

A
Mini-Project Report on
Developing tours and travels management system

Submitted in partial fulfillment of the requirements
for the degree of
BACHELOR OF ENGINEERING
IN

Computer Science & Engineering
Artificial Intelligence & Machine Learning

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CERTIFICATE

This is to certify that the project entitled “**Developing tours and travels management system**” is a bonafide work of Shreya Poojary(21106011), Hetal Mahajan(21106014), Soham Palnitkar (21106043) submitted to the University of Mumbai in partial fulfillment of the requirement for the award of **Bachelor of Engineering in Computer Science & Engineering (Artificial Intelligence & Machine Learning)**.

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Project Report Approval

This Mini project report entitled “**Developing tours and travel management system**” by **Shreya Poojary, Hetal Mahajan, Soham Palnitkar** is approved for degree of *Bachelor of Engineering in Computer Science & Engineering*, (AIML) 2022-23.

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Date:

Declaration

We declare that this written submission represents my ideas in my own words and where others' ideas or words have been included, I have adequately cited and referenced the original sources. I also declare that I have adhered to all principles of academic honesty and integrity and have not misrepresented or fabricated or falsified any idea/data/fact/source in my submission. I understand that any violation of the above will be cause for disciplinary action by the Institute and can also evoke penal action from the sources which have thus not been properly cited or from whom proper permission has not been taken when needed.

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ABSTRACT

ABSTRACT: This project “ DEVELOPING TOURS AND TRAVEL MANAGEMENT SYSTEM” is used to automate all process of the travel and tourism, which deals with creation, booking and confirmation and user details. The project is designed HTML-PHP as front end and Microsoft SQL Server 2008 as backend which works in any browsers. The coding language used HTML and PHP. Travel and tourism management system is used to book a tour from anywhere in the world by a single dynamic website which will help the user to know all about the places and tour details in a single website. The admin can add packages to the website from a certain travel agents and hotels by create a tour page. Then the users can sign in and book each project, they can be confirmed by the admin in their manage booking page. The user can see the confirmation in their my booking page. It is an easiest platform for all travelers which can be easily booked and know the all details.

Keywords: Travel and tourism management, travel packages, tourism, package booking

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CHAPTER 1

INTRODUCTION

1. INTRODUCTION

Describing tourism as "one of the largest industries in the world" is a cliché, often used in tourism literature of the last two decades or so. Certainly, when combining the travel and tourism industries, it is a massive economic sector that could cater, in varying degrees, to a wide range of socio-economic needs of societies across the world. Though the travel industry is often mentioned within the ambit of the tourism industry, it also serves a large section of travellers other than those categorized as tourists. In spite of the fact that travel is a fundamental component of tourism, a clear distinction can be made between the two. However, both terms are used interchangeably in the parlance of tourism for the sake of convenience. The travel industry itself is an amalgam of industries which includes a wide variety of sub- sectors, such as airlines, airports, tour operators, travel agencies, cruises, luxury tourist trains, automobiles and coaches. In other words, the sector, which offers various products and services that can satisfy the needs and wants of the travelling population, consists not only of the transport industries but also some other sectors that enable easy and convenient access to travel products. Certainly, all these sectors, including tourism, are inextricably linked and depend on one another.

This comprehensive book has been structured in a manner to elucidate in detail the intricate relationship existing between travel, transport and tourism and their functioning. Its focus areas include an introduction of tourism in general; its link with travel; air transport; airline operations and management; airport functioning; the roles played by land and water transportation in tourism; the way the travel industry products are distributed; the value being added during the process of tour operation; functioning and management of tour operation businesses; and the nuances of tour guiding. Utmost care has been taken to include almost all areas of the travel sector connected to both domestic and international tourism. The demand and supply patterns, influencing factors, impact of information technology in travel intermediation, and impacts of mass travel and tourism are also dealt with in detail.

The report is based on a comprehensive review of the literature on online travel agency systems, including academic research papers, industry reports, and case studies. The report also includes interviews with industry experts and practitioners to gain insights into the workings of an online travel agency system and its impact on the travel industry.

