**Functionality and Processes (User Wise)**

**🡪ADMIN**

1. Manage agency
2. Manage Packages.
3. Manage hotel
4. Request complaints/reports->

**🡪Visitor**

1. registration
2. search packages.
3. Search hotels.
4. Search agencies.
5. View feedback

**🡪Traveller**

1. login
2. search packages.
3. Search hotels.
4. Search agencies.
5. Create/Delete package Wishlist
6. Booking/Cancel Booking
7. Payment
8. Give feedback

**🡪Agency**

1. Register/login
2. Manage booking
3. Request Payment details
4. Manage payment

**🡪Hotel**

1. Register/login
2. Manage payment
3. Manage booking
4. Request Payment details