# Luky App – English Translation of File No. 1001

This document is an English translation of the uploaded Arabic file (final_contract.pdf).

## Detailed Overview of the "Luky" App (File No. 1001)

### Introduction to the App

Luky is a smart application for managing beauty and cosmetic service bookings. It connects clients with service providers in an organized and fast way through a professional user experience.

### App Objectives

- Facilitate the booking process between clients and service providers.

- Organize schedules for service providers.

- Improve the efficiency of access to beauty services.

### Service Provider Categories

- Salons

- Makeup Artists

- Hairstylists

- Cosmetic/Beauty Clinics

### Beneficiary Groups

Users (Clients): Individuals looking for reliable, easy-to-book beauty services.

Service Providers: Entities looking to organize their schedules and increase their client base through a professional platform.

### Operating Systems and Languages

Operating Systems: iOS and Android.

App Languages: Arabic and English.

### App Components

1) Client App (User)

2) Service Provider App

3) Admin Dashboard

## Client App

### Welcome Screen

1) App Logo (Luky Logo): Placed in the center or slightly higher; use high-quality SVG/PNG; clear without shadow; supports Light/Dark modes; responsive with safe areas.

2) Welcome Message: e.g., "Welcome to Luky"; shown below the logo in bold, calm font.

3) Illustration/Animation: Static image or Lottie animation with a beauty theme; may be placed at the bottom or as a soft low-opacity background.

Notes: This screen shows only if the user is not logged in; otherwise it is skipped after prior login.

### Login Page

New User Flow: Enter mobile number (international), OTP verification (4–6 digits), then fill profile fields (full name, age, city, location) and continue to the home page.

Returning User Flow: Enter mobile number, OTP, system fetches existing data, and goes to home page.

Important: OTP is not required every launch; session stays active unless user logs out, deletes the app, or token is cleared. OTP is required again if the app is reinstalled or the user logs out.

### Home Screen

Personalized welcome with the user's name; dynamic promotional banners (carousel) manageable from Admin; main categories (Salons, Clinics, Makeup Artists, Hairstylists, Offers).

### Location Feature

Requests location permission on first login; determines city via reverse geocoding and saves it. Providers and services are filtered by city. The user can manually change the city; listings update and the choice is saved.

### Client Booking Journey

1) Choose a category.

2) Browse providers with filters (city, top-rated, nearest, etc.).

3) Open provider profile: business name, activity type, about, city/neighborhood, working hours, mobile number, rating, past work photos, services with prices.

4) Select services and quantities.

5) Choose date/time from dynamic calendar (Gray = unavailable; Green = available; Purple = reserved by same client).

6) Review order (services, quantities, date/time).

7) Send request: chat opens with provider; request saved as "Awaiting approval."

8) Provider response: If approved, client notified and redirected to payment; if rejected, notified and chat closes.

9) Payment: online gateways and promo code; booking appears under "My Bookings" for both sides.

Payment Conditions: Booking is confirmed only after payment; auto-cancel if unpaid more than 5 minutes post-approval.

10) Cancellation after acceptance: Allowed per policy (e.g., percentage deduction if canceled >24 hours prior, configurable in Admin).

11) Post-booking rating: 1–5 star rating appears one hour after the scheduled end; ratings affect provider visibility.

## Client App – Bottom Navigation

Home: Welcome, banners, categories, location.

Bookings: Current, Past, Canceled; automatic state transitions.

Cart: Temporary selected services; edit/delete; proceed to booking.

Favorites: Favorite providers; quick access; remove option.

Profile: Name, age, city, mobile; change password; location; notifications; Privacy Policy; Terms; Log out.

Chat: Opens after sending a booking request; closes on rejection/cancellation; messages retained temporarily.

## Service Provider App

Main Screen: Personalized greeting and performance summary. Provider addressed by activity type throughout the UI.

## Provider Data

Public Data: business/personal name, activity type, contact mobile, location, work/building photos, logo, working hours, days off.

Private Data (Admin only): official email, bank account, and—depending on provider type— freelance license, practice permit (if any), acknowledgment/commitment agreement (individuals); commercial registration, municipal license, acknowledgment/commitment agreement (businesses).

## Provider App – Bottom Navigation

Home: greeting, quick stats, alerts.

Services: manage categories and services (name, price, expected duration), images, edit/delete.

Bookings: current, past, canceled; availability calendar.

Settings: send notifications, create offers, issue promo codes, profit reports with charts.

Profile: edit basics, language selection, change password.

Chat: enabled after booking request; messages and images supported; retained after execution.

Requests: view details; Accept/Reject; state transitions and notifications.

## Admin Dashboard

User Management: lists, advanced search, transaction logs, edit/delete, notifications.