Travel and tourism management system is used to book a tour from anywhere in the world by a single dynamic website which will help the user to know all about the places and tour details in a single website. The admin can add packages to the website from a certain travel agents and hotels by create a tour page. Then the users can sign in and book each project, they can be confirmed by the admin in their manage booking page. The user can see the confirmation in their

my booking page. It is a easiest platform for all travellers which can be easily booked and know the all details. Tour Management system is a dynamic website for tourism business. It is dynamic and responsive web design. It is also called travel technology solution for agencies & tour operation. Nearly Everyone goes on a vacation for this ‘a Tourism management system’ would play a vital role in planning the perfect trip. The tourism management system allows the user of the system access all the details such as location, events, etc. The main purpose is to help tourism companies to manage customer and hotels etc. The system can also be used for both professional and business trips .

The Travel and Tourism Management System is a web based application. The main purpose of “Travel and tourism management system ” is to provide a convenient way for a customer to book hotels, flight, train and bus for tour purposes.

The objective of this project is to develop a system that automates the processes and activities of a travel agency. In this project, We will make an easier task of searching places and for booking train, flight or bus. . In the present system a customer has to approach various agencies to find details of places and to book tickets. This often requires a lot of time and effort. We provide approach skills to critically examine how a tourist visits and its ability to operate in an appropriate way when dealing with the consequences of tourism, locally, regionally, and nationally including visitor security and ecological influences. It is tedious for a customer to plan a particular journey and have it executed properly. The project ‘Travel and Tourism Management System’ is developed to replace the currently existing system, which helps in keeping records of the customer details of destination as well as payment received.

This application is develop to provide best travelling services to the customers . We have developed travel and tourism management system to provide a search platform where a tourist can find their tour places according to their choices. This system also helps to promote responsible and interesting tourism so that people can enjoy their holidays at their favorable places. This system also helps to develop tourism with different cultures so that they enrich the tourism experience and build pride. We develop this system to create and promote forms of tourism that provide healthy interaction opportunities for tourists and locals and increase better understanding of different cultures, customs, lifestyles, traditional knowledge and believes. This system also provide a better way to connect with various events.

This system also gives tours related information like which places are tourist attractions, cities, and provinces. Tourist can also get the Map and navigation system and temperature and weather information. Tourist can also book tours through our tours and travels management system. This system also keeps a history of visited places of its users.

CHAPTER 2

LITERATURE SURVEY

2. LITERATURE SURVEY

2.1-HISTORY

Tourism and travel have been an integral part of human culture and civilization since ancient times. From the earliest recorded accounts of travel in ancient Egypt, Greece, and Rome, to the modern-day tourism industry, tourism has played a significant role in the development of human societies. The earliest known form of tourism can be traced back to ancient Egypt, where people traveled to visit the pyramids and other important cultural and religious sites. In Greece, travelers came to see the famous sites such as the Parthenon and the Oracle at Delphi. In Rome, tourism was linked to the growth of the Roman Empire and its monumental architecture, such as the Colosseum.

During the Middle Ages, travel and tourism were limited to religious pilgrimages to important shrines and holy places. The Crusades also brought about an increase in travel, as thousands of people journeyed to the Holy Land.

The Age of Exploration, which began in the 15th century, brought about a new era of travel and tourism. The discovery of the New World by Christopher Columbus and other explorers led to an influx of travelers seeking new lands and opportunities.

The Industrial Revolution in the 18th and 19th centuries brought about a major shift in tourism, as people began to travel for leisure and entertainment rather than just for religious or business purposes. The rise of the middle class allowed more people to travel for pleasure, and the development of new transportation technologies, such as steamships and railways, made travel more affordable and accessible.

In the 20th century, the tourism industry continued to grow and evolve, with the development of air travel, international hotel chains, and modern tourism marketing strategies. Governments began to invest in tourism infrastructure, and the concept of sustainable tourism emerged as a way to balance economic development with environmental and cultural conservation.

Today, tourism and travel management is a complex and diverse industry that encompasses everything from adventure travel and ecotourism to luxury travel and business travel. With the continued growth of the industry and advancements in technology, the future of tourism and travel management looks bright.

