Travandoz

A tourism management company (Travandoz) needs software for their business. Software
requests a list of features to integrate. The company aims to cater travellers
who are on a tight budget by connecting them with destination locals. You can
stay in locals' house at a very low cost as the cost of living in their area is very low.
People are accustomed to cheap rent, booking meals and leaving their luggage at home
and hire guides who are residing there since a decade or more so that people don't
miss the unexplored beauty of nature. All these features are available individually and in
combined packages as well.

The application provides two kinds of users-

- Hosts : which are service providers

- Customers : which are service consumers

The working of the application works differently for both the users

HOSTS

For the hosts, the following information will be required

- Full Name

- Residence

- Contact details

- Identity No.

- Experience

- Service

- Languages

When hosts wish to create their account, they need to submit the required details. After the submission of the data, the account creation is waited until verified and approved by the admin.

The verification process criteria includes a background check, which will require valid documents

- person should be a resident of the area for 5 years

- identity no. - any government issued identity proof (like adhaar)

- verification proof : - any one of the document like residential certificate, electricity bill for the past 5 years, house tax receipt, water bills, birth certificate, passport.

- police verification

The hosts can register themselves as individually or group service provider for guide, fooding facility, accommodation or luggage storage.
Host have their individual ratings according to customer responses.

The host will be able to view his profile where he can see the details about

- profile details

- total ratings

- amount earned (which can be filtered on a basis of month, year or custom date)

- loyalty points which can be monetised

Hosts can also edit or change their profile any time, which will further take a short time for verification.

CUSTOMERS

For the user, the following information will be required

- Name
- languages
- Contact details
- residence
- identity no.

Any legal age user can create an account on the platform (above 18 years). There is a verification process for the creation of the account. Any one of the document like residential certificate, electricity bill, house tax receipt, water bills, birth certificate, rent agreement(if a tenant).

Customers will be able to view their profile where he can see the details about

- profile details
- travel points
- previous deals

Explanation of services/features :

Accomodation

Booking a deal

1. The user searches for a place they want to visit.

2. List of all providers will be displayed along with reviews and pictures.

3. User selects the accommodation service of his concerned choice.

4. The provider confirms the order.

5. Payment gateway is opened for the user and deal is confirmed.

6. A confirmation message will be sent to the user on the platform.

7. Once the deal is completed, a customer review is page is shown to the user where the customer can rate the host and the service and add their personal review message which is optional.

8. A payment bill/receipt will be provided to the user and host both.

Cancelling a deal

1. User selects the option for cancelling the deal.

2. A pop up window will be displayed for the confirmation.

3. Once the confirmation is accepted, the refund process is initiated.

4. Message is passed to the user and the host describing the cancellation details

Fooding Facilities
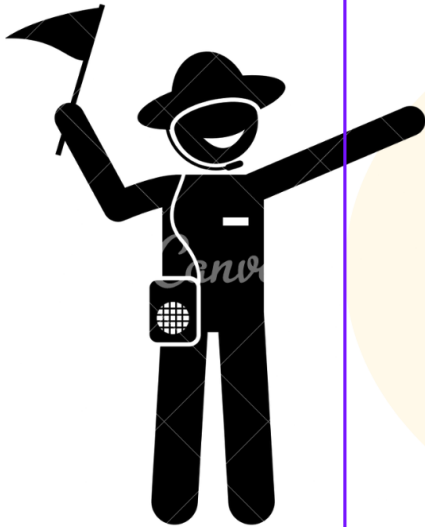
FOODING FACILITIES

- FOOD IS OFTEN UNAVAILABLE AT REMOTE PLACES OR TOO EXPENSIVE FOR COMMON PEOPLE TO BEAR.

- TRAVELLERS CAN DINE AT LOCALS' PLACE TO GET THE TASTE OF THEIR ORIGINAL CUISINE AT AN ECONOMIC COST.

- THIS WILL ALSO HELP IN CULTURAL EXCHANGE AT A LARGE SCALE.

1. The user searches for a place near them.

2. List of all providers will be displayed along with reviews and pictures.

3. User selects the option food under services.

4. The provider confirms the order.

5. Payment gateway is opened for the user and deal is confirmed.

6. A confirmation will be sent to the user on his/her email id.

7. A payment bill/receipt will be provided to the user and host both.
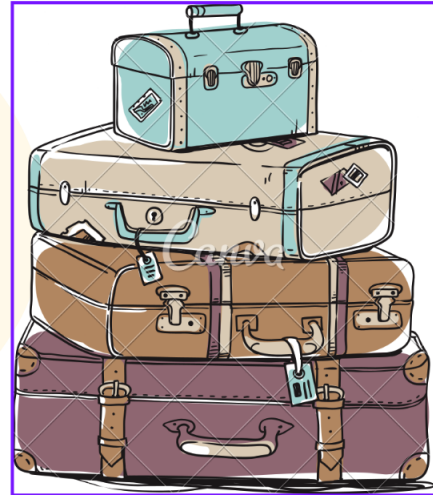
Hiring a Guide

NATIVE GUIDES

- PEOPLE OFTEN DON'T KNOW ABOUT PLACES WORTH EXPLORING THAT AREN'T LISTED ON SEARCH ENGINES.

- LOCALS WHO HAVE LIVED IN THE AREA FOR YEARS ARE ABLE TO EXPERIENCE THE TRUE SCENIC BEAUTY OF THIS PLACE.

- STAYING WITH A LOCAL WILL REDUCE YOUR CHANCES OF GETTING SCAMMED ANYWHERE IN THE AREA.

1. The user searches for a place they want to visit.

2. List of all providers will be displayed along with reviews and pictures.

3. User selects the services like food, accommodation, guide or luggage security.

4. The provider confirms the order.

5. Payment gateway is opened for the user and deal is confirmed.

6. A payment bill/receipt will be provided to the user and host both.

Luggage Storage

LUGGAGE STORAGE

IF USERS DON'T WANT TO STAY OVERNIGHT IN ONE PLACE, THEY MAY PREFER TO STORE THEIR LUGGAGE IN A TRUSTED LOCATION AND CONTINUE THEIR TRAVEL ADVENTURES WITHOUT WORRYING ABOUT THEIR BELONGINGS.

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1. List of all providers will be displayed along with reviews and pictures.
2. User selects the option luggage under services.
3. An OTP is sent to the user to confirm the submission and collection of luggage
4. Payment gateway is opened for the user and deal is confirmed.
5. A confirmation will be sent to the user on his/her email id.
6. A payment bill/receipt will be provided to the user and host both.

There is a system of insurance, where the user is asked to opt for an insurance for their items. If the user accept to take an insurance, then a nominal insurance charge will be charged.

Terms and Conditions

- The platform is not concerned with the security of the person or their items.
- The platform will charge a nominal percentage of amount on every transactions
- 2.5% cancellation fees will be charged if the deal is cancelled 48 hours prior to the booking.

- 1.25% cancellation fees will be charged if the deal is cancelled after booking is made.

Admin Controls-

- Admin shall be able to control malicious contents on the platform

- Based on the activity of the hosts and their ratings, the admin can control the profile of hosts as well.

- Admin will be able to promote the platform based on the analysis reports.