e.g. issuing the tickets and the vouchers, reserving the products or facilities). Possible future statuses: Booked and sent, Refunded, Finalized

14.1.9. ***Booked and sent*** – this is a final status in a normal processing flow and represents the fact that all the additional information has been sent out to the user via all the communication channels required (e.g. all the tickets and the invoice was sent out via e-mail). Possible future statuses: Refunded, Finalized

14.1.10. ***Cancelled*** – this is a final status which doesn't allow any further changes to this order. An order can only be cancelled whilst it's in a New or Not paid state, since no payments have been received from the user. Other statuses require a refund.

14.1.11. ***Refunded*** – this is a final status without any further changes able to be made. It means that the full amount for this order has been refunded to the customer and they no longer benefit from any tickets or vouchers which might have been issued for them.

14.1.12. ***Finalized*** – this is the final status in the normal flow which doesn't allow any other changes to the order. It means that all the tickets or vouchers included in this order either have been used by the customer or expired, therefore no refund is being able to be issued.

14.2. Order details

In the case that an administrator wants to find out more details about a specific order, they can click on the order's row and a pop-up will appear containing in the header the order summary and then in the body, divided into two sections, the order contents.

First, in the left section, all the products ordered are shown together with all their corresponding details. Also, any further linked orders will show up there (any partial refunds which have been issued until now). Below that, the payment method used is shown, together with the payment processor's identification number. This is very helpful when looking out for that transaction in the payment processor's platform. A view of the invoicing details used is also provided.

Next to this section the administrator will be able to see an order overview just like the user saw when they checked out their cart. Any subsequent refunds will also be shown there. An invoice can also be downloaded from the CDN.

All the invoices are securely stored on the CDN and only the logged in end-user or administrator can download them – no public access is made available for secured files. Also, they are encrypted in order to not be able to be read directly from the server, as they include sensitive information.

The administrator also has the possibility to contact the client by sending them an e-mail directly from the platform.

A special description will appear in the case of the orders submitted through the self-service kiosks. This description will include additional payment details, such as the terminal and merchant ID, transaction ID, STAN and RRN / auth code, together with the cash desk receipt details.

For these orders, the client details aren't collected, therefore the shipping details are represented by the name and MAC address of the kiosk. Given the fact that there are no billing details collected either, no invoices are generated for these orders – the customer has the possibility to issue an invoice based on the receipt at the cash desks or at the self-invoice kiosks.

14.3. Cancelling an order

An order can be cancelled only if no payment was ever received from the user. Otherwise, the refund option is the one which has to be used.

In order to cancel an unpaid order, the administrator has to have the according permission and then all they have to do is click on the "Cancel order" button and confirm the action.

14.4. Refunding an order

In order to be able to refund an order, a payment has to be confirmed by the payment processor for that order. A refund is not available to be used whilst the order is still waiting for confirmation and neither can the order be cancelled.

Special orders permission is required in order for an administrator to handle refunds, since this will cancel a part or the whole order and refund the amount paid by the user.

The "Refund order" button will only be used for refunds which are decided by the platform administrators or management and not for refunds requested by the customer! Customers have their own "Need help" section from where they can ask for a refund and this refund process will be detailed in the next point (customer requests).

Once the "Refund order" button is clicked, a pop-up will appear with all the items in the order which can be refunded, and a quantity will be asked from the administrator for each item. A partial or full refund can be handled this way.

If the order has been paid using Zen points, there will be no possibility to select quantities, as the order needs to be fully refunded – the system will auto-fill the quantities accordingly.

Once all the quantities are filled in and the refund button is clicked, the administrator will need to first confirm the action and then re-confirm their password as an additional security step. Once everything is confirmed, the refund will then be sent out to the payment processor, a reversal invoice will be issued, and the customer will receive a notice via e-mail. All the tickets or vouchers corresponding to the refunded products will also be cancelled.

For the orders submitted through the self-service kiosk, the refund process can work the same way, however the payment can only be a manual cash refund. Other refund processes can be used as well which bypass the automatic refund, such as redeeming the tickets and then refunding them directly on the cash desks.

15.Customer requests

This section allows the administrator to look over the requests received from the customers or visitors / users of the website or mobile applications. These requests are divided into 3 categories:

- **Refund requests** – the platform allows the customer to request a refund directly from the interface. The refund can either be a partial or a full one and they have the same capabilities as the administrators. However, their refunds are not granted immediately, they need to be approved by an administrator with special orders permission first.

- **Issue with order requests** – this can be used by the customers with an active order to send all kinds of requests for their orders or visits at Therme. These will be handled accordingly, and a text resolution can be provided by the administrator.

- **Issue with platform requests** – these requests can come from either logged-in customers or simple visitors / users of the website or mobile applications. They are there to signal any issues with the platform (e.g. bugs, UI/UX experience flaws etc.)

15.1. Handling a refund request

When handling a generic request, a pop-up will appear with all the details filled in by the user. In the case that it's a refund request, several order details appear and also the products which the user requested a refund for are marked accordingly.

The administrator can then mark as processing the case – if there are more checks to be made and the user should be informed that this might take longer than expected – or simply refuse or mark as processed the refund request. For any of these status updates, the general resolution field is required as it lets the user know any details needed by them. In the case that the refund request is marked as processed, the administrator first needs to complete the approved quantity for each of the items requested and then enter a resolution for each item. Only then, the refund request will be complete, and the administrator will need to go through the two-step confirmation process as with normal refunds as well.

If the order was paid using Zen points, the administrator can't modify the quantities, as a full refund is required.

All the updates will show up in the right-hand side panel together with the administrator's name and the action date.

15.2. Handling other requests

Just like the refund requests, the administrator has the possibility to either mark as processing, refuse or mark as solved. All these status updates will need resolutions to be provided, as the updates will be available for the user to read in their MyTherme platform.

16.Products

This section allows the administrator to manage all the articles available for sale on the platform. The category "products" is a generic one, since it refers to 3 types of articles: single-item products, special deals and vouchers.

Single-item products can only be modified, but special deals and vouchers can also be deleted, since they are only defined in the web shop.

16.1. Single-item products

Single-item articles are only imported from an external management system (right now HKS) and they can only support display fields or availability to be modified. All the other properties, such as price or mapping entities are changed directly in the HKS platform.

An import of HKS products can be scheduled to run automatically and it's currently running every day at midnight, but a manual import can also be made using the "Import catalog" button.

All the HKS products can have attached to them a zone, guest type and a duration and they are automatically mapped based on the item number received from the external system for ease of use. Each product can have its own translate-able name and description and specific ticket templates (backgrounds). Also, a specific icon can be uploaded to replace the default icon (if needed). A max per order setting is also available, which – if filled in – will ensure that the user only has the possibility to add to cart only the specified number of articles. In the bottom of the page there's also a draft or live selector, which tells the system if that article can be sold or not.

These single-item products can be sold individually or can be part of a special deal.

16.2. Special deals

A special deal is a list of single-item products which are being sold as a single product, however they offer multiple articles, and subsequently tickets.

These special deals usually require special articles attached to them, as the price is a special price compared to that same article being sold individually.

They also have a max per order field, which can be used to limit the number of deals allowed per cart.

An internal name and description can be provided for being easier to find this deal. Below this, an article selector will appear, allowing the administrator to choose the components of this special deal. For each article, a quantity is required. For example, if there are 2 tickets of a type included in a deal, the quantity filled in must be 2. A ticket icon can be defined if the default icon shouldn't be used and a wizard background image and label colour can be defined in order to be used in the wizard configuration display.

Several translate-able fields are available, including name, description and wizard label text (they will all be used both in the wizard and in the cart display).

Below these fields, a visibility rules editor is provided. Due to the fact that special deals only need to appear on special configurations of the user, several rules can be enforced.

There are two types of rules – show or hide article. All these rules are then overlapped and, if there are no hide rules which prohibit the display of that special article, it will be shown in the special deals view.

Each rule has common fields and will be enforced during the interval described by the available from and available until dates. The hours are there to restrict display only between specific hours of the current day! Both available from and available until are optional and if they're both left blank, the rule will apply all the time and can be overwritten by a rule which applies for a smaller period of time.

The rules also have visibility conditions – these normally apply for the show article rules only. Using a zone multi-select drop-down, a duration multi-select drop-down and several min and max fields for each guest type, the administrator can filter out very precisely the selection of the user in order to display the current special deal only under certain conditions.

After all the fields are filled in, it is very important to click the “+” button. Then, if any new rules are needed, a new rule can be added the same way. At the end, after all the rules are in place, the "Save changes” button can be clicked.

16.3. Vouchers

Vouchers, just like special deals, are virtual products, meaning that they are independent from the external products data source and are only defined in the current web shop. Due to the current configuration of the vouchers, these are also made up of one or many single-item products since there might be several discounts for value cards.

When purchasing a voucher, the user will benefit of a credit amount represented by the main voucher article which is being sold, however they will only have to pay the total amount (which might contain a negative priced product in order to achieve that discount).

The editor of the voucher is similar to the special deal editor, however there are no visibility rules. Those were replaced by additional translate-able fields, as well as a shop category selector, an item number text box and a validity (in months) editor. An image can also be uploaded to be used as the article media in the shop article description page.

17.Search bundles

Search bundles represent the core of the wizard and the whole ticket selling process on both the website and the mobile applications. They control what zones and ticket types are available for sale and for how long, including the capacity of each search bundle (the maximum number of persons which can buy tickets).

They don't show up to the end-user and are only parsed in the backend side of the applications in order to show up the available options given the user's selection.

When defining them, a zone, a duration and a week interval have to be assigned, together with an internal name and description which makes them easier to administer.

Each search bundle consists of multiple products (any kind of product) which are added to define what are the possibilities for guest type selection and which special deals' visibility rules should be checked (if any). For any product added to the search bundle, a multiplication factor is required – this tells the system how many persons should be reserved from the total capacity of the search bundle for the current date. For example, if a special deal containing 2 adult tickets and 2 student tickets should have a multiplication factor of 4 (even though only one article is sold and available on the invoice, this article allows access to 4 individuals). On the other hand, for a single-item access article, the multiplication factor should be 1, as this offers access to a single person. If the article added is an optional product (e.g.

towel reservation), the optional checkbox should be checked, and if the product is a special deal, the deal checkbox should be ticked, otherwise the system will not be able to differentiate the products available in the search bundle.

Similar to the special deals' configurator, an availability configurator is available for the administrator to define all the rules for when the current search bundle is available. There are two types of rules as well (allow selling and deny selling) and special weekdays can be selected for when this rule should apply.

For the allow selling rules, a capacity is required in order to let the system know what's the maximum number of persons which can receive tickets and an available from and available until are also available to define the time interval for which this rule applies. They are both optional and rules with intersecting intervals will be ordered by the size of the interval.

The search bundles can also be deleted when not needed anymore, if the deactivate option is not enough.

In the search bundles list view, the administrators now have a new option called "Update availabilities".

Once this button is clicked, a new page will appear, enabling the administrators to see a list of all the availabilities stored in the database for a selected (modifiable) interval.

Each day will have its own group of search bundles, which will be divided by zones. The zone header will contain the max online capacity field defined in the Zone occupancies section.

Then, for each search bundle, the maximum capacity for the selected day will be shown right next to the search bundle name. A number input representing the current capacity for the specified search bundle can be used by the admin to adjust (increase in most of the cases) the capacity for that specific search bundle / day. The sold column will be automatically updated in order to reflect the changes, together with the remaining capacity for each zone – these two fields need to be positive in order for the zone / duration to be available in the wizard.

Once the admin made all the required changes, they can save the changes for the current day by clicking on the corresponding button.

18. Additional price categories

This section allows the administrator to define special price categories which can't be automatically generated based on the products which are defined in the system (e.g. products which are only available at the cash desks or which are automatically deducted on the bracelet).

These categories' only purpose is to display additional prices in the General Prices limited content element which can be embedded in the Pricing page and in the mobile application's specific screen. They don't make those products available for sale or visible in any other pages.

They are divided into two types: zone prices and global prices. This depends on whether the prices shown in this category apply only to a specific zone or are global prices.

When creating an additional price category, a zone selector will be available (if a zone is selected, then the category will appear under that zone, otherwise it will appear at the bottom of the page) and a checkbox allowing the user to define if the prices are different between different week intervals or are always the same.

A translate-able "Show as" field needs to be completed as it will represent the table header, and then prices can be added using the helper in the bottom of the pop-up. Translations for each price need to be defined, and then a single price (if the checkbox above wasn't checked) or a price for each week interval should be defined. After saving the changes, the additional price category will be shown below the correspondent area both in the administration panel and the General Prices element.

They can also be rearranged or deleted.

19.HKS product groups

In the current configuration, each sale is sent out to HKS on a specific article, which is then interpreted by HKS and sent out to the according cost center.

In order to be able to handle this, the system relies on HKS product groups which are only defined once and will then be automatically used for any subsequent sale.

These HKS groups are very important, as the whole financial reporting is based on them, therefore no unsupervised changes should be made here!

What they basically consist of is a set of matching rules which will then be checked at each sale and if the product matches all the rules, then this group will be used when communicating with HKS. This includes the template ID used in the search ticket request, the cost center, the liability article (the article which is sent when a sale is made) and the no show article (the article which is sent when the tickets expire).

Other than defining matching rules and attaching the corresponding articles, the administrator doesn't have anything else to do, as the system will handle all of this automatically.

20. Shop categories

The main shop page displays all the shop categories as a limited content element. This is the section from which these categories are being administered.

Each shop category has an identifier, a card background image and a description page background image. These 2 images can be the same. Also, they have a translate-able name and description which will show up in the layout.

They also can be rearranged using the drag & drop icon and can be deleted if not needed anymore.

