**Software Requirement Specification (SRS) Template**

Title: Get Your Guide Reservation

Document Version: 1.0

Date: 07 November 2023

Prepared by: Aromal S

1. Introduction

* **Purpose**: It aims to provide an overview of the modules, functions, or features that fall under the Get Your Guide component. This helps readers understand what Get Your Guide's specific responsibilities are in the system.
* **Scope**: The scope of Get Your Guide is to provide users with a platform for searching, booking, and managing guides while adhering to regulatory and quality standards, excluding functionalities related to guide management tools, administrative functions, and marketing activities.
* **Background**: The Get Your Guide Booking and Reservation System is designed to address the need for a user-friendly and technologically advanced platform that connects travellers with various guide options while ensuring regulatory compliance and quality standards.

2. Functional Requirements

* **Requirement 1**: User Registration and Authentication
* Users should be able to create accounts, provide personal information, and log in securely.
* **Requirement 2**: Guide Search and Listing
* Users should be able to search for guides based on location, date and other criteria.
* The system should display detailed guide listings, amenities, pricing, and availability.
* **Requirement 3**: Booking and Reservation
* Users should be able to select guides, provide booking details, and make reservations, receiving confirmation and booking details.

* **Requirement 4**: Guide Availability
* Guide should have the capability to manage their availability , update their rates, and update their details.
* **Requirement 5**: Payment Processing.
* The system should support various payment methods, including credit/debit cards, digital wallets, and cash payments at the guide.
* It should securely process payments and generate invoices or receipts.
* **Requirement 6:** Reservation Modification and Cancellation.
* Users should be able to request changes to existing reservations, such as adjusting dates as well as cancel bookings in accordance with the cancellation policy.
* **Requirement 7:** Review and Rating.
* Users should be able to leave reviews and ratings for guides, helping other users make informed decisions.
* **Requirement 8:** Notification
* The system should send notifications to users regarding booking confirmations, reminders, and updates via email, SMS, or push notifications.
* **Requirement 9:** Search filters and Sorting.
* Users should be able to filter and sort search results based on criteria such as price, rating, proximity, and amenities.
* **Requirement 10:** Customer support and Help Centre
* Provide a support system for users to contact customer service for inquiries, problem resolution, and assistance.
* Maintain a help centre with FAQs, guides, and contact information.

4. Non-Functional Requirements

* **Requirement 1:** Security
* Specify authentication and authorization requirements for users and staff.
* Define encryption standards for sensitive data, such as payment information.
* **Requirement 2**: Performance.
* Response Time: Specify the maximum acceptable response time for various operations (e.g., search, booking, cancellation).

4. Use Cases

* **Use Case 1**: User Registration.
* A new user can create an account by providing personal information, such as name, email, and password. The system stores this information for future authentication and personalization.
* **Use Case 2**: Search and Book.
* Users can search for guides by entering criteria like location, dates, and price. The system returns a list of available guides meeting the search criteria.
* **Use Case 3**: Update User Profile.
* Registered users can update their profile information, including contact details, profile picture, and payment methods.
* **Use Case 4**: Make a Payment.
* The system interacts with payment gateways to process transactions securely, ensuring payment is made and confirmed.
* **Use Case 5**: Modify and Cancel Booking.
* Users can cancel a previously made reservation. The system should handle refunds if applicable.
* **Use Case 6**: Contact Customer Support.
* Users can contact customer support for assistance with bookings, account issues, or other inquiries.

5. System Architecture

* **Architecture Overview**: 3 tier architecture. UI, API to request.
* **Data Model**: Collection of indexed data.

6. Constraints

* **Constraint 1**: Geographical Constraint.
* Regional variations in user preferences, regulations, and market conditions, which may affect the system's adaptation in different areas.
* **Constraint 2**: Regulatory Constraint.
* Compliance with local and international laws and regulations related to data privacy, consumer protection, and payment processing.
* **Constrain 3:** Content and Data Licensing.
* Constraints related to content and data licensing agreements for guide listings, images, and other information.

7. Assumptions and Dependencies

* **Dependency 1**: Payment Gateway
* The system relies on third-party payment gateways for processing customer payments securely. Dependencies on the availability and functionality of these gateways are critical.
* **Assumption 1**: User Authentication
* Users are assumed to have valid email addresses or mobile phone numbers that can be used for registration and authentication. Users are also assumed to provide accurate information during registration.