

# SCOPE OF WORK (SOW)

## Project Title

**Slot Booking Website for Game Zone**

### 1. Project Overview

The objective of this project is to design and develop a **web-based slot booking system** that allows users to log in, select games and available time slots, make payments online, and receive booking confirmations via SMS, WhatsApp, and Email. This Scope of Work defines the functional, design, and development requirements agreed upon between the Client and the Developer.

### 2. Project Deliverables

The Developer shall deliver a **website only** (no mobile application) consisting of user-facing booking functionality and required backend integrations.

### 3. Functional Scope

#### 3.1 User Authentication

- User login functionality
- Basic user details capture (as required for booking and notifications)
- Secure session handling

#### 3.2 Game & Slot Selection

- Display list of available games
- Date selection for booking
- Time-based slot selection per game
- Real-time slot availability display

### **3.3 Booking Workflow**

The booking workflow shall follow the sequence below:

1. User Login
2. Select Game
3. Select Date
4. Select Slot
5. Payment
6. Booking Confirmation

### **3.4 Payment Integration**

- Integration of online payment gateway (UPI / Card / Net Banking as supported by the gateway)
- Secure payment processing
- Booking confirmation only after successful payment

### **3.5 Notifications & Confirmation**

Upon successful booking and payment, the system shall send:

- SMS confirmation
- WhatsApp confirmation (via third-party API)
- Email confirmation

The confirmation shall include booking details such as game name, date, slot time, and booking reference ID.

## **4. Design Scope**

- Responsive website design (mobile, tablet, desktop)
- Clean and user-friendly interface
- Basic branding alignment (logo, colors if provided by Client)
- Standard UI components for forms, buttons, and confirmations

## **5. Development Scope**

- Frontend development for user booking flow
- Backend development for booking logic and slot management
- Database setup for users, bookings, games, and slots
- Integration of payment and notification services

## **6. Out of Scope**

The following are explicitly excluded from this Scope of Work unless agreed in writing:

- Mobile application (Android / iOS)
- Admin dashboard or reporting panel
- Multi-branch or multi-location support
- Dynamic pricing or discount logic
- Refund and cancellation automation
- Third-party CRM or analytics integration

## **7. Client Responsibilities**

- Provide accurate business details, game information, and pricing
- Provide logo and branding assets (if any)
- Approve designs and provide feedback in a timely manner
- Ensure payment gateway account availability or approval for setup

## **8. Acceptance Criteria**

The project shall be considered complete when:

- The booking workflow functions as defined
- Payments are successfully processed
- Confirmation notifications are delivered
- Website is accessible and functional on modern browsers

## **9. Change Management**

Any request outside this Scope of Work shall be treated as a **Change Request** and may involve additional cost and timeline revision upon mutual agreement.

## **10. Payment Reference**

Payment for this project shall be made as a **one-time project fee**, as defined in the signed Website Development Service Agreement.

**This Scope of Work forms an integral part of the Website Development Service Agreement signed between the Client and the Developer.**