21. Discount rules

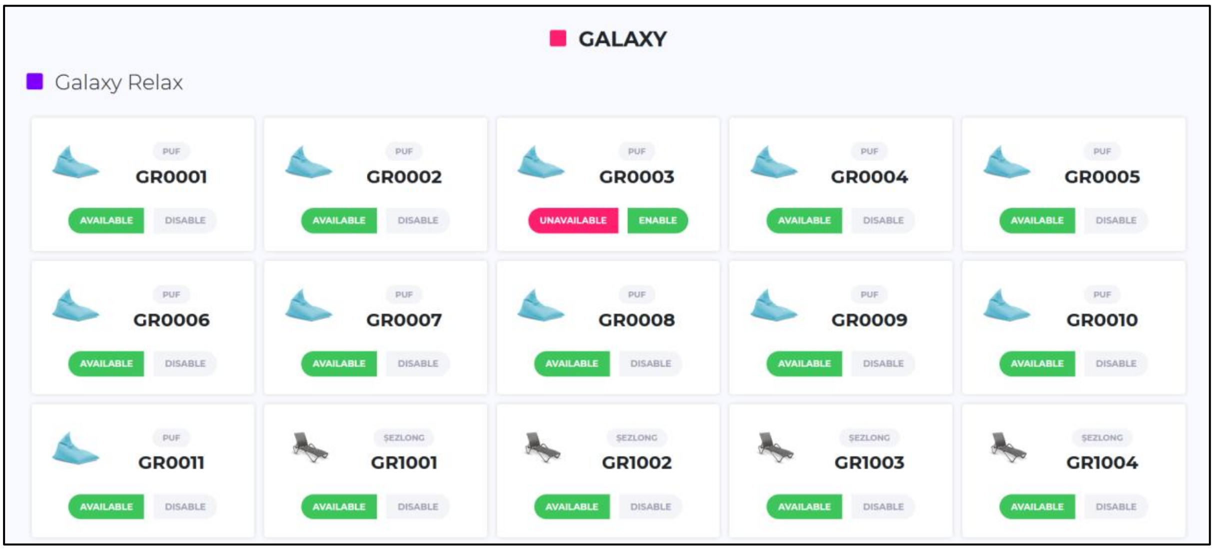
The platform allows several discount rules to be registered and they will be automatically applied to a cart based on the configuration made by the administrator. The discounts can vary between fixed-value or a dynamically calculated value based on a percentage of the total cart value. Also, these can have minimum and maximum cart values or can be limited by various other factors, such as the identity of the client (whether they are signed into their MyTherme account or not), the current date and so on.

As an advanced feature, the discounts can also have different values depending on the selected date of the article and can also be automatically applied to the cart – in this case, only one auto-apply discount rule can be active at a given time.

Also, multiple promo codes can be defined which will have a set validity (can be used from / until), together with the max number of uses and (optionally) the user who can use it.

22. Reservable contingents

A new development introduced to the platform is represented by the possibility to define reservable contingents and the functionality to handle the reservations of such contingents (mainly for seating options). Also, the reservation can be optional or compulsory – i.e. the ticket purchase must be accompanied by a seat reservation.



From this overview page, a status can be seen for each of the available reservable contingents and also, on a single click on a contingent, a full reservations overview will be shown. The administrator can also deactivate the contingent in case it is no longer physically available.

23. Working hours

The working hours limited content element's intervals can be adjusted from this section.

Similar to the additional price categories, the working hours are split into zones, and for each zone there can be multiple intervals defined.

Each working hours interval can have a display from and display until date (both optional, controls the time interval during which the entity is being shown in the interface) and an apply from and apply until date (both optional, only displays additional information regarding this interval, in the case that it's a special period only – e.g. special working hours only during holidays).

Additional information boxes can be shown either below or above the actual hours table and these can be either an info pop-up or a warning pop-up. Translations are required for all the languages defined in the system.

Finally, the working hours' table can be manipulated using the bottom editor, which allows the administrator to choose an opening and closing hour, as well as the days described by the translation (can either be a single day or an interval of weekdays).

They will be automatically ordered by the apply from date and can be deleted at any time if not needed anymore.

24. Refund policies

The system supports multiple refund policies to be defined in the interface which will be shown to the user. Each refund policy requires an identifier to be defined, the number of days allowed since the order was completed during which a refund is possible, alongside with several translate-able fields, such as a name, a short description and a full description.

25. Occupancy controls

The occupancy indicator underneath the main navigation bar, is visible, relies on information which can be administered in this section from the administration panel.

When defining a new zone, an occupancy editor is also made available. The administrator will only be able to update the max value, whilst the current value is always received in real time from HKS. This enables the administrator to update only the percentage which is calculated and then translated into coloured bars.

If the administrator wants to show full occupancy for a zone, no matter the current value, the max value should be set to zero.

26. Zones

The whole selling and presentation ecosystem rely on a specific structure which is shared between all the Therme facilities around the globe. Each Therme has multiple zones. In order to map them to the interface, this section allows creating new zones and setting the mapping parameters from HKS.

Each zone will need to have its own identifier, a HKS article mapping value, a HKS identifier (which is represented by the facility's number in the HKS system – used for retrieving the live occupancy), a thumbnail (which will be used in the whole platform when describing that specific zone) and a colour code, which again represents the brand colour used in the whole interface.

Then, for each zone, several translate-able fields need to be filled in, such as the zone name, the short description (which is used in the wizard cards), the full description, the label and the info message which will be shown in the wizard when this zone is selected by the user.

All the zones are able to be rearranged using the drag & drop functionality.

Also, a new functionality allows the administrator to upload a graphical map which will be the base for the reservations platform and on which the further zone areas need to be defined.

27. Zone areas

As a sub-structure of the zone, the zone areas are in place in order to easily map the reservable contingents in place and for easer use of the seat selection interface. In order to define a zone area, the administrator must have been already uploaded a zone map, as the zone area has to have defined coordinates on that map. The zone area will also be recognized based on its name and the color code filled in at the creation time. Several HKS identifiers are also required in order to correctly map the reservable contingent articles to this area, as the mapping is being done automatically by the system.

28. Locations

Similar to zones, locations are specific points in the Therme buildings which aren't located inside any zone or can be found in multiple zones (e.g. Therme bars, cash desks etc.). These are useful in defining attractions and presentation pages.

They share the same structure as the zone, having an identifier, a colour code, and a few translate-able fields, such as name, short description and full description.

29. Durations

In the initial wizard flow, each access ticket can be purchased with a different duration (time during which the customer is allowed to be in the Therme facility). After this time, extra time will be automatically added on the bracelet.

This section allows the administrator to define all these durations and set the HKS mapping value, together with how the user will see the duration, both in the wizard and in the pricing pages.

All durations are able to be rearranged using the drag & drop functionality.

30. Guest types

Each ticket can be priced differently depending on the guest type. All these guest types can be administered from this section.

For each guest type, a max per order can be defined so the user is not able to select in the wizard a number higher than this value, alongside with the HKS component which is used to map the articles. The translate-able fields include how the user will see the guest type, the info displayed when the user hovers the corresponding icon in the wizard, together with the warning message shown both in the wizard and in the cart for when the user selects the corresponding guest type (e.g. any additional documents required at the cash desk required to use the ticket).

31. Week intervals

The access tickets can have a different price depending on the week period or special days (e.g. holidays). This is the section from where the administrator can change the week intervals or add new days to the special pricing periods.

The week intervals are not shown to the end-user in the wizard however they are automatically mapped based on the date selected by the user in the calendar.

Each week interval consists of a HKS value which supports * to support generic values starting with the string before this character, as well as a list of weekdays which consist the base of this week interval.

Also, it supports additional intervals which are special days or time intervals during which, even though this week interval doesn't normally apply based on the weekdays, it will be overwritten (e.g. public holidays, summer holidays etc.).

Some display fields are also needed to be translated in order to be used in the pricing page (when displaying the prices for each week interval).

They can also be rearranged in order to change the order of the columns in the pricing table.

As of version 1.4, the week intervals now support distinct display properties for the Corporate platform, together with distinct days selector. This enables the Corporate platform to sell the same articles as the Webshop, however they will be shown differently in the platform and the access codes generated will be able to be redeemed during different days than the original Webshop day availabilities.

32. Day labels

As mentioned in the CMS description above, each wizard calendar day can have a colour attached to it, this representing a day label, hence the legend is shown below the calendar.

In order to define a day label, a colour code has to be assigned, together with a translated display name. Several display rules are also available, which are similar to the search bundle availability rules. It allows the administrator to define whether to show or hide the label in a given period of time and only on specific weekdays in that period.

If several day labels display rules overlap, their order will be taken into account, thus the administrator is able to rearrange them using the drag & drop functionality.

As an advanced feature, the day labels can also be represented as calendar day tags – in which case the attached label needs to be completed with up to 10 characters.

33. Reservable contingent seat types

The platform supports multiple types of reservable contingents types – here is the section where these are defined. An administrator can configure an identifier, a name, how many persons can be seated on it, the display price, a graphic image and also several map icons which will be used to generate the seating map where the client will select the seats.

Scoică	**ULTIMATE**	hks identifier: **3**	allowed persons: **2**	display price: **100.00**RON
Șezlong dublu	**SILVER 2**	hks identifier: **2**	allowed persons: **2**	display price: **45.00**RON
Șezlong	**SILVER**	hks identifier: **1**	allowed persons: **1**	display price: **25.00**RON
Puf	**GOLD**	hks identifier: **0**	allowed persons: **1**	display price: **10.00**RON

34. Cash desks

A new development in the platform represents the cash desks platform which can be used to reserve contingents for the clients who come at the cash desks directly. This platform is based on the information filled in by the administrator in this platform and also, a QR login code can be generated from here, as the authentication is based on a QR scanner interface.

35. Self-invoice kiosks

This page will allow the administrators to manage the self-invoice kiosks and see a real-time feed of their status and operation. The administrators have a limited access over what they can do, as they can only modify the name, description and the status of these kiosks.

Given the fact that the self-invoice kiosks are automatically registered once you open the self-invoice application, they will be able to see from here which of the kiosks are active and they are also able to deny access to certain kiosks. Also, the current version and operation status are being shown, together with the last heartbeat date (the last date at which the kiosk communicated). The communication, however, is unilateral, meaning that any changes on this page will only be received by the kiosk at the time of the heartbeat.

36. Self-service kiosks

The self-service kiosks represent a new way of selling tickets and/or value cards on-premise. They are hardware devices which must have a fiscal printer and a POS connected and they will work very similarly to a Webshop, however the only payment option is by physical card – no other payment methods are currently allowed. Also, no Global Identity connection is currently provided for them, therefore the user can't login on these devices and they can't use Zen points or any other benefits from here.

They are fully customizable and, just as the self-invoice kiosks, they will automatically register once the application is connected. After the registration process, they will show up in the administration platform, from where the administrators are able to modify a lot more settings individually.

Just as the self-invoice kiosks, they will have a live-updated status, version, operation status and last heartbeat. Also, their name and description can be changed at any time, and they can also be denied access to the platform.

Additionally, for these self-service kiosks there are some other entities which can/must be defined, which enables the administrators to fully customize the way the kiosks are being displayed.

36.1. Self-service overlay cards

The self-service kiosks have 2 main states: idle and in-flow. During the idle state, an overlay screen will be shown which encourages the user to buy from there and which can also show different special offers, news etc.

This overlay screen is fully customizable and is represented by a carousel with multiple media elements. These media elements can either be an image or a video and they have their own duration and can also have a Therme logo and an coloured overlay in the case the image is too bright.

Also, the overlay screen can also support a live occupancy display for all the zones so the clients know what's the current status inside Therme. This live occupancy is inter-connected with all the occupancy displays from the mobile application / website.

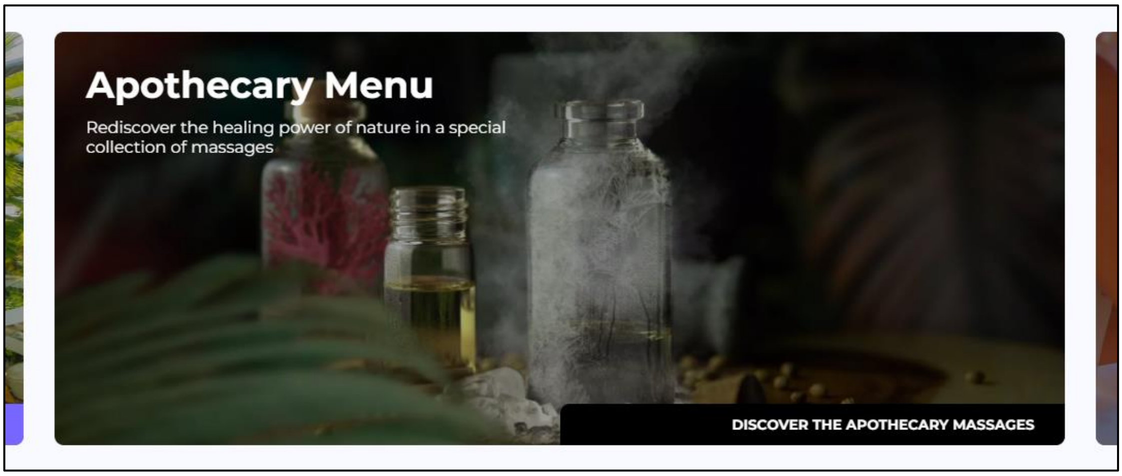
Finally, each self-service overlay card can be configured to be shown only on a number of kiosks, by providing the kiosks on which they should be hidden, thus giving full control on each kiosk individually.

36.2. Self-service news cards

Once the self-service kiosk enters the in-flow state, a homepage will be shown (this can be bypassed, as we'll explain below). On this homepage, the administrators can define several news cards which will be able to be shown in a carousel and, just as the overlay cards, be represented by images or videos.

Additionally, these news cards also can have a title, description and a button text, together with an action which can either show an iframe of the Therme website or go to a screen inside the application.

Just as the overlay cards, they can be hidden on several kiosks in order to customize each kiosk individually.



36.3. Languages

Given the fact that the self-service kiosks will be used by regular customers at Therme, they need to feel welcomed, and thus the self-service kiosks through which they can buy the tickets can be translated in more languages than the webshop / mobile application, as they are using a different, limited set of resources which make this possible.

From this page, the administrators can define as many languages as they wish, and all the required fields are the ISO 2-letter code, the flag code (ISO 3-letter code) and the name of the language which will be shown to the client, in the language selector box.

Also, the languages can be arranged in any order wanted, while taking into account that the first language is the default.

36.4. Settings & resources

This page enables the administrators to modify the general settings and translate all the required resources in all the languages needed.

These settings and resources apply for all the self-service kiosks, not individually – there are also some individual settings which we'll discuss below.