2.2-LITERATURE REVIEW

[1] Use and Impact of Online Travel Reviews (Springer 2008)

Ulrike Gretzel , Kyung Hyan Yoo

Consumer-generated content (CGC) is growing in importance. Especially online travel reviews written by consumers are ever more available and used to inform travel-related decisions. A Web-based survey of users of the most prominent travel review site, TripAdvisor, was conducted to investigate how other travellers' reviews inform the trip planning process. Since current CGC statistics show generational and gender differences, the study also aimed at examining whether those carry over into the realm of travel review use. The results show that reviews are used mostly to inform accommodation decisions and are currently not used much for en route travel planning. Gender differences were found for perceived impacts of reviews, with females reaping greater benefits from using reviews, especially in terms of enjoyment and idea generation. Age differences occurred across a variety of perceptions and use behaviours. Implications for travel marketing and travel information systems design are provided.

[2] Workflow Automation of Routing Rules in the Accounting Process for Online Travel Agency (IEEE XPLORE 2021) Mamta Nanda; Ashok Kumar

Robotic process automation (RPA) provides many benefits in business process management. Handling a large number of customer's requests for booking or refunding is difficult for Online Travel Agency (OTA) through the manual business process. To overcome these issues, RPA provides many benefits for OTA. It is helpful in managing tasks of businesses and increasing the efficiency. The manual work of accounting and refunds in online travel agency can be done by automation which leads business to get the efficient results. In the proposed study, it has been taken into consideration how RPA can be used in refunding process and how it is beneficial for the business. Automating the business processes by using Microsoft Power Platform leads to enhancement in productivity, cost optimization, error reduction and provide business growth for the organizations.

[3] The digital revolution in the travel and tourism industry (Springer 2019)

Tonino Pencarelli

The digital revolution is radically changing the world we live in. Sensors in smart homes are able to interconnect devices such as thermostats, washing machines, television sets, laptops, tablets, and other objects to the Internet of Things platforms. New digital technologies have introduced important innovations in factories, hospitals, hotels, cities and territories. Industry 4.0 is signaling the end of well-established patterns and is asking

scholars, managers and citizens willing to survive in this ever-changing and increasingly complex environment to observe it through different lenses and new paradigms. The tourism sector, also, is very much involved in digital transformations, increasingly qualifying them with expressions such as Tourism 4.0 or Smart Tourism. What impact does the digital revolution have on tourism? What do tourism 4.0 and smart tourism have in common? What are the main differences? Adopting a conceptual approach and focusing on the travel and tourism industry, our work aims to provide a point of view and some preliminary answers to the above questions. In paragraph 1 we illustrate the main changes brought about by the digital revolution 4.0 in industry, the Web, and tourism. Then, the concepts of tourism 4.0 and smart tourism are compared in Sect. 2. Section 3 illustrates how the consumer experience of digital tourists changes before, during, and after the trip. Paragraphs 4 and 5 illustrate the challenges of tourism destinations and tourism ecosystems in the smart perspective. In the final section of the paper, we highlight that in the near future it will not be possible for tourism ecosystems and territories to only take into account digital innovations, but they will have to include smart tourism perspectives like sustainability, circular economy, quality of life, and social value; they should also aim to enhance tourism experiences and to increase the competitive advantage of smart tourism destinations. Tourism 4.0 technologies need to be geared toward the improvement of the quality of tourism practices, assuming smartness and sustainability as the right paradigm for improving the quality of life and the social value of both guests and local residents

[4] Towards a knowledge management system for tourism based on the semantic web technology (IEEE EXPLORE 2011)S. Mouhim; A. El Aoufi C. Cherkaoui El. Megder D. Mammass

The goal of this paper is to examine the importance of knowledge management and semantic web in tourism. We will primarily aim to present the concepts of knowledge management, knowledge management systems, semantic web and ontologies. We also provide the importance of knowledge management in tourism, which gave the real benefits to be derived from the use semantic-web based ontologies for travelers. Finally, the last part is devoted to present tourism ontology for Morocco and architecture of the KMS we conceived.

