## **Car Reservation Website Requirements**

#### **Functional Requirements**

1. **User Accounts & Authentication**
   * Users sign up with their email, password, name, ID, and phone number.
   * They must verify their email with an OTP before activating their account.
   * Users can log in with email/phone and password or use Google Fast Login.
   * Phone validation is required for login.
   * A help center is available for customer support.
2. **Car Listings & Search**
   * Users can browse all available cars.
   * Filters allow searching by price, car type, and recommendations.
   * Advanced filters include availability (with a required 2-hour gap between bookings), car type, and price range.
   * Sorting options allow users to order cars by price or rating.
3. **Car Details Page**
   * Each car listing shows a description, photos, brand, model, and type (luxury, sport, etc.).
   * Users can see the number of seats, price details, and reviews (only from past renters).
4. **Booking & Confirmation**
   * Users select a car and rental period.
   * A 2-hour gap is required between reservations.
   * A confirmation email is sent after booking, and the user must confirm within 30 minutes.
5. **Loyalty Program**
   * Users earn a 5% discount for every 50 points collected.
   * Points reset every 3 months.
6. **Admin Controls**
   * Admins can manually reserve cars, cancel reservations after contacting users, and add discounts.
   * Users can extend bookings if no other reservations exist.
   * Users must mark the car as returned in the system. If returned late, a delay fee is calculated and sent as an email.
7. **About Us Page**
   * Displays team contact info, team member names, photos, and LinkedIn profiles.

#### **Non-Functional Requirements**

1. **Security**
   * User passwords are encrypted, and email verification is required.
   * Two-factor authentication (2FA) may be used for extra security.
2. **Performance & Reliability**
   * The system should handle multiple users efficiently.
   * The database should be optimized for fast searches and filtering.
   * Regular backups ensure no data is lost.
3. **Usability**
   * The website should be easy to use and work well on both desktop and mobile devices.

1. **Scalability & Maintainability**
   * **The system should be built in a way that allows easy updates and new features.**
2. **Legal & Compliance**
   * **The platform must follow data protection laws.**
   * **A clear terms & conditions and privacy policy should be available.**