The settings include:

- heartbeat interval (how often the kiosk will communicate to the server)
- interaction timeout (after how long the client will be notified that the session will end if no action is taken)

- session near end timeout (after how long the pop-up will close and the session will end)
- cart max items (how many items can there be in a cart)
- cart item max quantity (for each individual item in the cart, the maximum quantity allowed – it will be bypassed by the cart max items if it is lower)
- receipt max QR codes (this allows a limitation over how many QR codes can be printed on the non-fiscal receipt – if this number is lower than the cart max items, all the tickets / value cards which don't have the QR code printed will need to be taken from the administration panel)
- stylesheet variables (all the colors and additional style parameters which can be edited only for the kiosks, without interfering with the Webshop variables)
- buy tickets content (the display details for the buy tickets button / page)
- cart content (the display details for the cart page, together with the cart checkboxes configuration)

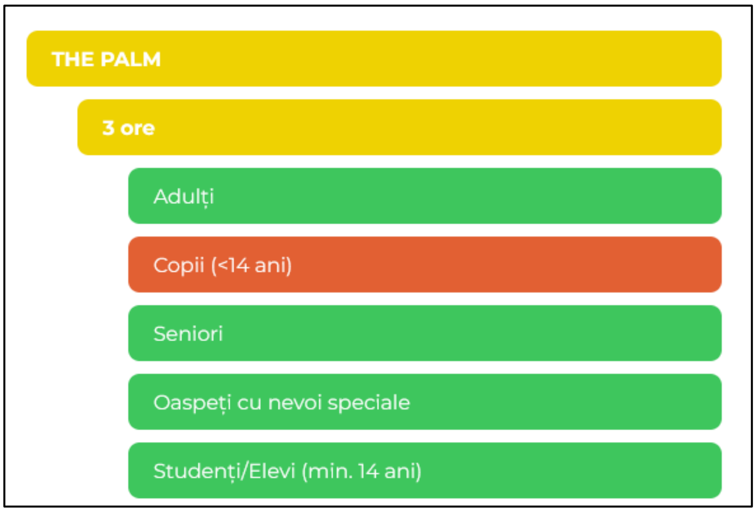
Regarding the resources, there are several required resources which will not be able to be deleted / edited, however you can also add several custom resources which you can use in the checkboxes or in the pages content.

36.5. Individual self-service kiosk configuration

As mentioned above, each kiosk can be individually modified. Once clicking on a kiosk, a box will appear. General properties, such as the name, the status, the description and the payment brand name (the brand name which will be sent to the external provider for this individual kiosk) can be edited from the Details tab.

Additionally, in the Settings tab, the administrators can modify only for this kiosk several additional settings:

- Hide overlay occupancies – will hide the overlay screen occupancies;
- Hide home carousel – will hide the news cards carousel from the home page;
- Deny sale – tickets – will disable the sale of tickets from this kiosk;
- Deny sale – shop – will disable the sale of shop items (currently only value cards) from this kiosk;
- Operating hours – states from which hour and until which hour the kiosk will operate (outside these hours, the clients will see an out of service screen);
- Allowed payment methods – this only affects the card brand icons display from the initiate payment screen, the actual allowed payment methods are configured directly on the POS by the third-party provider;
- POS settlement settings – these settings configure the auto-settlement of the payments in the database at a given hour – in order for this to be valid, the POS needs to have also auto-settlement enabled.
- Sale denials:
    - These settings allow the administrators to partially or fully disable guest types, durations or zones from being sold on this kiosk;
    - These settings are ignored if the deny sale – tickets settings is enabled;
    - Once an entity is partially denied from sale, its color will be orange. If it’s fully denied, the color will be red.



36.6. Self-service kiosks live-feed

The live feed interface is a much more advanced live interface for the self-service kiosks. Also, it uses a distinct and dedicated SignalR configuration, thus it will always remain online in order to keep the information up-to-date.

There are several color schemes used in this interface, depending on the status:

- Gray for idle status (means that the kiosk is currently waiting for a customer to start the flow);
- Blue for in-flow statuses (means that the kiosk is currently in use; several actions will also be unavailable on this color);
- Red for service statuses (means that the kiosk either needs service or it is in service mode);

Together with these settings, there are also several actions which can be made remotely (very important is to note that these remote actions only happen when the kiosk communicates i.e. the application is open and has a network connection, given the fact that the communication is unilateral):

- Service QR code – this will show up a QR code which can be used to put the kiosk into service mode;
- Refresh – this will refresh the whole kiosk interface (host application);
- Issue X report – this will issue a X report remotely;
- Issue Z report – this will issue a Z report remotely;
- Get fiscal printer log – this will get a number of lines from the fiscal printer API log;
- Get host app log – this will get a number of lines from the host application API log;

37. Access intervals

The platform now supports the use of access intervals, which are a mean of handling the selling process and ensuring that a limited number of tickets can be sold on the platform at a given time.

The access intervals can be easily defined by an administrator and they can be different based on the period of week in which the ticket will be sold (e.g. weekday / weekend). They must have a start and end hour, however the access can be configured to be allowed earlier, by using the allow access from and until settings.

Under the access intervals, a check-in interval can also be chosen, such as only a limited number of persons (defined in the capacity field) can choose that check-in interval.

38. Benefit cards

Custom benefit cards can be defined to be used directly at the cash desks, with the system only keeping a reference of their uses. Each benefit card needs to have an unique card number and expiration date, together with the maximum number of uses per month. An optional maximum amount per month can be defined as well, which will not allow any transactions which exceed this amount.

The benefit cards can be either manually created one by one from the Benefit cards interface or they can be imported in bulk from either a CSV file or from a TSV text.

39. Reports

All the reports available under the menu item with the same name share the same filtering structure and exporting capabilities, since they all can be filtered using an interval selector (mandatory start and end date selectors) and can be exported to Excel (all the reports other than the usage report can be exported).

In this first iteration of the MVP, the reports are static, and their content cannot be adjusted, however in a future version dynamic reports will be able to be composed and generated.

39.1. Sales reports

This represents an itemised sale report for all the individual purchases sent out to HKS. Each line includes the sale date and time, the article number and name, quantity, prices, the expected or past use date, the ticket state and the client name.

39.2. Invoices report

This report is a summary of all the invoices issued by any component of the ecosystem, together with the invoice serie and number, order number (if any), HKS receipt number, the source of the purchase (either initiated by the client on the web shop or mobile shop, or initiated by the administrator as a refund), the date and time of issue, first and last name, the state of the order and the prices.

39.3. Vouchers report

This includes all the vouchers issued by the system, including the HKS article code and description, the card number which can be used by the customer to redeem any amount, the quantity, the actual value which can be used, the sale date and expiration date, the status of the voucher and the value which was spent and the amount left on the voucher.

39.4. Usage report

This report includes a history of all the actions made by all the administrators on the platform, which can be filtered out besides the interval with an action type as well. Each action will be detailed, together with the action type, the name of the administrator and the action date.

39.5. Clients report

This report includes all the unique clients' basic location information based on the data they entered when submitting their order.

39.6. Tickets and tickets per date reports

These reports include all the available tickets in the system with their correspondent status and sale information. Also, a summary report (ticket per date) is also available only for dates in the future and allows the administrator to see the number of tickets which have been sold for a specific date.

39.7. Benefit card uses report

This report will contain all the benefit uses registered in the system for a given period of time or for a specific benefit card.

39.8. System anomalies report

This report will enable the administrators to see a range of system anomalies, from order paid after cancellation to payment anomalies or Zen transaction failures. Additional details will be provided for each system anomaly, together with the date and time when it was encountered.

39.9. Orders with HKS transfer issues report

This report will provide an easier way to detect transfer anomalies to the external provider. These anomalies can range from a different amount transfer, transfer in a different day than the order / invoice date, or multiple transfer. For each invoice, the total transfer amount and also all the transfer articles are being shown.

39.10. Self-service kiosk POS payments report

This report is being used instead of the regular POS settlement report, as that one is unavailable to be printed. It will contain full POS transaction details, such as merchant ID, terminal ID, card details, RRN, auth code, STAN and bank response, together with the self-service kiosk name and order number and date.

40. Corporate platform administration

The Corporate platform is a totally distinct selling point. It has its own content managed through a distinct CMS, separate entities for orders, refunds, requests and a distinct authentication in place. The only common entities are represented by the products (either special deals or HKS articles).

This point will only present the administration features for this platform, the documentation containing a different chapter dedicated to the Corporate platform only.

40.1. Corporate platform CMS

The whole content for the Corporate platform can be modified from this submenu. An administrator with the Pages permission will have access to modify the content for the Corporate platform as well.

This includes:

40.1.1. ***Pages***
40.1.2. ***Main navigation***
40.1.3. ***Footer settings***
40.1.4. ***Contact form reasons***

All the editors for the entities mentioned above are the same as for the main platform CMS, however content from the main platform can not be inherited by the Corporate platform as well, therefore it is recommended to create pages accordingly.

40.2. Corporate search bundles

The search bundles need to be distinct than the ones for the main platform in order to be able to control which of the products are being sold on the Corporate platform.

Even though the search bundles editors allow editing the capacities and availabilities, these fields will not be taken into account, as for the Corporate platform there are no limitations regarding the redeem codes selling.

40.3. Corporate shop categories

Just like above, the shop categories for the Corporate platform need to be distinct in order to be able to define different shop categories – if needed.

They have the same editor and will show up in the product configurator marked distinctly (with a [CORPORATE] prefix).

40.4. Corporate orders

This is the place where the administrator can see an overview of the orders placed on the Corporate platform. The interface is identical to the one for the main platform, however there are some minor differences in the logic behind each action.

The orders' statuses don't differ, the Corporate orders going through the same process – payment, booking on the HKS system (however, this time without any entities being generated on-premise – instead, the redeem codes are being generated on a successful transfer in the cloud environment), invoicing and then sending them to the customer via e-mail.

Due to the high number of redeem codes which can be generated, they will not show up in a tab like in the main platform, however a statistic regarding their statuses will be available in a separate tab.

The payment method can be distinct than credit/debit card this time, therefore several additional details will be displayed as well next to the overdraft payments.

The customers will still be able to send out requests regarding their orders, through refund or other issue with my order from their platform. These will show up in the same order in the administration platform.

40.5. Corporate refunds

The refunds for the Corporate platform will work identically to the ones on the main platform, with the single difference in processing – the refunds are being sent on-premise only after the storno order is generated, as there is no need for them to be pre-processed on-premise.

In case the payment was made by an overdraft payment, the system will check automatically for the invoice's status and will generate a storno transaction.

40.6. Corporate invoices

Regarding the invoices, there are several changes compared to the main platform. First of all, the invoices can be generated by placing an order or by a invoicing configuration per each account, based on overdraft transactions which weren't previously invoiced. Also, they are not directly paid, as was the case for the main platform, but their status depends on the payment method chosen.

The orders paid by debit/credit card issue a paid invoice, while the overdraft paid orders issue a normal invoice which has a configurable due date and which will contain all the payment details.

From this interface in the administration platform, the invoices can be marked as paid by uploading the payment document and selecting the payment date and/or reference.

The invoices can also be modified, in case they were incorrectly issued, however this is possible only if they weren't already exported into the accounting software.

Also, commission invoices can be handled from this interface – given the fact that the Corporate customers can issue commission invoices which they will upload in their account. These invoices can be marked as incorrect – if the amount or any invoice details are incorrect, prompting the customer to issue and upload a new invoice, or can be marked as paid – with the same fields as for the normal invoices.

With the latest update, corporate proforma invoices are also shown in this section. These are a special kind of invoice with no fiscal value and only represent a final offer. When the Corporate customer chooses to issue a proforma invoice, the status of the order remains in “Awaiting payment”, without being sent to HKS or being processed. Only after the proforma invoice is marked as paid from the administration panel, the order is processed and then a fiscal invoice is issued automatically.

40.7. Corporate accounts

This is the place where the whole Corporate platform is mainly administered from. A Corporate account is represented by a legal entity which will buy products with some special individually applied benefits.

While the Corporate accounts are mostly represented by companies, NGOs, schools and individuals can also register for a Corporate account, as long as they can provide a VAT ID.

In order to gain access to the Corporate platform, the customer must first complete an account request form on the interface. After this, the sales representatives will be notified via e-mail and they will be able to access the administration platform and see the newly created request in Corporate Account Requests.

Each request will have a selected type, which will only be used for a first-time contact with the customer. These types can be modified from the Corporate Account Request Types submenu.

After clicking on the desired account request, the administrator will be able to see a few information about the customer: the company details and the contact person’s details, together with the request type and the additional details filled in by the customer. The initial status of the request will be “**Received**”.

As a few actions which they can handle at a first glance:

- **Assign to me**: this will assign the current request to the logged-in administrator and will change the status of the request into "**Assigned**". A resolution must be filled in.
- **Mark as processing**: this will notify the customer that their request is processing and that someone should be in touch shortly. This will change the status to "**Processing**". A resolution must be filled in. Also, as an optional feature, an offer can be attached to this status update and will be attached in the update e-mail sent to the client.
- **Refuse**: this will completely refuse the account request and will notify the customer as well. This will change the status to "**Refuse**" and this is a final status – no further changes can be made for this request. A resolution must be filled in.
- **Accept**: this will initiate the acceptance procedure and will be handled into a new form. In this new form, all the details will become editable, in the case that the customer didn't fill them in correctly or they are incomplete. The administrator can change any field and can also benefit from the automatic company checker service which will retrieve the company information based on the VAT ID – when this field is changed.
  Together with the company details and the contact details, a new section will appear – account details. These are fields which must be filled in by the administrator during the acceptance procedure and only after the contract was signed!
    - Friendly name: each account can have a friendly name which will be used in the Corporate platform or in the Workplaces section of the main platform (e.g. for when the company has a distinct trading name than the

company name). This field is optional and, if not filled in, the company name will be shown.

- Logo image: this field allows the administrator to upload a logo image which will be shown in the Workplaces section of the main platform, for ease-of-use. Although it's still optional, the recommendation would be to upload a logo.
- Overdraft limit: this field represents the agreed initial overdraft limit as per contract. Mandatory field.
- Main responsible: here, a dropdown with all the administrators will show up and the administrator will be able to select the main account responsible.
- Allow access to teams management: this states whether this account has access to create teams (workplaces) and send out the join links to their employees, which will then benefit from discounts from their employer, based on the contract. This can be changed at a later stage as well.
- Corporate user selection: here, there are two options. You can choose to create a new corporate user, in the case that it doesn't exist, in which case a new user will be created based on the contact details and then an e-mail containing the log-in URL will be sent out. Also, if the corporate user already exists, you can simply select it from the drop-down list. The corporate users' access to this account can be modified at a later stage as well.

