**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 yet to travel

Status 1 : Booking cancelled

Status 2 : Booking confirmed and travel successful

Status 3 : Booking confirmed and travel unsuccessful

Status 4 : Booking pending from host

Status 5 : Booking confirmed but guest detected as suspicious

Status 6 : Booking confirmed but host detected as suspicious

Status 7 : Others