[5] Developing sustainable rural tourism evaluation indicators (Wiley online 2010) Duk-Byeong Park, Yoo-Shik Yoon

This study is to develop indicators that measure sustainable rural tourism development within a sustainable framework. It was conducted via a Delphi technique and the analytical hierarchy process method. After three rounds of discussions, the panel members reached consensus on a set of 33 indicators with four dimensions. This set of community-based rural tourism development indicators can serve as a starting point for devising a set of

indicators at the local and regional level in order to be useful rural tourism sector manager and administrators. The selected indicators are measureable, demand driven and practical to show the real performance in rural destination.

CHAPTER 3

Problem Statement

3. Problem Statement

The travel agency is facing challenges in maintaining its profitability and relevance in the highly competitive travel industry. The traditional brick-and-mortar business model of the travel agency is becoming obsolete, and customers are increasingly shifting towards online travel booking platforms. This has resulted in reduced footfall in the agency's physical offices, leading to a decline in revenue. Additionally, the travel agency is struggling to keep up with the rapidly evolving travel market, which requires constant innovation and adaptation to new technologies and customer preferences. The agency also faces challenges in providing a seamless travel experience to its customers, including personalized travel itineraries, reliable customer support, and competitive pricing. These issues have resulted in decreased customer satisfaction, reduced loyalty, and a decline in the agency's market share. Therefore, the travel agency needs to address these challenges by adopting new technologies, providing better customer experiences, and diversifying its business model to remain competitive and relevant in the travel industry.

CHAPTER 4

Experimental Setup

Experimental Setup

4.1 Hardware Setup

The hardware setup for an online travel agency will depend on a few factors, such as the size of the agency and the volume of traffic it expects to handle. Generally, here are some hardware components that you might need:

1. Operating System : Windows 10/11
2. Processor : Intel Core i5
3. 4 GB Ram

4.2 Software Setup

The software setup for an online travel agency is crucial in ensuring a smooth and efficient operation. Here are some key components that you might need:

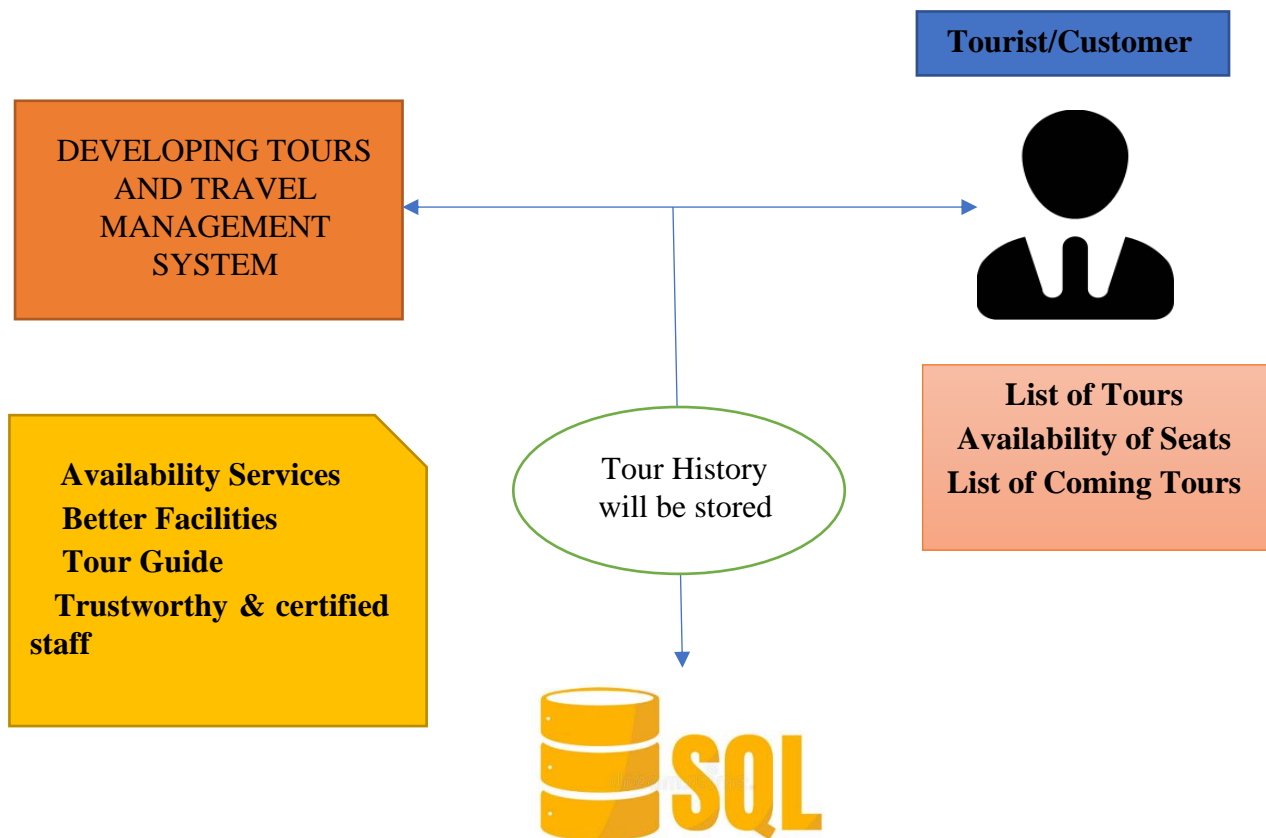
1. Linux/Windows OS
2. HTML 5
3. CSS3
4. PHP 8.2