After finishing the acceptance procedure for a request, a new Corporate Account will be generated, and a customer identifier will be automatically assigned to the new entity – this can be used to pay the invoices or identify the account easily.

When clicking on a Corporate Account, an advanced editor will show up which will allow the administrator to modify all the fields. Even though the Corporate Account can't be deleted, it can be deactivated, thus disabling all the functionality, but keeping the history for that account. Also, it can be reactivated at any time.

Next to the Details tab, an Overdraft summary and a Settings and permissions tabs are also available.

In the Overdraft summary, the whole overdraft history can be seen for an account. Also, on the right side, temporary overdraft limits can be applied in order to temporarily increase the limit if the invoices weren't paid in time.

In the Settings and permissions tab, the administrators with access to this account can be modified and a few settings are available as well.

- Invoicing type: this only applies for overdraft transactions which weren't already invoiced (e.g. benefit uses, other). Invoices can be issued monthly, in which case the Invoicing day of month field will be used, or when reaching a specific threshold of not invoiced transactions, in which case the Invoicing threshold field will be used.
- Invoicing due after (orders): this field sets the number of days in which the invoices generated by an order which wasn't paid by debit/credit card will be due – default 14.
- Invoicing due after (benefits/other): this field sets the number of days in which the invoices generated by the system based on the overdraft transactions will be due – default 14.

- Redeem code valid for days (ticket): this field sets the number of days for which a redeem code is valid in case it is an entry ticket – default 180 (6 months).
- Redeem code valid for days (voucher): this field sets the number of days for which a redeem code is valid in case it is a value card (voucher) – default 180 (6 months).
- Benefit invoicing enabled: by default, the benefits/discounts aren't invoiced, as they are offered based on a contract. However, this possibility exists as well – in which case for each benefit use by a employee, a new overdraft transaction will be handled and these will be invoiced based on the specific invoicing settings, as explained above.
- Allow proforma invoices: by default, the proforma invoices aren't allowed for a given Corporate account. If the client can issue proforma invoices, this check needs to be filled in.
- Proforma invoices due after: represents the number of days after which the proforma invoice is due.

Next to these tabs, a series of buttons are also available:

- **See account request** – in case the Corporate Account was based on a request, this will open the initial request details.
- **Benefits** – this will open a list containing all the team benefits which are available for the selected Corporate Account.
- **Discount rules** – this will open a list containing all the discount rules which were defined for the selected Corporate Account
- **Corporate Teams** – this will open a list which will enable the administrator to modify the teams and approve/deny join requests from the Corporate Account's employees.

40.7.1. *Corporate Account Benefits*

A benefit represents a discount which will be applied to a specific group of team members only for a selected Corporate Account. These benefits can be represented as a fixed value discount or as a dynamically calculated discount, based on the product value. They can also be applied only for a given period of time, controlled by the apply from and apply until settings. Another rule enforced is the maximum number of benefits available per the entire Corporate Account – this will be deducted no matter from which team the user is part.

These benefits are fully configurable, meaning that they can be applied at the product level (only for specific zones, durations, period of weeks, guest types etc.). However, the products can also be grouped in order to send out the discounts with the correct discount article.

A title and a description can also be provided for all the languages registered in the system, and the final step would be to select for which teams the newly created benefit should be applied. For each team, a maximum amount of benefit uses can be specified (how many times per month can an employee use this benefit), but also a period of applicability (optional).

40.7.2. *Corporate Account Discount Rules*

A discount rule lets the administrator configure a commissioning system for the Corporate Accounts.

Each discount rule has to have a name, an apply type (whether it will act as a commission notification which will trigger the customer to issue a commission invoice and upload it in their account or if the discount should be applied directly on the order, before submitting it), a type – whether it has a fixed discount value or its value is dynamically calculated based on the total sales value. It can also have a calculate sales from date which will only take into account the sales made starting from that date, and an applicability interval (optional).

For each discount rule, multiple sales thresholds can be defined, in order to be able to apply a distinct discount value based on the total sales amount. Each threshold must have a starting threshold amount; however, the ending point is not mandatory.

40.7.3. *Corporate Account Teams Management*

If the Corporate Account settings allow teams management, this page will allow the administrator to define in the name of the customer their teams and approve or deny join requests from the customer's employees.

Each team will have a name and, as an optional feature, a set of domain names which will allow the join requests to be automatically approved based on the e-mail address domain.

When a team is created, a join URL will be automatically generated – URL which can now be shared to anyone who wants to join the newly created team. Also, a team can be deleted, modified or the join URL can be deactivated.

After the join request is approved, teams can be manually assigned or removed to a specific identity user or their access to the workplace can be totally denied. Also, a list of all the benefit uses for this Corporate Account can be seen.

40.8. Corporate Discount Threshold Reaches

From this page, the administrator can see an overview of all the commissions which were applied for all the Corporate Accounts and see which have been notified, invoiced or paid.

40.9. Corporate Users

This interface allows the administrator to change permissions for the automatically generated corporate users or even create new corporate users. An user represents the person which will use the Corporate platform and they can have access to multiple Corporate Accounts. Also, a Corporate Account can have multiple users.

The administrator can also modify the user's details or deny / allow access to the platform.

40.10. Redeem codes

This page enables the administrator to see the status of all the redeem codes issued for any Corporate Account. They can also be filtered by their status or by the Corporate Account they belong to.

Each redeem code is able to be individually downloaded or sent via e-mail, however the checkbox at the beginning of the row allows the administrator to select multiple redeem codes and send them bulk.

40.11. Corporate reports

All the reports available under the menu item with the same name share the same filtering structure and exporting capabilities, since they all can be filtered using an interval selector (mandatory start and end date selectors) and can be exported to Excel.

40.11.1. *Sales reports*

This represents an itemised sale report for all the individual purchases sent out to HKS. Each line includes the sale date and time, the article number and name, quantity, prices, the expected or past use date and the client name.

40.11.2. *Invoices report*

This report is a summary of all the invoices issued by the Corporate platform, together with the invoice serie and number, order number (if any), HKS receipt number, the date and time of issue, first and last name, the state of the order and the prices.

40.11.3. *Redeem codes report*

This report is a summary of all the redeem codes issued, with their corresponding status.

40.11.4. *Benefit uses report*

This report is a summary of all the benefit uses by the employees, together with the Corporate Account details and the discount values.

41. Zen points administration

The system provides a distinct administration section for all the Zen points entities.

Since the Zen points ecosystem is split into 2 environments – the Global Identity Provider and the local Therme environment, it is needed to mention the fact that the administration panel will always show only information regarding to the current environment – the administrators of a given Therme environment will not have access to client information outside the current Therme environment.

Each environment will have its own Zen points currency rate, issuing events or triggers which are fully customizable.

The currency rate, rank validity and icons are customizable either from the Global Interface Settings or from the Global Settings list itself – as they are represented by a set of Global Settings.

On the other side, there are a few entities which are vital to the Zen points interface and these will show up in the Zen points dedicated submenu.

41.1. Zen Article Rules

This area defines several rules regarding which articles and which selling mediums issue Zen points.

Each rule will have an internal name, a validity period (they can only apply from a given period of time or end at a given date and they can also only be applied during specific hours), the days of week on which they apply and the shop source (web shop, mobile application, cash desk) and the articles which allow the issuing of the Zen points when they are sold.

If several rules overlap, the one which is most recent will be applied.

41.2. Zen Events

Zen points can be issued automatically by the system when an event is triggered by the client. There are 3 types of events which can trigger the issuing of Zen points and these events can be activated or deactivated at any point.

Also, there are some trigger rules as well which, again, can specify dynamic applicability periods, with the allow event / deny event working model.

For each rule which is defined, a different amount of points can be set and the validity of the points issued can be adjusted as well.

41.2.1. *Register event*

This event is triggered when a new user registers from any platform and from either form – the cart one or the register page.

Even if the event can't be triggered for the same user twice, due to the fact that the user information is deleted after the account is deleted, the platform can't guarantee to disallow any workarounds in which the same person registers multiple accounts with different e-mails.

41.2.2. *Birth date*

This event is triggered automatically when a client's birthday is coming. There is a protection in place in order for the same user to not trigger multiple events in the same year after changing their birth date.

41.2.3. *Invite a friend*

This event is triggered when a client invites another person to join MyTherme using their personal invite link and is only triggered after the second account is activated.

41.3. Zen Offers

Several offers can be defined for loyal clients which are saving up Zen points – different in-location offers can be claimed based on specific rules which represent the current Zen rank or the total number of Zen points owned.

These offers are being automatically calculated and can be only redeemed at the cash desk, by using the MyTherme CashDesk Widget. This feature is still under development, as not all the details have been discussed.

41.4. Zen Ranks

Multiple Zen ranks can be defined in order to incentivize clients to accumulate more Zen points.

Each Zen rank can have specific design settings and description / conditions, however all of them need to have the amount of sales from and sales to defined in order to correctly calculate the Zen rank.

Also, each Zen rank can have specific rules which define how Zen points are being issued for sales and these, again, can be applied for a given interval of time and for specific shop sources. However, this time, a percentage is required in order to calculate how many Zen points will be issued base on the fiat value of the sales.

41.5. Zen Reports

This area represents the reports area for the Zen points ecosystem and, again, it will only show up information regarding the current Therme environment.

41.5.1. *Zen Transactions report*

This is the report which shows up all the Zen transactions which happened in the current instance, together with the client, transaction description, trigger, status, Zen rank and amount.

41.5.2. *Zen Ranks report*

This report will show the status for all the clients from the current instance, together with their current Zen points balance.

Other reports can be provided on request.

42. Challenge sets

Challenge sets represent a new functionality which is only available on the mobile application and allows the administrators to define challenges for the app users, challenges which once completed will issue Zen points.

A challenge set represents a set of challenges which will have a predefined time period and, even though multiple challenge sets can run at a given time, it is recommended to have a single challenge set running at once.

In order to define a challenge set, an identifier, a logo image, the availability period and the display settings need to be defined. The system will automatically calculate the active challenge sets and will show them to the app users.

After a challenge set is created, the Challenges button from the edit box needs to be pressed in order to define challenges linked to that challenge set.

A challenge represents a list of steps (ranging from single step to as many steps needed) which will, once all the steps are completed, issue a number of Zen points, according to the current Zen rank of the client.

Also, the challenge can also be visible only in certain circumstances. The administrators can define multiple visibility rules with a lot of parameters, ranging from start and end date to allowed Zen ranks and number of challenges completed before.

As mentioned above, the issuing of Zen points can be customized depending on the Zen rank, clients with higher Zen ranks being able to earn more points than the ones in lower rank.

Each step has some display features, together with multiple completion rules. The rules can't be combined, meaning that if the administrators define multiple rules for a challenge step, it will only mean that the challenge can be completed using only one of those rules.

The completion rules can be of different types:

- Keyword: the app user needs to manually enter a keyword in a textbox which will then be validated by the server. The keyword field supports multiple keywords separated by semicolon;

- QR code: the app user needs to scan a QR code which will translate into a keyword as well – therefore the keyword field needs to be completed for this type as well. This also supports multiple keywords;
- Receipt: the app user needs to scan the QR code which was printed on the receipt. By doing so, all the articles from that receipt will be checked against the article groups, article numbers or article names which were defined. All of these fields support multiple entries by semicolon. Also, this rule type also allows to check the quantity of a certain line – but this means that there must be a single receipt line with a quantity higher or equal to this value. Also, a receipt can be reused for several challenge steps, but the quantities will have to add up in order for it to count as a valid completion. Once the user scans a single receipt, all the steps in this challenge will be checked and automatically completed.

At the end of a challenge or during this period, a report can be retrieved at any time which contains the date of the completion, an unique completion identifier, the identity user ID, the number of Zen points issued and their expiration date. This report can also be exported to Excel and used to manually draw competition winners.

43. Feedback & surveys

This new functionality allows the administrators to define multiple surveys which can be filled in either by using the feedback kiosks (which are several hardware devices with a custom host software) or by a dedicated feedback platform (website). These surveys are fully customizable and allow advanced reporting.

43.1. Feedback kiosks

The feedback kiosks have a very similar interface with the self-invoice and self-service kiosks – they are automatically registered and their name, description and status can be modified. Also, a live-feed of their status, operation status, current survey and last heartbeat is available.

43.2. Surveys

The surveys represent the actual method of gathering feedback from customers / users.

They can either be a classic survey, meaning that they have the regular form with pages and multiple questions, or aggregated, where the survey answers will be grouped together by a single answer to a first advanced question.

Each of the surveys can have a collection interval (start and end date) and multiple settings stating whether the system should collect user data, if an answer QR code should be generated (for further use in the system e.g. for giving a specific discount if the clients answer a survey) and if an unique tag should be collected and checked. This unique tag can either be a bracelet, a ticket QR code or a receipt QR code. By collecting the unique tag, the system ensures that no one will be able to answer the same survey using the same unique tag.

Besides multiple display settings, after the survey is created and edited, the administrators will be able to define the aggregate by question answers (if the type is aggregated) and to define the survey pages and questions. Also, several settings and translations can be defined as well, if the system should replace the default ones.

A survey can have multiple pages, and each page can have multiple questions. The questions are fully customizable and have a great range of types:

- Smiley faces – 5 smiley faces which will gather a percentage ranging from 0% to 100%;
- Yes / No – 2 buttons representing 0% or 100%;
- Range (0-10) – a range slider with values from 0% to 100%;
- Grade (0-10) – 11 buttons with values from 0% to 100%;
- Stars – similar to smiley faces, however this displays 5 stars – rating based.

For each survey, a report button is also available and this report can also be exported to Excel.

III. CORPORATE PLATFORM

This is the platform which allows the Corporate Accounts to buy products and configure their teams.

As mentioned above as well, it is a totally separated selling platform, with its own selling entities and its own payment processing model.

