# Hotel Booking System V2 - Functional Requirements

## Introduction

Out digital agency has identified a need in the market for providing a hotel management and booking system as a paid for service. This will be targeted at both larger hotel chains and small individual hotel owners.

## Specification

The system must support the following user types and facilities:

**Administrator**

They will be our agency staff who must be able to add, edit and remove hotel owners from the system. They will also be able to view an owner overview page for each registered hotel owner which will list all their hotels. There will also be an account statement page which contains the details of monthly payments and transaction fees we have taken from their account. There will also be a single global charges page that will allow us to alter our monthly fees and transaction fees. Only our administrators will be able to access any of these functions.

Each hotel owner will be required to have an opening balance of £5000.00

The owners will be charged based on the following rules:

* Each hotel they add to the system will have a base charge of £100 per month
* Each hotel will have an additional monthly charge of £10.00 per room
* Each booking made through our system will have a transaction fee of 5% which is deducted from their balance at the time the transaction is completed

As the values we charge may change over time, they should be stored in the database and be changeable from the global charges page.

**Hotel Owners**

They are responsible for creating, editing and removing as many individual hotels as they need. Each hotel will have its own address, description and list of facilities, amenities and its star rating. They should have the facility to upload a picture for each hotel.

They will be able to define the number of rooms for each hotel along with the number of customers it accommodates e.g., double or single occupancy. Each room will have its own price.

Owners will require to see the current occupancy and future bookings for each hotel they have defined in our system.

Owners will be able to add special offer for each hotel which will be displayed along with the hotel description when customers select a specific hotel. The special offer will be a percentage discount of no more that 10%

Owners will be able to access their account statement page which contains the details of all monthly payments and transaction fees.

Owners will be able to view and reply to customer reviews.

Only hotel owners will be able to access the above pages.

**Customers**

On the site landing page, customers will be presented with a list of all hotels in the system. Initially, these will be presented in alphabetical order.

Customers will be able to search for hotels by name or by city.

On selecting an hotel, they will be presented with the hotel details, facilities, it's star rating, any special offers, its average star rating, a link to reviews, a picture and a link to a booking page.

When booking a room, they will be able to select a check-in and check-out date along with the room occupancy type and add it to their basket. Multiple booking should be supported.

When submitting their booking request, customers will be prompted to log in or register if they are not currently a member. They will be taken to a confirmation page that will summarise their booking request. They will be able to select any card details they have previously saved or enter new card details along with a choice of saving the card details for future bookings.

Once confirmed, a check must be made on room availability and if their booking request cannot be fulfilled then they will be taken back to the booking page which will display a suitable message.

If the booking request is successful, the booking will be saved and a final page is displayed, which lists the details of the bookings made.

Customers will also be able to add review comments and a star rating but only if they have previous bookings at the specific hotel.

Customers should be able to access their own account details page and update their password, email, address and add or remove card details (if previously saved). Their chosen username will be unique so cannot be changed. A link on this page will also list all previous and current bookings.

Only registered customers will be able to complete bookings.

## Project Artifacts

The project will run using Scrum with each sprint length decided upon during the sprint review

UML class diagram

Kanban board containing the project backlog user stories and current sprint backlog

A shared git repository

A definition of done