CHAPTER 5

Proposed System & Implementation

5. Proposed system & Implementation

5.1 Block diagram of proposed system



5.1 Block Diagram of Proposed System

5.2 Implementation

5.2.1 Admin Page

Online Tours & Travels System

Admin Login

Admin ID :

Password :

Login

BACK

5.2.2 Booking Page

Online Tours & Travels System

Book Holiday Package

Package :

Journey By :

Members :

Date :

BOOK NOW

Current Holiday Packages

Sr.No.	Package Name	Journey By	Total Amount	Date	Status	Delete
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HOME

5.2.3 After Booking Page

Online Tours & Travels System

Book Holiday Package

Successfully Received Your Booking Info.
Total Amount Payable for 5 Member(s) is INR 15000

Package : -- Select Package --

Journey By : -- Ticket By --

Members : Select Members

Date : dd-mm-yyyy

BOOK NOW

Current Holiday Packages

Sr.No.	Package Name	Journey By	Total Amount	Date	Status	Delete
1	alibagh	Air	INR 15000	2023-04-20	Pending	Delete

HOME

5.2.4 Admin Page

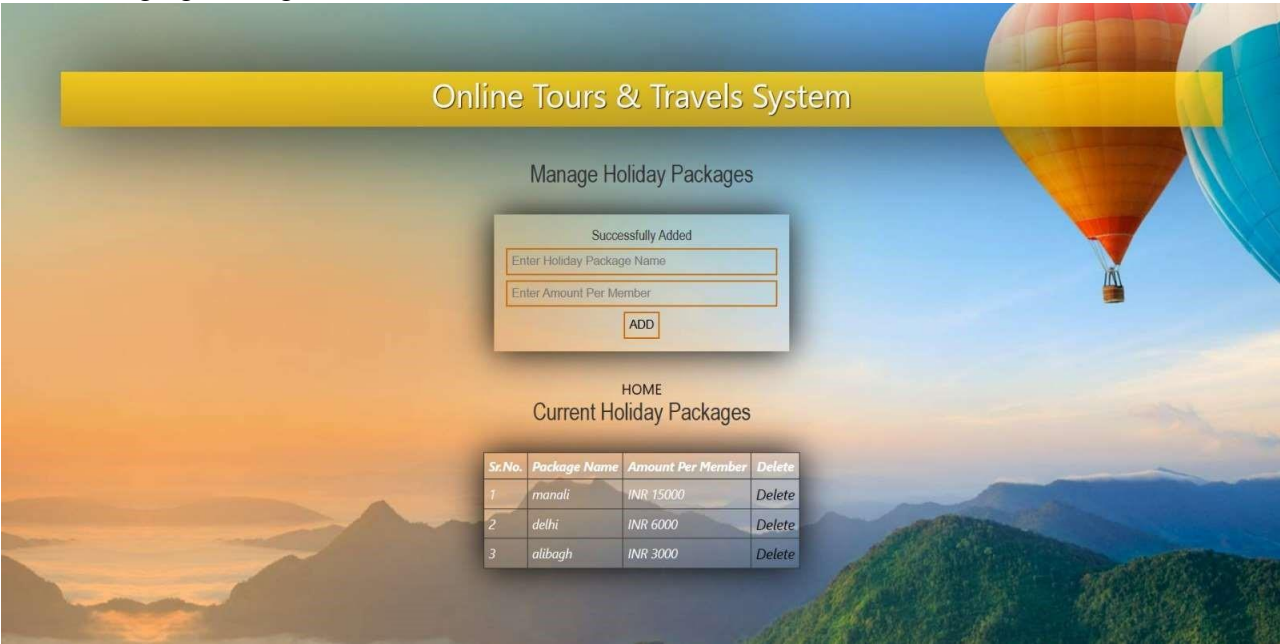
Online Tours & Travels System

Customers Booking

Sr.No.	E-Mail	Package Name	Journey By	Total Amount	Members	Date	Status	Delete
1	soham09@gmail.com	alibagh	Air	INR 15000	5	2023-04-20	Approve	Delete

HOME

5.2.5 Managing Packages



5.2.6 User Login page



5.3 ADVANTAGES

There are several advantages of using an online travel agency, both for travelers and for the travel industry as a whole. Here are some of the key benefits:

- [1] Convenience: One of the most significant advantages of using an online travel agency is the convenience factor. Travelers can search, book, and manage their travel arrangements from the comfort of their own homes or offices, saving time and effort.
- [2] 24/7 Availability: Online travel agencies are available 24/7, making it easy for travelers to make bookings and inquiries at any time of the day or night.
- [3] Wide Range of Options: Online travel agencies offer a vast range of travel options, from flights and hotels to car rentals and activities, giving travelers more choices and flexibility.
- [4] Competitive Pricing: Online travel agencies often offer competitive pricing and discounts on travel arrangements, making it easier for travelers to find affordable options.
- [5] User Reviews: Many online travel agencies include user reviews and ratings of hotels, airlines, and other travel services, which can help travelers make informed decisions based on the experiences of others.