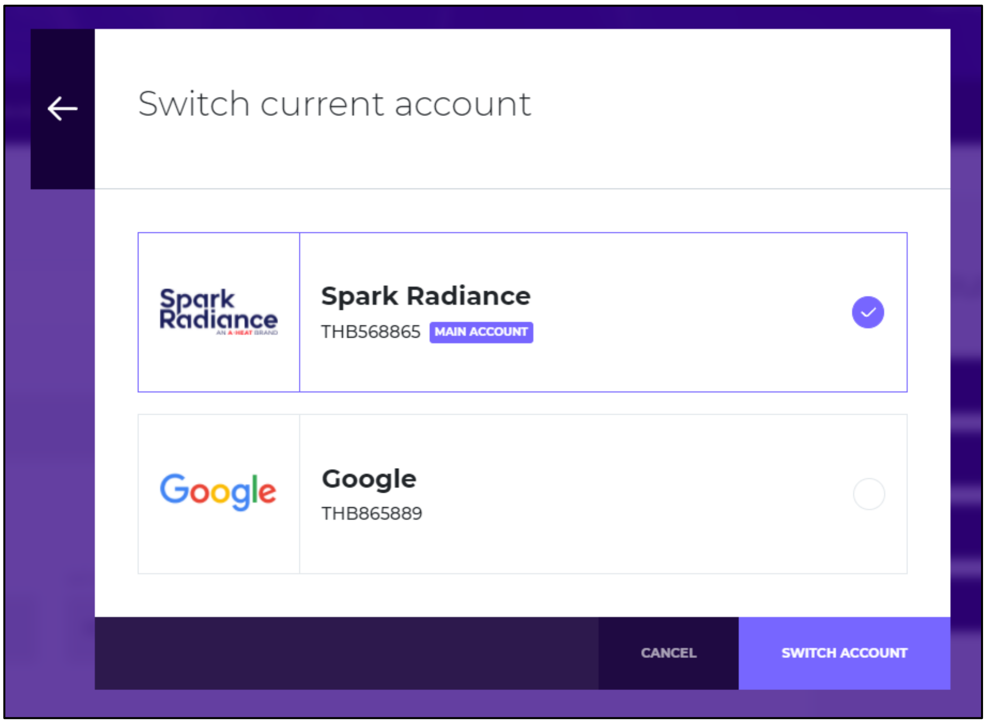
Also, the content displayed in this platform follows the same instructions as for the main platform, with the same settings being in place, however for some different pages. Internationalization is also supported, multiple languages being able to be defined, however these will be the same languages available for the main platform as well. The occupancy status will also be shown in the top-right corner.

The user identity is locally obtained this time, compared to the main platform, where a Global Identity Provider is used.

Based on the corporate users mentioned earlier, the companies' representatives can log in and use the platform.

Instead of a register functionality, this platform uses an account request system which enables the user to provide more information to the administration team.

MyTherme Corporate is the full name of the account in which, once logged-in, the user will be able to switch between multiple Corporate Accounts – if this is the case.



After an account is selected, all the other pages will update accordingly to the current account which is shown at all times below the welcome message.

As for the user's account, they can change their profile details (name, e-mail address, phone) and their sign-in details, such as their password. Also, for the Corporate Account, they will be able to modify the company address or review their contract.

In order to purchase products, just as for the main platform, a wizard is available. However, this time without a calendar, as their redeem codes will be available for a longer period of time.

The same shop interface allows the users to buy value cards or any other virtual products.

Once they've added into their cart a product, they will be able to provide different contact information (shipping details), without being able to modify the invoicing information. The payment can be made by using two methods this time: by a debit/credit card or by using the overdraft limit, which will handle an overdraft transaction.

After the payment is confirmed, the user will be able to download the generated invoice, which will also be sent out via e-mail, or to head to the Access Codes page, where all their generated codes will appear.

Given the fact that they didn't buy a ticket with a preselected date or a value card, but a ticket or value card which can be resold, they will receive several access codes which, in turn, can be used by the final buyer and can be transferred into an entry ticket or a value card.

In the Access Codes page, a list of all their codes will show up, and they can filter it out based on the status of the code. They can also download or send the code via e-mail individually or use the checkbox at the beginning of the row to select multiple codes and then send them bulk.

The My Invoices page will be split into two, My Invoices and My Commission Invoices. In the My Invoices tab, all the invoices issued by Therme will show up, together with their status and total amount. These can also be downloaded.

For the Commission Invoices tab, a form which can be used to submit a new Commission Invoice (from the company to be paid by Therme) will show up, together with a history of all the other commission invoices uploaded so far. Also, a commissions history will show up all the commissions they benefited from.

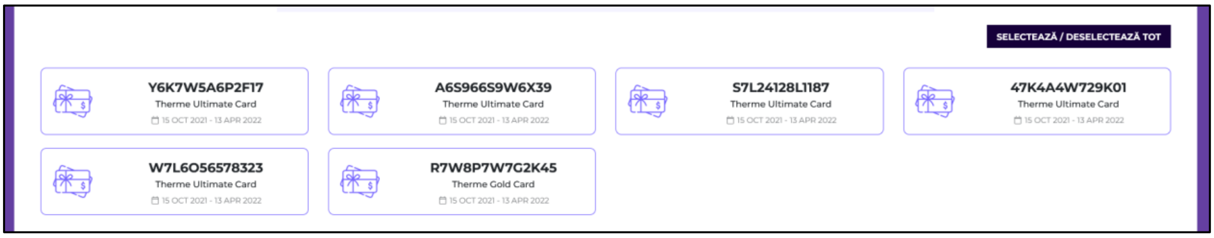
If the Corporate Account has the teams' management functionality enabled, they will see a tab called My Teams which they can use to define their employee's teams (same as above, in the Administration platform description), see all their members and allow or deny access, approve or refuse join requests, see a benefits summary and also see all the benefits used so far.

1. Bulk redeems

If the Corporate user needs to redeem multiple redeem codes at once, they can now do that (only for the redeem codes of type voucher).

Once the order is processed, and the redeem codes have been generated, if at least a redeem code represents a voucher, the Corporate user will now see a button above the order items (in the order details page) called Redeem bulk.

When the button is pressed, a new page will show up with all the redeemable codes (codes which are active and represent a voucher).



Now, from the list, the Corporate user can click on each of the vouchers or click on the select / deselect all button to select all of them. After at least a redeem code is selected, the Corporate user needs to click on the Submit button and a bulk redeem will be initiated.

After this, the Corporate user will be able to see all the bulk redeems for that specific order, together with the requested date, started and ended at dates, the number of codes included in the bulk redeem and the status of the bulk redeem.

Finally, the system will automatically redeem the codes asynchronously and, once everything is done, will send an e-mail with a link (which can also be accessed directly from the platform) which will allow the user to see all the redeem codes together with the redeem status. On this page, the Corporate user will be able to download an Excel with all the redeem codes and the voucher codes / amounts.

IV. MOBILE API

The ecosystem allows a mobile API to be consumed in order to be used by the mobile applications developed by Therme Media and which will enable all its consumers to have access to the whole common database and entities which are used in the CMS platform.

Even though the content and the structure of the mobile applications are somewhat different than the CMS ones, all the generic entities can be implemented and used in both of them successfully, whilst ensuring that the user has the best experience switching from the website to the mobile application.

This API also allows the user to have a seamless notification and administration system, this meaning that all the settings and notifications available on the website are also available on the mobile applications as well, together with the MyOrder module, hence the user is able to add items to the same cart both on the web shop and the mobile shop and pay the order on any device.

In the near future, with the use of deep links, the experience will be even more seamless, since the user will be able to open links directly in the mobile application, enjoying the full capabilities of this component.

1. Authorization

In order to have access to the API, the consumer must have access to an API key. Each consumer might have different keys or a single key can be used, this depending on what the needs are.

These API keys will allow for specific rate limits to be imposed per key and will also allow request tracing therefore no unsafe use will be permitted.

The authorization key defined in the system will only allow access to a single type of API (the mobile API) and will need to be passed on with any API request, in the `Therme-Api-Key` header.

Alongside the generic API key, when the request refers to al logged-in user from the Global Identity Provided, an additional Bearer key will have to be provided in order to securely identify and process the request. This access token will be passed in the `Authorization` header, in the specific format (Bearer %KEY%).

2. Rate limits

In the production environment, rate limits can be imposed per API key or per global environment in order to prevent any unwanted attacks. This includes a limited maximum number of requests per second / minute, a limited number of requests per device, additional request and device identifiers etc.

3. Integration with the Global Identity Provider

In order to increase the security level of the Global Identity Provider, it is not publicly available. Since this is the case, no direct calls can be handled, only calls which are intermediated by a gateway.

All the components of the ecosystem (CMS front-end / admin, mobile API) have interfaces which make direct calls to the Global Identity Provider, even though these are made over a secure network, with full control over the IPs / consumers which have access to it.

In order to be able to do this, a JWT access token will be issued which needs to be stored locally, together with a refresh token. An expiration date for the access token will also be provided every time a new token is issued. When the token expires, it can only be refreshed with a valid refresh token. This refresh token has a negligible expiration date and will only be revoked when the user signs out or the session expires, so no malicious requests can be made.

4. Swagger documentation

An explained endpoint documentation is available on any environment, by accessing the base URL, appending a /swagger to the path.

Each endpoint can also be tested from the Swagger UI, with example responses and requests being available as well.

5. Internationalization

The whole API supports internationalization, just like the whole ecosystem. This is achieved in 2 different ways:

5.1. Accept Language header

All the requests should have the `Accept-Language` header, which is a general HTTP header and which contains a comma-separated list of all the supported ISO 639-1 language codes which are usually available in the settings configuration for each mobile device. This will be used in order to display the content in the most appropriate language for the user.

5.2. Language-Id header

An additional `Language-Id` header can also be provided, in the case that the user selected another language or a language ID has already been provided in a previous request. This will be the language in which the API will try to retrieve the content.

Also, together will each response, a `Language-Id` response header will be sent alongside the content in order to be able to use it in the future.

If the request comes from a logged-in user, the language preference will also be updated in the system for that respective user.

V. CONTENT DELIVERY NETWORK

As mentioned before, all the media resources and files are being saved on a local CDN (content delivery network) which is hosted as part of a local Therme facility.

This ensures that all the files are available in a fast and secure way to any user who tries to access them.

This CDN solution is a custom-built greenfield project which also includes image resizing capabilities as a default (all the images which will be uploaded from the administration panel will be automatically resized in the specified dimensions).

The default dimensions are the following:

- **original** – the original file, without any changes
- **thumb** – will resize the file to a maximum width of 200px
- **sm** – will resize the file to a maximum width of 720px
- **md** – will resize the file to a maximum width of 1024px
- **lg** – will resize the file to a maximum width of 1920px
- **xl** – will resize the file to a maximum width of 2048px

Also, by default, all the images uploaded are being compressed at the time of uploading, while keeping all the fine details in place.

Using the CDN's upload interface is also possible, however will not be documented, as this is already implemented in the whole ecosystem – where needed. For external access to the upload service, additional documentation will also be available on request.

1. Serving uploaded files

When uploading a file using the administration panel's helpers, a link will automatically show up and that is the base URL for serving the uploaded file.

However, additional options are available and the CDN also uses a serving compression and caching module which allows it to be lightning fast. The compression method is generally available in any browser (g-zip) and is automatically applied depending on the support of the client. However, it can be disabled by simply overwriting the `Accept-Encoding` header (leaving it blank).

Another option which is enabled by default is the WebP automatic conversion. WebP is a file format which allows images to be served much faster than traditional formats and most of the browsers already support this and will automatically pass a special header saying this. However, it can be disabled by simply overwriting the `Accept` header (leaving it blank or */*).

Only for image files, two additional serving parameters can be used:

1.1. Serving specific dimension of the file

By appending the dimension to the URL received after the upload (e.g. /thumb), the returned file won't be the original / auto-calculated size, but the specified size. By default, the CDN evaluates the user-agent of the browser and will return the appropriate size.

1.2. Serving post-processing resized files

This allows the consumer to specify a specific maximum width with their request, by appending the appropriate integer after the URL (e.g. /768 will return the image resized to a maximum width of 768 pixels).

2. Serving secure files

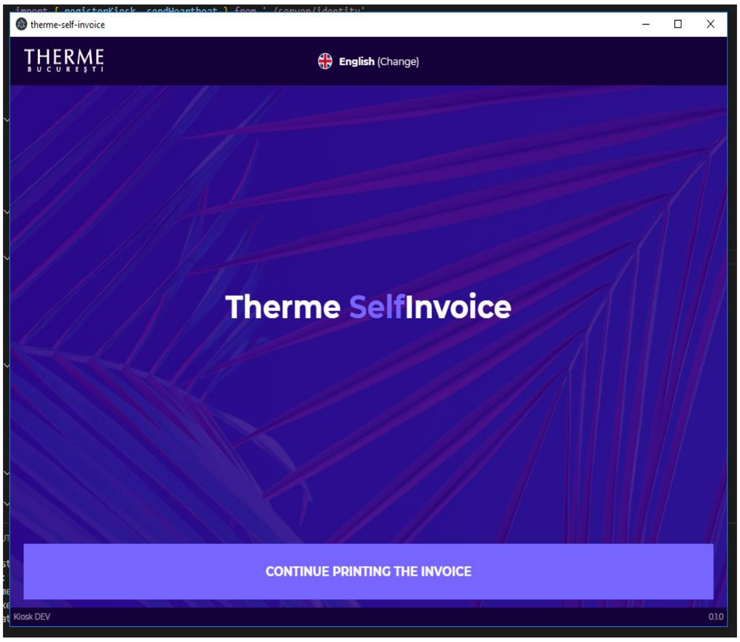
As mentioned in the CMS administration platform's description, the documents which contain sensitive information, like the invoices, are stored in the CDN in a secure way. They are not publicly available using a URL and interfaces between the CDN and the other components of the ecosystem have been developed in order to not expose the files publicly.