Provider Management: view/edit/delete, search by activity, approve/reject, filter by status, logs, add contract data, export.

Payment Settings: enable/disable methods; integrate with MyFatoorah, Tabby, Tamara; set tax, commission, default currency.

Reports & Revenue: daily/monthly/yearly/custom; counts, totals, by activity and region; export.

Promo Codes: CRUD, percent/fixed, expiry.

Ads & Banners: manage, order/timing, enable/disable.

Static Pages: Privacy, Terms (client/provider), About Us, extras.

Notifications: send instant notifications.

Reviews Management: view/filter by star ratings; providers shown via averages.

Admin Roles: unlimited admins; custom permissions; account creation.

General Settings: name/logo, contact details, admin password.

Support & Customer Service: tickets (categorize, assign, status, archive), live chat (auto/custom replies), stats (open/closed, response time, satisfaction).

## Reference Links

Figma concept design (view-only):
https://www.figma.com/design/JXQp8Jsm5d3UaLj9ZezxrX/Jamalek?node-id=930-677&p=f6

Similar app reference:
https://apps.apple.com/sa/app/%D8%A8%D9%8A%D9%86%D9%83ink/id1527274547?l=ar

## Improvement Suggestions

Cancellation Policy (Proposed): Free if ≥24 hours before; Paid if same day; Admin-only configuration; providers cannot cancel after acceptance and payment.

Payment Gateway Details: Full payment upon booking; methods include Visa, Mada, Apple Pay, Wallet, Tabby, Tamara.

## Proposed AI Features

Client App: natural-language search; booking assistant bot.

Provider App: numeric star-rating analysis; averages, period comparisons, drop alerts, distribution charts; sample: 80% (5★), 15% (4★), 5% (≤3★), avg 4.7.

Admin Dashboard: auto-classify and route support tickets.

## App Development and Design Contract for the "Luky" App

Date of Issuance: 12-08-2025. This contract is signed based on reviewing and agreeing to File No. 1001.

## Parties

First Party (Developer): Ammar Mohammed Nour Al-Daem Al-Samani – Address: Riyadh, Al Naseem Al Gharbi – CR/ID: 2499834923.

Second Party (Client): Jamalek Yazdad Establishment – Address: Hail, Al Samra – CR/ID: 3350168042.

## Preamble and Articles 1–2 (Subject and Scope)

Subject: Design and development of a comprehensive app (iOS/Android + Admin panel) for beauty/personal care bookings.

Scope/Tech: RN mobile apps; Python/Django + DRF backend; PostgreSQL + Redis; AWS (EC2, S3, RDS, CloudFront).

Features: languages, OTP login, profiles, booking flow, payments (Mada, Apple Pay, Visa, Wallet, Tabby, Tamara; MyFatoorah), chat, ratings (stars only initially), provider/admin dashboards, AI features (client/provider/admin).

### Article 3: Project Timeline

Total 10 weeks: 2 weeks analysis/planning; 2 weeks UI/UX; 4 weeks dev (apps + backend); 2 weeks testing, fixes, launch.

### Article 4: Total Cost and Payment Schedule

Total: 15,000 SAR.

Installments: 5,000 on signing/start; 5,000 after UI/UX completion and approval; 5,000 upon final delivery and publishing (iOS/Android).

### Article 5: Technical Support and Maintenance

6 months free support from final delivery; includes bug fixes, OS compatibility, server performance monitoring, essential security updates; excludes new features or scope/design changes.

### Article 6: Cancellation Policy

Client may cancel per admin-configured rules; provider cannot cancel after confirmation and client payment.

### Article 7: Intellectual Property

Upon full payment, all IP (source code, designs, code assets, databases) transfers to the Client. Developer may retain a copy for portfolio with Client's written approval.

### Article 8: Confidentiality

Both parties shall keep all contract-related information confidential during and after the contract term.

### Article 9: General Provisions

Communication via email or weekly meetings; change requests require a new agreement with cost/time; governed by Saudi law; electronic copy suffices.

Note: If completed within the agreed period and as specified, the executing party receives an additional 20% of the contract value. If not completed within time, a one-month grace is given; failure thereafter results in a 20% penalty and liability for any damages due to delay.

### Agreement and Signatures

First Party (Developer): Ammar Mohammed Nour Al-Daem Al-Samani – Date: 12-08-2025.

Second Party (Client): Jamalek Yazdad Est., represented by Mr. Waleed Al-Barrak – Date: 12-08-2025.

### Approved Bank Account with Developer

Name: Ammar Mohammed Nour Al-Daem Sheikh Al-Samani

Bank: Saudi National Bank (Al Ahli)

IBAN: SA4010000011100164393809

Account Number: 11100164393809

SWIFT/BIC: NCBKSAJE