TECH MAHINDRA UI Design Track

Training Track   : UI Design

Module   : Project Development

Project Title   : Hall Booking System

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:

The Hall Booking System should meet the following 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 analyse 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.
   - Analyse 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.