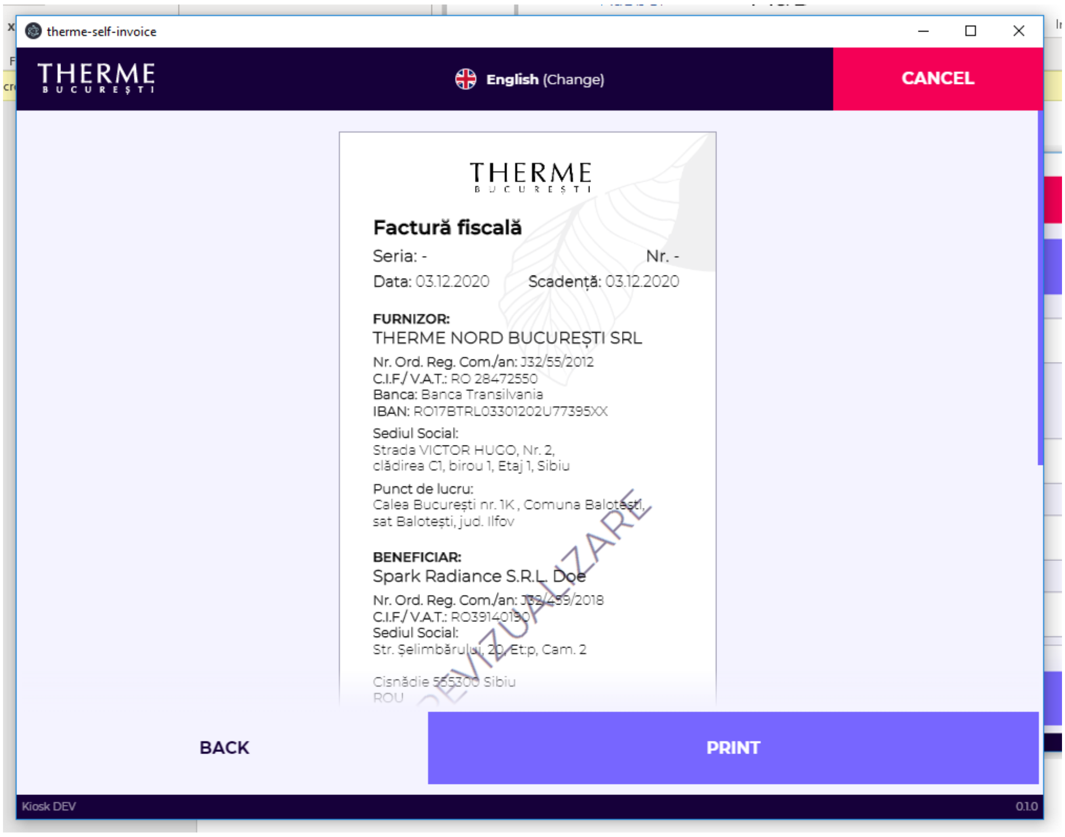
VI. SELF-INVOICING KIOSKS PLATFORM

A self-invoicing kiosks platform has been developed and can be optionally installed depending on each Therme facility's needs.

The application developed is usually hosted on a Windows terminal which has a touch screen, a small receipt printer and, optionally, a keyboard.

It is fully connected to the ecosystem, thus it is also able to be managed from the administration platform (currently only the invoice serie and number settings issued by the self-invoicing kiosks can be managed, however in a future release a full management section will be provided for all the kiosks which will show up in real time the status and invoices issued by them).





VII. SELF-SERVICE KIOSKS PLATFORM

A new platform (host app) was specially developed for the self-service kiosks which handles all the communication to the server, the fiscal printer and the POS. These applications are as fail-proof as possible, with their interface being hosted on-premise to have as much uptime as possible.

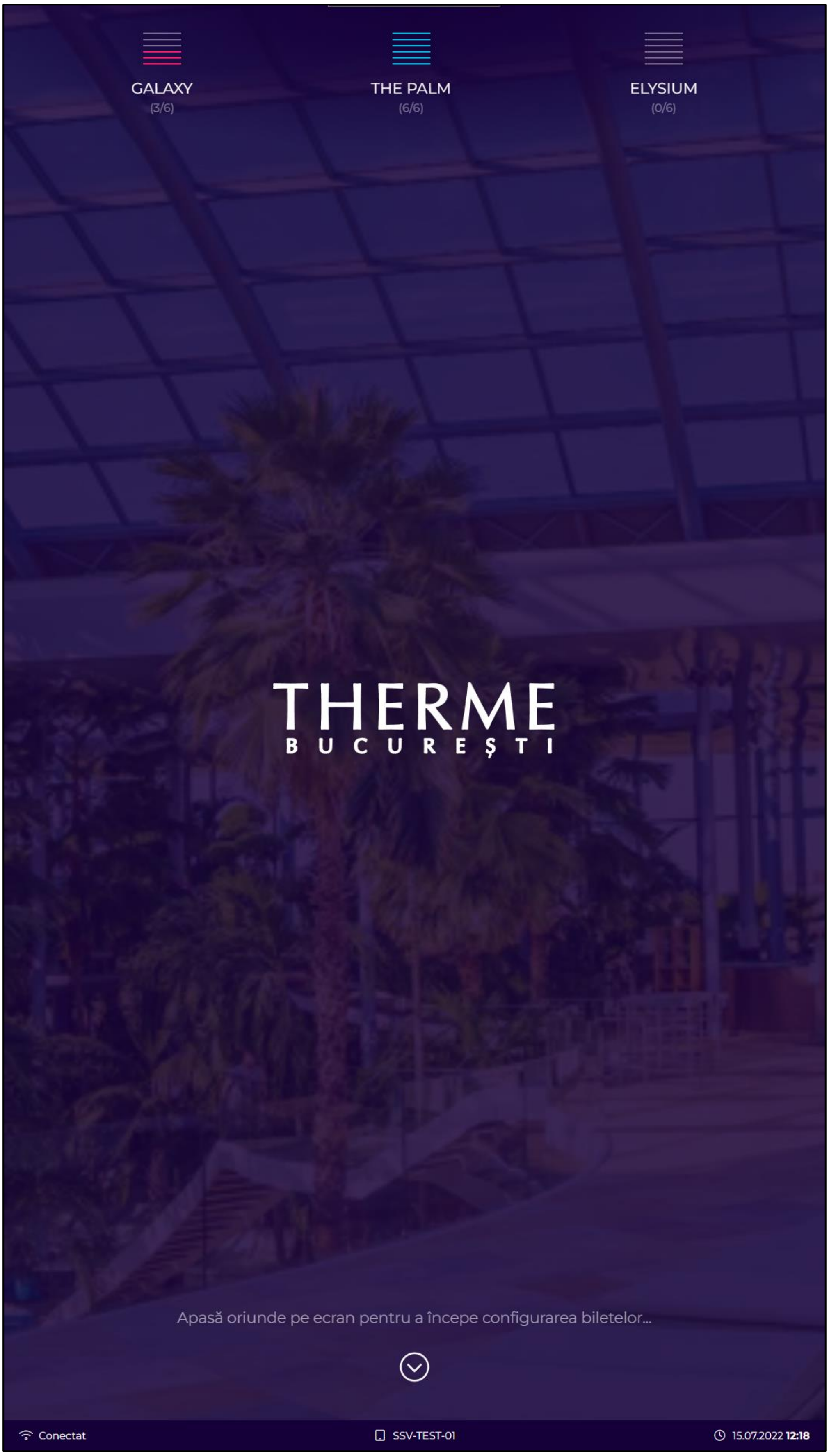
They also support offline sale, as long as there is an active connection to the on-premise server and to the external provider.

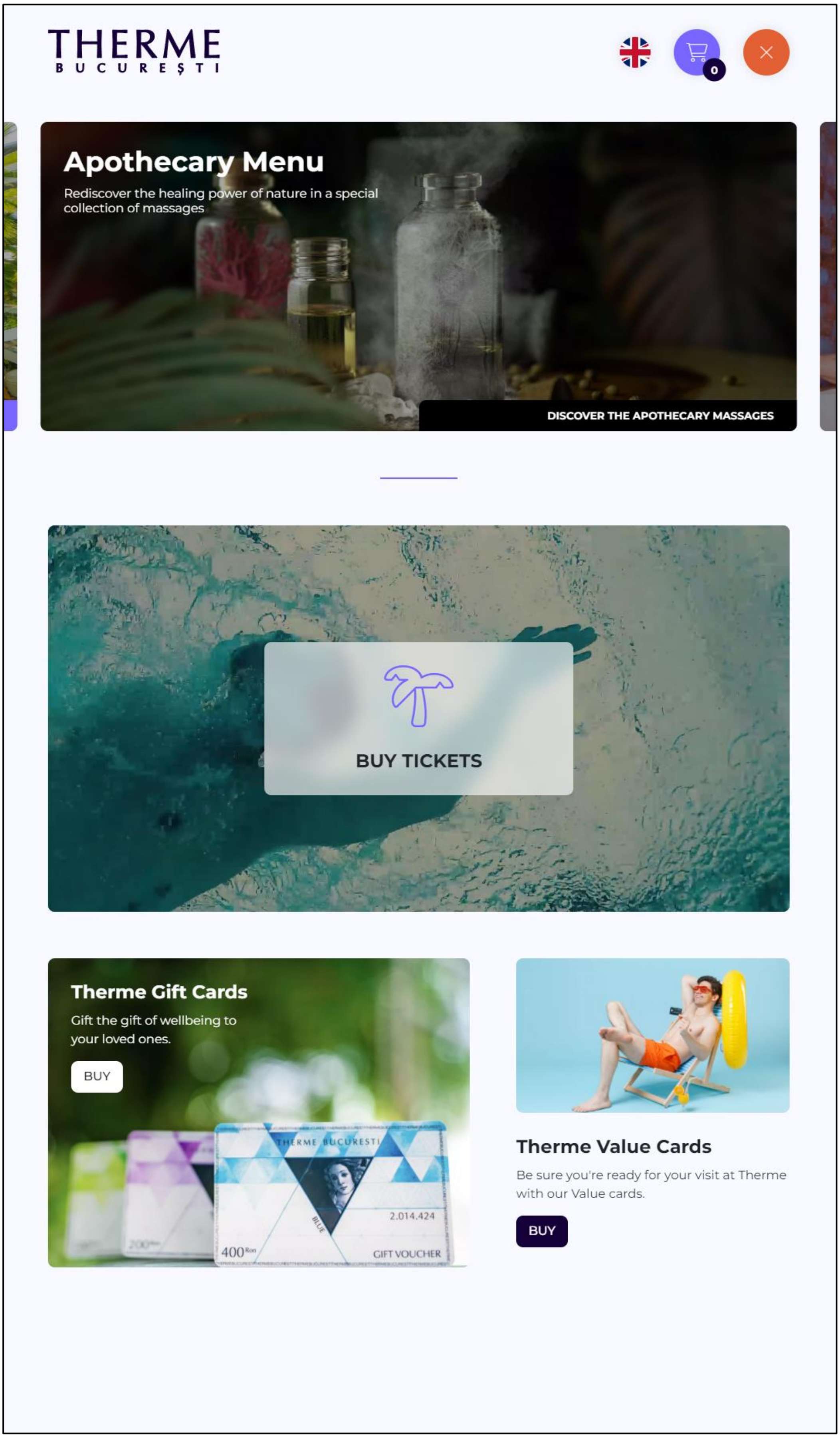
Once the overlay screen is being clicked, the system will check if there is anything else besides the tickets sale on the home page (e.g. if there are any news cards on the home carousel or if shop sale is enabled). If so, it will render the home page. Otherwise, the application will go directly to the tickets wizard.

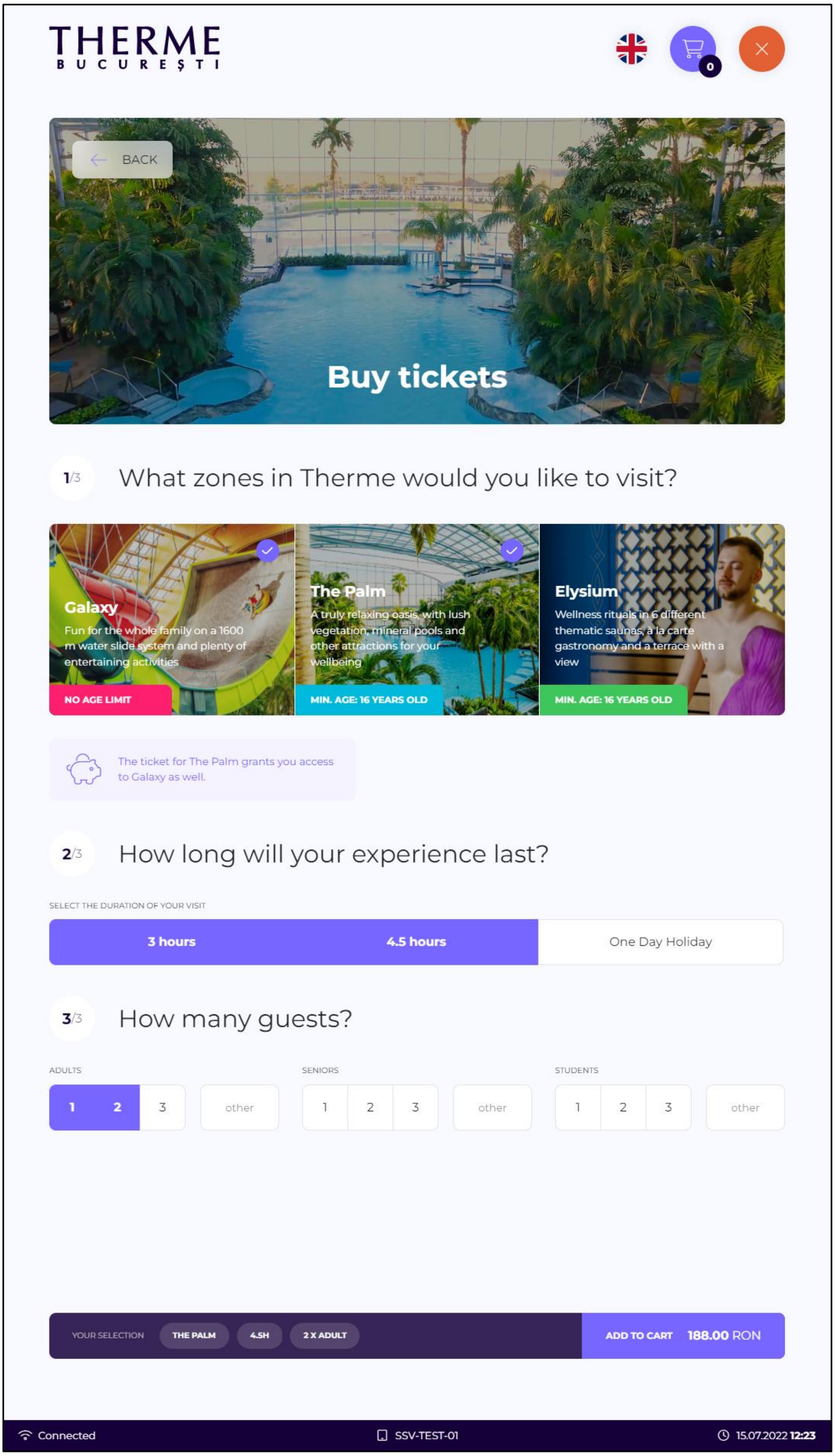
The application also has an interaction timeout, meaning that it will reset the current session automatically if no interaction was made to the kiosk.

