**Booking:**

1. How to book by any Customer :

Each villas, residence and properties will be shown to our Customer along with a ‘Book’ button. While clicking on the book button it will ask for sign in and sign up with registration in our Website or else sign in with FB or Gmail or google+ details. In the next screen, this individual residence details with come up with all the details.

* 1. **Details** will be : short description of the house, contact details(on condition) of Host, Room descriptions(total availability), Host description and family details, amenities, Food menus, Price details, Extra-Cost details (for food & people), House Rules & society rules, Security details of the residence.
  2. Along with this details shown in the screen, Customer will be asked to fill some data in this bottom section of the page : Date and time of check in and check out, customers’ special demands,

Food Preference, Details of total members going to stay and their email-ids and any address proof document (Passport mainly), any neighbours’ contact no in case of any urgency of contact them.

These details will not be saved in DB until and unless customer is done with advance or complete booking any one of them.

**Token Based Contact Functionality**

* + 1. Contact Details of the host will not be shown initially, on this detail screen of the residence there will be two buttons. One is ‘Advance Book’ and one is ‘Complete Book’. Clicking on both buttons will redirect to final payment details screen which will show cost including service tax and all in details. If any customer clicks on the ‘Advance Book’ button then in the next screen then in the next screen it will ask only 10% of the whole amount. Then customer can pay through payment button on that page and it will call third party payment gateway and receive payment response. On click of ‘Complete Book’ full amount will be shown in the next page and customers have to pay full amount. If customer did advance booking already then again if he comes to this page later this button will be shown disable and only ‘Complete Book’ button will be shown there, on clicking on it to next page, rest of the(Total cost – 10% of it) amount will be shown and Customer have to pay it then similar way. On advance booking, Customer will be allowed to see only the contact details of the host individual but on full booking all the family members, members living around the residence all those things will be shown to customer.
    2. **OneClick :**

This is fastest security functionality for both host and customers. Once Customer booked any residence for homestay, several buttons will be shown in the Customer account: ‘Dial Police’ (click on this button will send a highly alert message to nearest Police Station mentioning all the host, customer, residence details), ‘Dial Society’ (click on this button will send an alert message to the security personnel in duty of this society mentioning to come asap), ‘Dial Owner’ (click on this button will send an alert message to the host).

Similar buttons will be shown in hosts’ accounts too: ‘Dial Police’, ‘Dial Society’, ‘Dial Neighbour’ (click on this button will send an alert message to the neighbour of the customer which was provided during booking time).

1. **Cancel Booking :**

At any point of time customer have an option to cancel the booking. But the amount going to be deducted for cancelling the booking is categorized into three sections based on the timespan:

* Cancel prior to 5 days or much: full amount will be refunded.
* Cancel prior to 1 day to 5 days: 10% amount will be refunded.
* Cancel prior to less than 24 hours from the timestamp of the booking date: 50% amount will be refunded.
  1. **Auto-Cancel:** Auto-Cancel will be applicable only in case of advance booking. In case of Customer did an advance booking and he or she did not pay full booking prior to less than 24 hours from the time of booking, then his/her booking will be auto-cancelled and a notification will be sent to both host and customers by email, mobile contact(optional) and each of their website account and 10% of the whole amount which Customer did pay during the advance booking, will not be refundable.

1. **Booking Status :**

Booking Status maintains the current status of any booking. Below are the mapping data for representing the booking status in Application.

Status 0 : Booking confirmed and running which means yet to travel

Status 1 : Booking is closed which means travel completed successfully.

Status 2 : Booking is with error and not confirmed which means there is some error in payment of the same.

Status 3 : Booking is pending which means booking is initiated and payment is done but there is some delay in getting the response from third party service.

Status 4 : Booking cancellation initiated.

Status 5 : Booking cancellation complete and successful.

Status 6 : Booking cancellation is pending for the delay response from the third party.

Status 7 : Booking cancellation is unsuccessful due to the error in the payment and third party transaction.

Status 8 : Booking confirmed but host detected as suspicious.

Status 9 : Booking confirmed but guest detected as suspicious.

Status 10 : Others

**Refund :**

1. **Refund Rule :** Refund rule will be a static table in the system which will define how much amount will be deducted based on the time period of cancellation.

Rule 1 : Cancel prior to 5 days or much: full amount will be refunded.

Rule 2 : Cancel prior to 1 day to 5 days: 10% amount will be refunded.

Rule 3 : Cancel prior to less than 24 hours from the timestamp of the booking date: 50% amount will be refunded.

Rule 4 : Automatic cancel by the system before 24 hours and 10% of the whole amount which Customer did pay during the advance booking, will not be refundable.

1. **Refund Transaction :** It is a child actor of it’s parent ‘Booking’. If any customer trigger for cancellation of booking then this Refund object will be created under its parent Booking and it will calculated refund amount , refund rule , and all the refund details with the help of it’s parent Booking data.

**Events :**

Each time any customer click on the any booking buttons among the two in the Booking details Page , an Event will be triggered which means there will be creating an event by our system which will be act as a Parent Actor of booking, payment and transaction.

After clicking on event it will redirected to final Payment summary Page and click on payment button in that screen, third party Payment Gateway service is triggered and transaction occurred and the transaction details we are getting from Payment Gateway response. So, in the event hierarchy, Transaction is the child actor. Payment will be dependent on transaction and Booking will be dependent on Payment.

Any event generated in the system will be having an unique Event Id which will connect will the concerned booking , payment and transaction together. It holds current booking details, corresponding payment details and corresponding transaction details together.

Once any event has been generated in the system that means a particular property is booked by a customer and this property status has been changed to ‘booked’. As soon as the the property status changed, the event will be assigned to this property. Until and unless the property has been released till then event will be assigned to that property.So, basically an Event is having property detail, customer detail, booking detail, payment detail and transaction detail.

Event\_Status\_xyz ( x = Payment Status, y = Transaction Status, z = Booking Status ).

0 = successful and 1 = unsuccessful.

Event status will be categorized as below :

* Event\_Status\_000 : If Payment is successful, Transaction is successful and then booking is also successful(which is real time positive scenario).
* Event\_Status\_001 : If Payment is successful, Transaction is successful but booking is not successful.(which should not happen, it’s an exceptional scenario).
* Event\_Status\_010 : If Payment is successful, Transaction is not successful and then booking is successful(which should not also happen, it’s an exceptional scenario).
* Event\_Status\_011 : If Payment is successful, Transaction is not successful and then booking is also not successful.(which should not also happen, it’s an exceptional scenario).
* Event\_Status\_111 : If Payment is not successful, Transaction is not successful and then booking is not also successful.(which is real time positive scenario).
* Event\_Status\_110 : If Payment is not successful, Transaction is not successful but booking is successful.(which should not also happen, it’s an exceptional scenario).
* Event\_Status\_100 : If Payment is not successful, Transaction is successful and then booking is successful.(which should not also happen, it’s an exceptional scenario).
* Event\_Status\_101 : If Payment is not successful, Transaction is successful and then booking is not successful.(which should not also happen, it’s an exceptional scenario).