

Hall Booking System Documentation

Problem Definition

The "Hall Booking System" is an automated platform designed to facilitate the booking and management of halls or event spaces within a facility or venue. The system aims to streamline the hall booking process, maximize space utilization, and enhance the overall experience for both administrators and users.

Requirements

1. Hall Availability and Scheduling

The system should display real-time availability of halls or event spaces for booking.

Users can view the schedule of each hall to avoid conflicting bookings.

2. Online Booking and Reservations

Users should be able to browse available halls, select preferred dates, and make online reservations.

The system should provide instant confirmation of bookings.

3. Booking Management

The system should allow administrators to manage and track all hall bookings.

Administrators can view upcoming bookings, process cancellations, and make modifications if needed.

4. Hall Details and Amenities

The system should provide detailed information about each hall, including capacity, facilities, and amenities available.

Users can make informed decisions based on the hall's suitability for their event.

5. Booking Rules and Pricing

Administrators can define booking rules, such as minimum/maximum booking duration, advance booking, and pricing details.

The system should calculate and display the total booking cost to users.

6. User Authentication and Access Control

Users should register or log in to access the hall booking functionality.

Access control should ensure that only authorized users can make reservations.

7. Payment Integration

The system should support secure online payment methods for booking confirmation.

Users can make payments through credit/debit cards, net banking, or other preferred payment gateways.

8. Booking Notifications

Users should receive email or SMS notifications confirming their bookings and providing relevant details.

9. Cancellations and Refunds

Users should be able to cancel their bookings and request refunds based on the cancellation policy.

10. Reporting and Analytics

The system should provide reports and analytics on hall utilization, booking trends, and revenue generated.

User Roles

1. Administrator

Manage hall details, availability, and pricing.

Approve or reject booking requests.

View and analyze booking reports.

2. User/Guest

Browse available halls and their details.

Make hall reservations and payments.

View and manage their bookings.

Modules and Functionalities

A. Administrator

1. Hall Management

Add new halls with details such as capacity, amenities, and availability.

Edit hall information and update availability schedules.

2. Booking Approval

Review and approve booking requests submitted by users.

Reject or reschedule bookings if necessary.

3. Pricing and Booking Rules

Set pricing for each hall based on factors like capacity and amenities.

Define booking rules, such as minimum/maximum booking duration, advance booking period, and cancellation policies.

4. User Management

Manage user accounts, including registration, login, and access control.

View and update user details as needed.

5. Payment Management

Monitor payment status for each booking and handle payment discrepancies if they arise.

Process refunds for cancelled bookings based on the cancellation policy.

6. Reporting and Analytics

Generate reports on hall bookings, revenue, and utilization.

Analyze booking trends and identify opportunities for optimization.

B. User/Guest

1. Hall Search and Viewing

Browse available halls and view their details, including capacity, amenities, and availability schedules.

2. Online Booking

Select preferred hall and booking date(s).

Make online reservations and receive instant confirmation.

3. Booking Management

View and manage booked halls and reservation details.

Cancel or modify bookings within the allowed time frame.

4. Payment Processing

Make secure online payments for hall reservations through integrated payment gateways.

Receive payment receipts and status updates.

5. Notifications and Reminders

Receive booking confirmation notifications.

Get reminders for upcoming bookings and payment due dates.