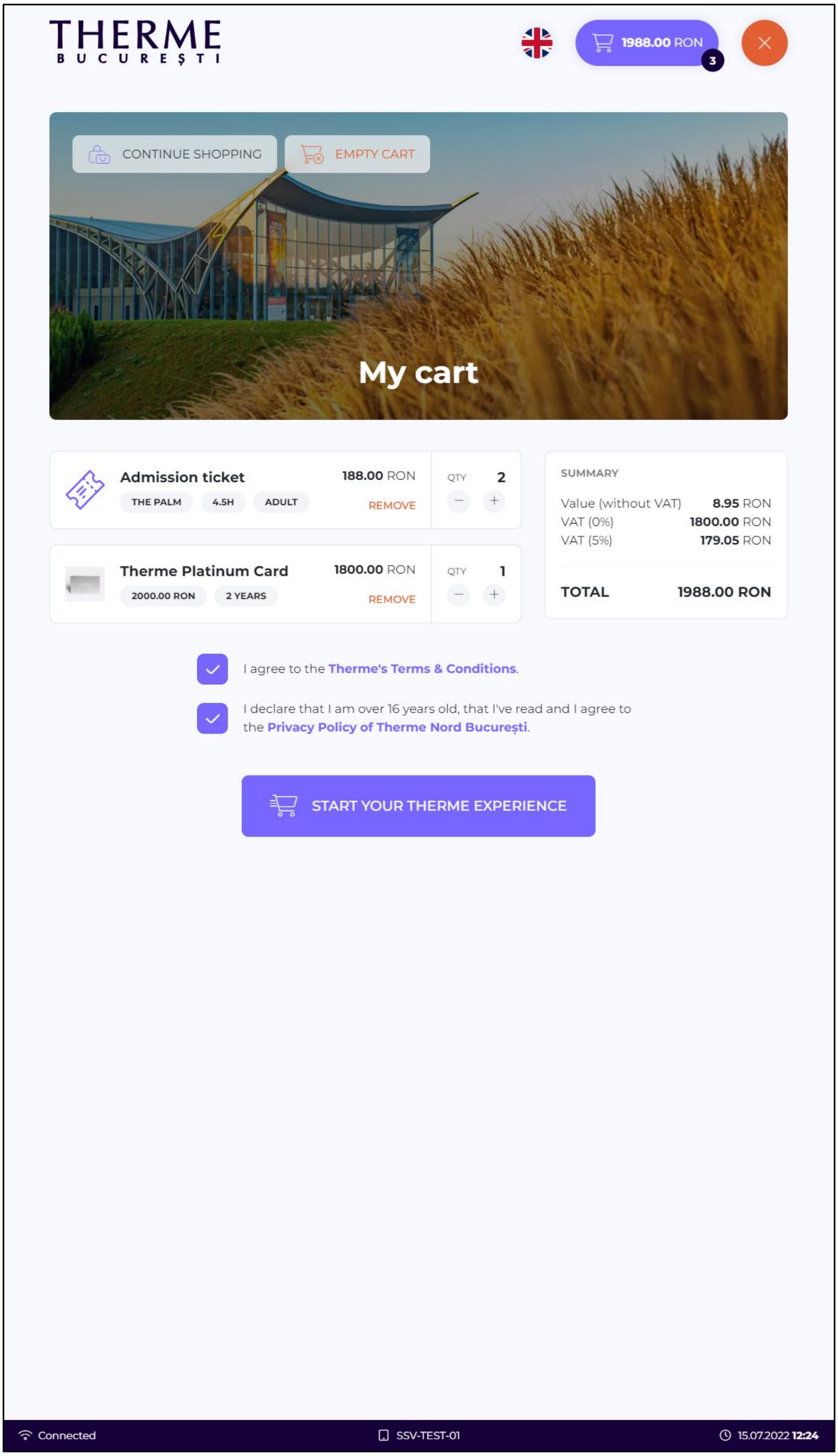
Also, it has a service mode which will show up the status of all the linked entities and hardware devices, together with the beginning of the fiscal day and several buttons which will allow the operators to continue the active transaction if it failed for some reason or another, to manually void a POS transaction or to issue fiscal reports (such as X or Z). Also, the application can be closed from here as well.

In order to enter the service mode, the administrator needs to scan the QR code which was generated from the live feed page in the administration panel.


GALAXY
(3/6)
THE PALM
(6/6)
ELYSIUM
(0/6)
THERME
BUCUREŞTI
Apasă oriunde pe ecran pentru a începe configurarea biletelor...
Conectat
SSV-TEST-01
15.07.2022 12:18


THERME
BUCUREȘTI
0
Apothecary Menu
Rediscover the healing power of nature in a special collection of massages
DISCOVER THE APOTHECARY MASSAGES
BUY TICKETS
Therme Gift Cards
Gift the gift of wellbeing to your loved ones.
BUY
THERME BUCUREȘTI
2.014.424
400 Ron
GIFT VOUCHER
Therme Value Cards
Be sure you're ready for your visit at Therme with our Value cards.
BUY


THERME
BUCUREŞTI
0
BACK
Buy tickets
1/3
What zones in Therme would you like to visit?
Galaxy
Fun for the whole family on a 1600 m water slide system and plenty of entertaining activities
NO AGE LIMIT
The Palm
A truly relaxing oasis with lush vegetation, mineral pools and other attractions for your wellbeing
MIN. AGE: 16 YEARS OLD
Elysium
Wellness rituals in 6 different thematic saunas, à la carte gastronomy and a terrace with a view
MIN. AGE: 16 YEARS OLD
The ticket for The Palm grants you access to Galaxy as well.
2/3
How long will your experience last?
SELECT THE DURATION OF YOUR VISIT
3 hours
4.5 hours
One Day Holiday
3/3
How many guests?
ADULTS
1
2
3
other
SENIORS
1
2
3
other
STUDENTS
1
2
3
other
YOUR SELECTION
THE PALM
4.5H
2 X ADULT
ADD TO CART
188.00 RON
Connected
SSV-TEST-01
15.07.2022 12:23


THERME
BUCUREŞTI
1988.00 RON
3
CONTINUE SHOPPING
EMPTY CART
My cart
Admission ticket
THE PALM
4.5H
ADULT
188.00 RON
REMOVE
QTY
2
Therme Platinum Card
2000.00 RON
2 YEARS
1800.00 RON
REMOVE
QTY
1
SUMMARY
Value (without VAT) 8.95 RON
VAT (0%) 1800.00 RON
VAT (5%) 179.05 RON
TOTAL 1988.00 RON
I agree to the Therme's Terms & Conditions.
I declare that I am over 16 years old, that I've read and I agree to the Privacy Policy of Therme Nord București.
START YOUR THERME EXPERIENCE
Connected
SSV-TEST-01
15.07.2022 12:24

VIII. ON-PREMISE ENVIRONMENT

To ensure a maximum up-time for vital operations (ticket scanning/redeeming, cash desks applications, invoicing etc.), an on-premise environment has been built which takes over the functionality of a few of the cloud-based APIs, while keeping the information valid and up-to-date with the cloud environment via several messaging queues (RabbitMQ).

This environment is the one which stores the final tickets / value cards, all the invoices generated by any entity (Webshop, cash desks or self-invoicing kiosks) and ensures that a Therme facility can run without an active Internet connection, as long as the local network is up and running.

The On-Premise environment doesn't store any personal information or order information, all the reporting being connected directly via the cloud environment.

It consists of:

1. On-Premise Core

The On-Premise Core is the main API of the environment and is the one which handles the inbound and outbound communications with the cloud environment. Also, this API is the one which HKS is communicating through in order to check the tickets/value cards.

It also handles the export of the vital information, such as invoices export for accounting, contingent availability for other third-party consumers and other external communications.

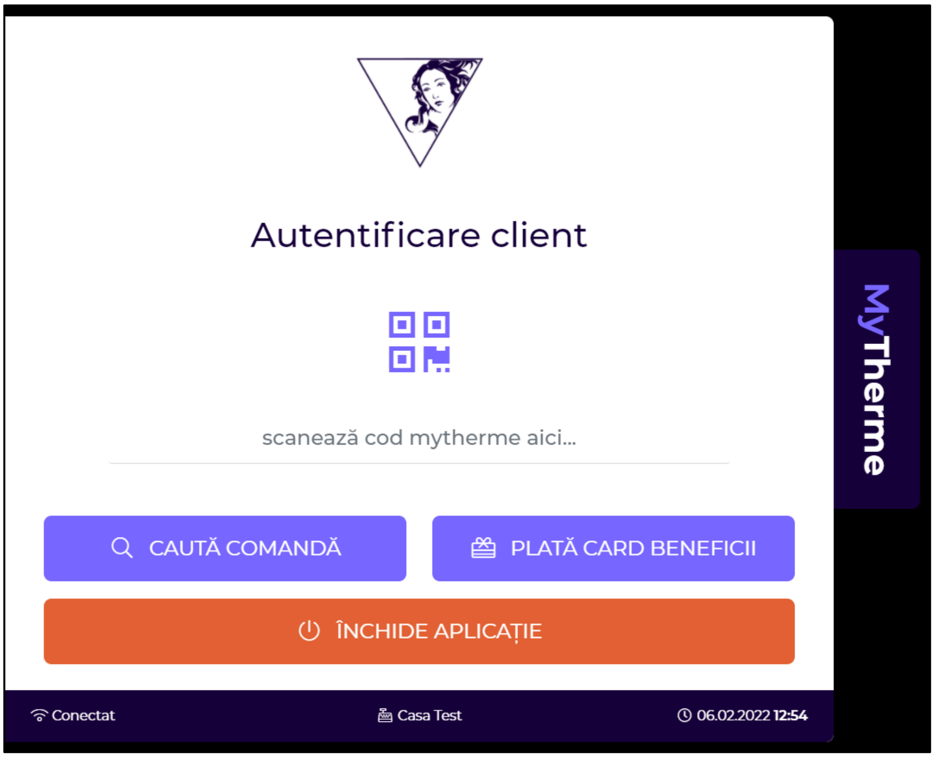
2. Reservations Core

The Reservations Core handles all the cash desks communications for when a new reservation needs to be made by a cashier. This API is used also by the tablet applications which provide real-time information about the bracelets and the live seating maps.

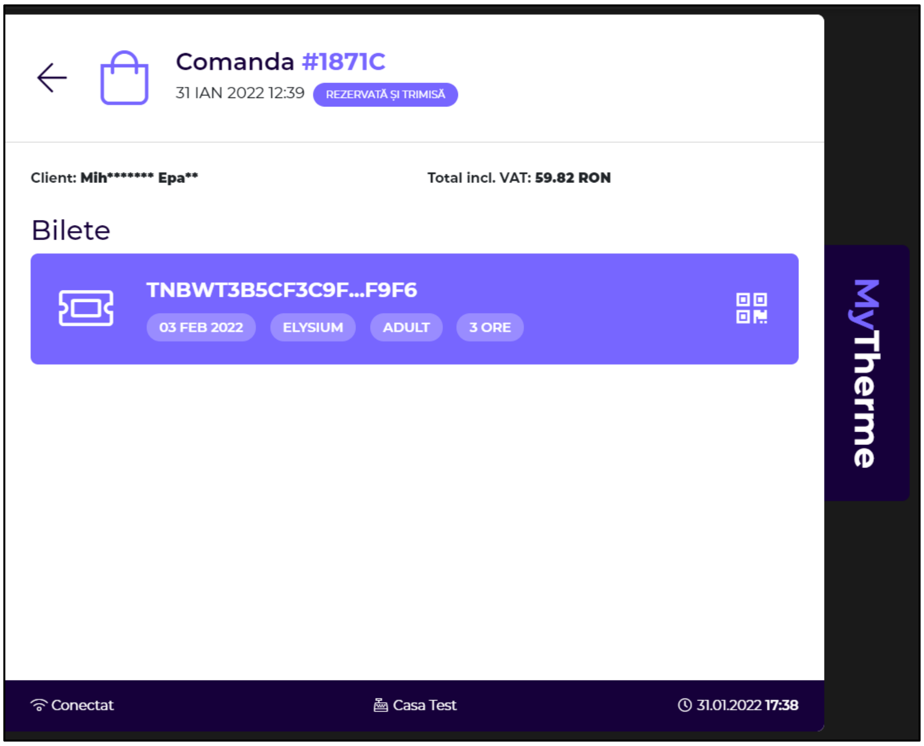
IX. MYTHERME CASHDESK WIDGET

The Cash Desk widget is a custom build top-of-the-screen widget which will allow almost seamless integration with the cash desk, without the need to be connected to any external provider.

It will show up on top of any applications and will be able to be expanded or collapsed.