Overall, the advantages of using an online travel agency make it an attractive option for travelers looking for convenience, affordability, and flexibility in their travel arrangements.

5.4 APPLICATIONS

There are several applications that an online travel agency may offer to its users. Here are some of the most common ones:

- [1] Travel Insurance: Online travel agencies may offer travel insurance applications that allow users to purchase travel insurance to protect themselves against unforeseen circumstances such as trip cancellations, medical emergencies, or lost luggage.
- [2] Trip Planning: Some online travel agencies offer trip planning applications that help users plan their trip by providing information about popular destinations, recommended activities, and suggested itineraries.
- [3] Loyalty Programs: Online travel agencies may have loyalty program applications that reward users for their bookings, such as earning points that can be redeemed for future travel or other benefits.

Overall, these applications make it easy for users to plan and book their travel arrangements conveniently and efficiently through the online travel agency's platform.

CHAPTER 6

Conclusion

6 Conclusion

In conclusion, online travel agencies have revolutionized the travel industry by providing travelers with a one-stop-shop for all their travel needs. With the convenience, 24/7 availability, wide range of options, competitive pricing, user reviews, customization, and streamlined booking process, online travel agencies have become a popular choice for travelers looking for affordable and flexible travel arrangements.

Online travel agencies offer a variety of applications that make it easy for users to search for flights, hotels, car rentals, purchase travel insurance, plan their trips, and even earn rewards through loyalty programs. With mobile applications, users can access these features and manage their travel arrangements on-the-go.

Overall, the benefits of using online travel agencies make them an attractive option for travelers seeking convenience, affordability, and flexibility in their travel arrangements. As technology continues to evolve, online travel agencies will undoubtedly continue to play a significant role in the travel industry.

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