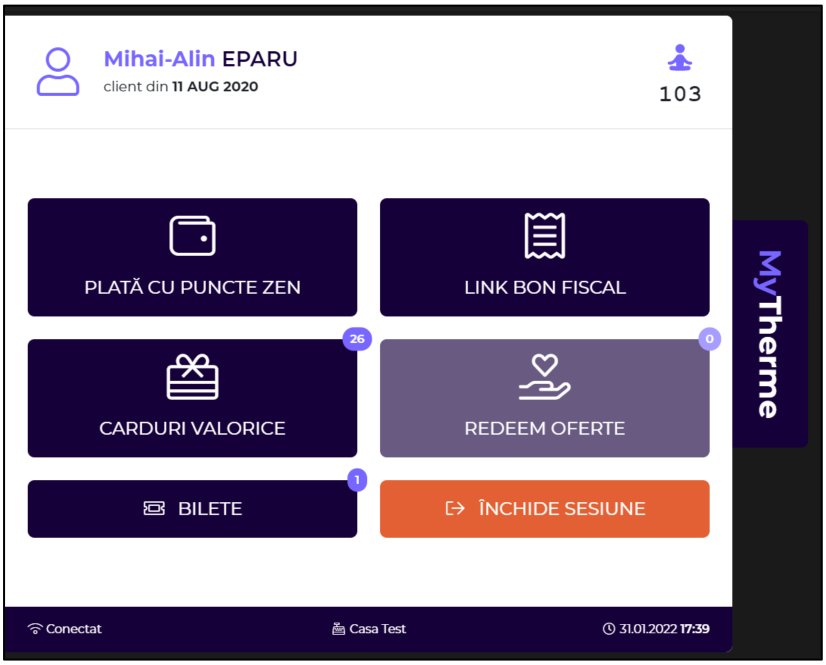
The application will enable the cashier to either log in a client using the QR code they provide when coming to the cash desk or by searching an order by its identifier, in which case they will not be able to see any client information, only the order's status and total value, together with the tickets / value cards QR codes, which can be then scanned.



If the cashier chooses to sign in using a client's QR code, another interface will show up several generic client information, together with several action buttons.

The session will automatically close after 5 minutes if no transaction is being processed or immediately after receiving a cash desk receipt.

Also, the collapsed state will look different, notifying the cashier that a client is logged in on the cash desk, thus minimizing the human error which can happen when a receipt is issued with the wrong client logged in.



At a first glance, the cashier can see all the linked value cards, together with the linked tickets which are valid in the current day, for ease of use.

Also, a Zen offers redeem button is displayed which is only active when there's at least an active Zen offer for the current client.

Next, the cashier can link a previously issued cash desk receipt to the current client so that the current client can receive the Zen points corresponding to that receipt (if any).

Finally, the cashier can choose to pay using Zen points from the balance of the current client. Any transaction initiation, even if it will be cancelled afterwards, will show up in the client's transaction history.

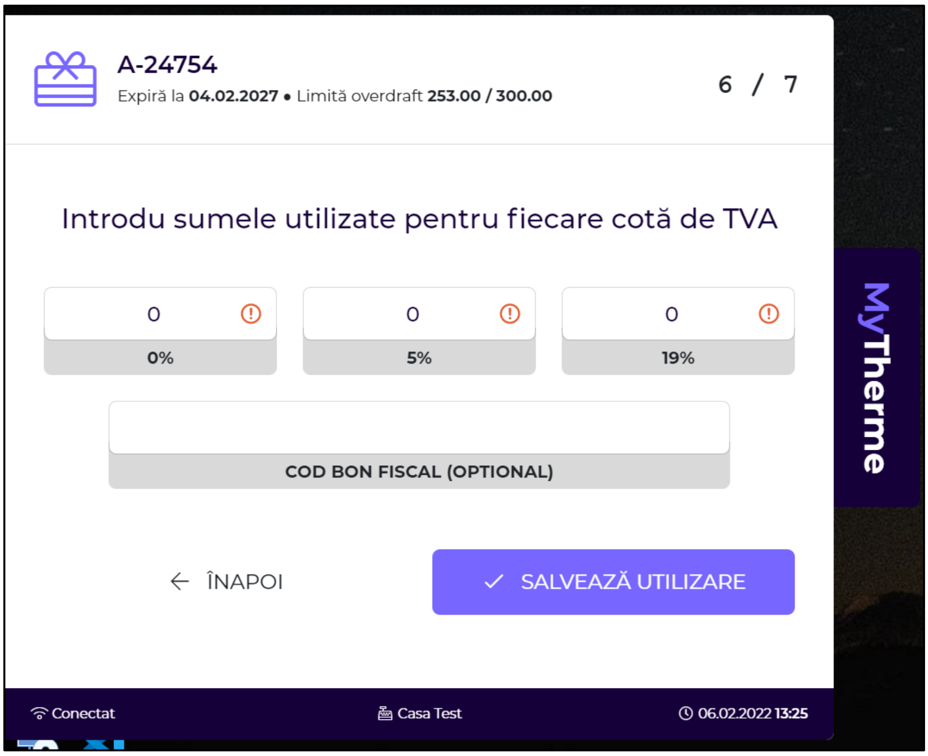
When choosing this option, the cashier will be required to enter the amount in fiat currency, which will then be automatically converted to Zen points. After this step, if the value doesn't exceed the Zen points balance, the Authorize button will show up and once it's pressed, the points will be blocked from the client's balance. This transaction is only authorized so far and the authorization will automatically be reverted after 1 hour if it isn't finalized by issuing a cash desk receipt or if there's a power outage / connection issue. There's also a recovery mechanism in this case which will automatically check if there any pending transactions for the current cash desk and will recover them if the connection is lost. Since the widget is only a GUI, not the place where the transactions are being processed, the issuing of the receipt can be processed by the backend without needing an active cash desk connection.

Once the cash desk receipt is issued and received by the backend, if the amount is correct and all the checks are met, the transaction will be finalized and the session will end automatically. Otherwise, the transaction will be automatically cancelled and the cashier will be notified to refund the issued receipt and issue another one. Also, a system anomaly will be logged and notified.

Even if no Zen transaction will be processed, if a MyTherme client is logged in when issuing the receipts, all the receipts from a day will be linked and multiple advanced reports will be able to be generated in the future.

Another functionality of the MyTherme CashDesk application is the Pay by benefit card interface. The cashier will be able to register a benefit card transaction by first searching it by its number and then entering the amounts paid for each VAT rate, together with the receipt code (if needed).

When a benefit card is scanned, the cashier will be able to see the expiration date of the card, the remaining uses and, if available, the remaining credit limit.

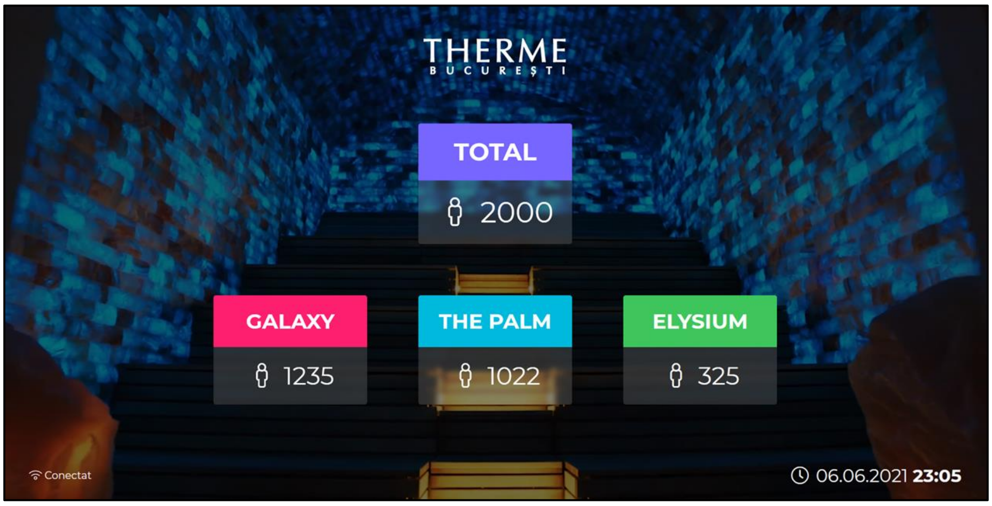


After entering the amounts and scanning the receipt code, the use will be available in the benefit card uses report.

X. AVAILABILITY SCREENS

The platform now supports – using real-time information from the HKS system – to show up on several display screens the current availability divided by zones. Also, these screens can also be used to display a slideshow of general information, such as entry requirements or any changes which need to be displayed to the clients, therefore acting as a public information screen as well. They are hosted on the on-premise environment, therefore a steady availability is provided for them.

Also, the screens support both a portrait and a landscape orientation.



XI. SORTING QUESTIONNAIRES

Depending on the current regulations, a Therme facility may consider or be required to ask their clients a set of questions (e.g. the COVID-19 pandemic required a set of standard epidemiological questions to be answered by all the clients). This desktop application was developed and allows a really intuitive way, divided into multiple screens and with a multi-language support, to answer these questions. Also, the screens and questions are fully customizable remotely.

XII. CLOUD MACHINE REQUIREMENTS

The local environment which will be installed in a Therme facility needs to be able to accommodate all the software components included in this ecosystem (2 web applications and 4 APIs), alongside a Microsoft SQL server which will host the whole local database.

The following configuration is needed on the hosting machine:

- min. 512GB of HDD storage (128GB should be reserved to the software components and the rest of them are allocated to the SQL database and the CDN file storage); SSD recommended

- min. 16GB of RAM available

- multi-cored processor of at least 3.1 GHz

- hosted on a public network with a static IP address in order to add it on the Global Identity Provider allowed hosts list

- latest version of Windows Server installed

- SQL Server Standard version

- IIS support, together with .NET Core 3.1 hosting bundle

XIII. ON-PREMISE MACHINE REQUIREMENTS

The on-premise environment needs less resources, however it needs a very reliable power input and also other ways to ensure availability, given the fact that this is the most vital part of the ecosystem.

The following configuration is needed on the hosting machine:

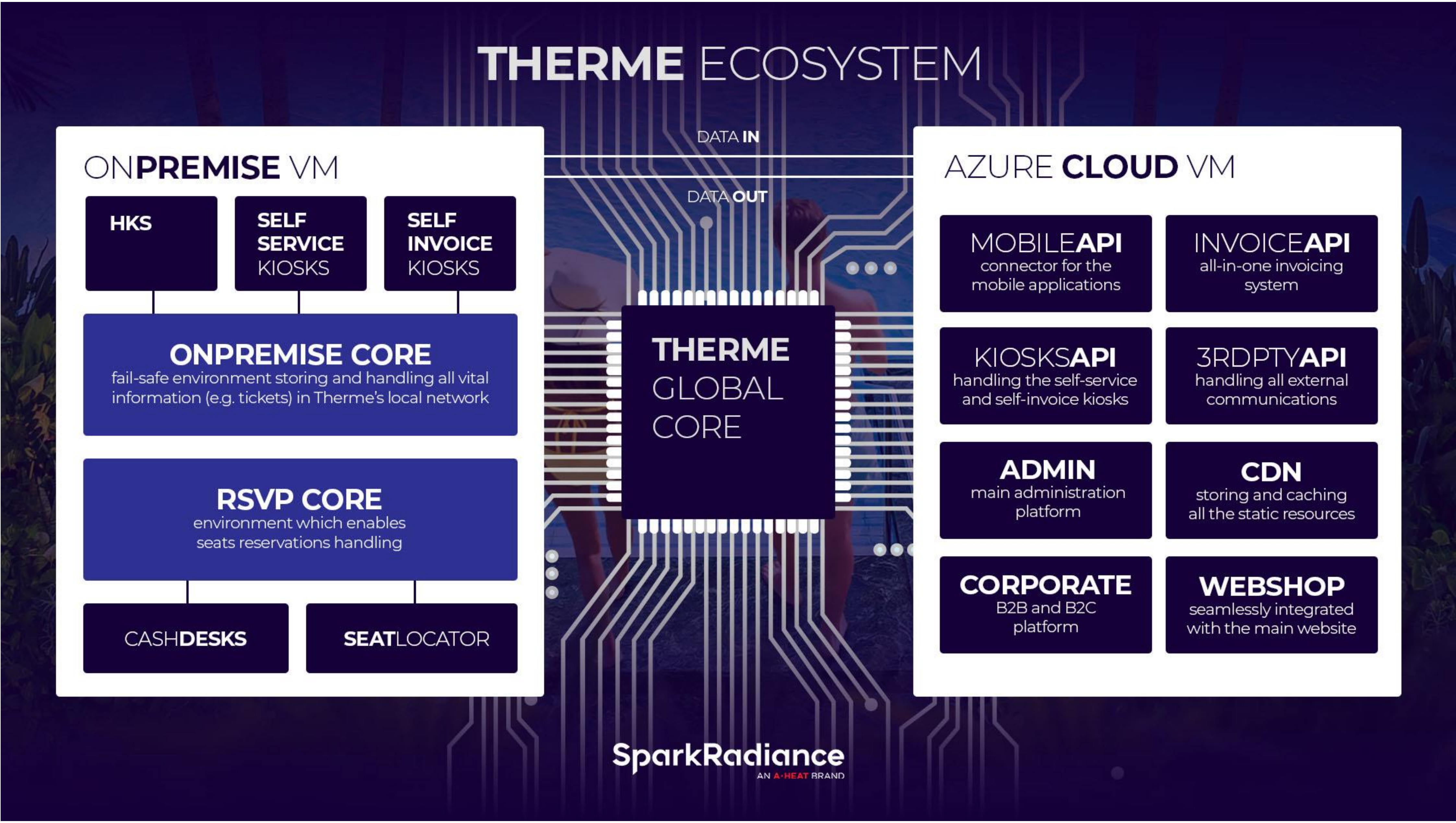
- min. 128GB of HDD storage; SSD recommended

- min. 8GB of RAM available

- multi-cored processor of at least 2.4 GHz
- hosted on the local network with access to HKS
- latest version of Windows Server installed
- IIS support, together with .NET Core 3.1 hosting bundle

XIV. FINAL NOTES

This represented the documentation for a local Therme environment. The Global Identity Provider is a unique instance which will run on an already-configured server to which all the local instances will connect. Additional documentation for external application access to the Global Identity Provider can be provided on request.


THERME ECOSYSTEM
ONPREMISE VM
HKS
SELF SERVICE KIOSKS
SELF INVOICE KIOSKS
ONPREMISE CORE
fail-safe environment storing and handling all vital information (e.g. tickets) in Therme's local network
RSVP CORE
environment which enables seats reservations handling
CASHDESKS
SEATLOCATOR
DATA IN
DATA OUT
THERME GLOBAL CORE
AZURE CLOUD VM
MOBILEAPI
connector for the mobile applications
INVOICEAPI
all-in-one invoicing system
KIOSKSAPI
handling the self-service and self-invoice kiosks
3RDPTYAPI
handling all external communications
ADMIN
main administration platform
CDN
storing and caching all the static resources
CORPORATE
B2B and B2C platform
WEBSHOP
seamlessly integrated with the main website
SparkRadiance
AN A·HEAT BRAND