*Non-Functional Requirements*

*User Interface Requirements:*

* A simple and responsive system in a short time.
* Web app, consistent in all devices.
* Details of any user (Client, Admin, Receptionist) will be displayed in the database real quick.

*Performance:*

*Availability:*

* 1)Web application can be used by everyone wherever they are.
* 2) Web application will be able every day 24 hours.
* 3)System data are automatically saved in the database and backed up daily.
* 4)The system must be connected to the internet in order to communicate with the database.

*Monitoring/* *Maintenance:*

Our predictions indicate that system failures will be rare due to our diligent efforts to ensure system functionality. The primary cause of system failure is poor internet connection. In case of other failures, we will provide users with guidance on handling them, contact numbers for assistance, and regular updates to improve the system and make it easier for users.

The only thing we can do to keep our program maintained is to release updates that improves its functionality. Users won't have any trouble maintaining the program if it's simple and just needs capabilities that everyone in today's world have. We'll ensure that everything functions properly each and every time.

*Security:*

The first important thing is to keep the software up to date. It is important to be used strong passwords with at least eight characters, with numbers, lower case and upper case letter. Only authorized users should have access to sensitive information.

*External Requirements*

*Security:*

Not everyone will be able to access the system. To keep safe the information the staff and admin will have a username and also a password. the admin will be the only one who will access all systems and subsystems. Receptionistwill have access on personal info systems and reservation stuff. The system should detect unauthorized access, protect personal information, prevent attacks on applications and interfaces, and prevent interference in staff information.

*Authorization/ Authentication:*

Authorization-There will be different type of users. Each one of them will have access constraints. Users can not modify any information except their personal information. Only admin can modify information and access the database.

Authentication- each user will login with a username and password.

*Legislative:*

The system must adhere to consumer protection laws to ensure transparency, fair practices, and clear communication of terms and conditions. The system should handle customer data ethically and transparently, ensuring that data is not misused or shared without proper consent.

*Ethical Requirement:*

Any additional fees, taxes, or resort fees should be made clear. Prior to gathering and using a customer's personal information, get their express consent. Permit reviews and ratings from users. Create procedures for responding to data breaches in an open and responsible manner.

*Consumer Protection Laws*:

Adhere to consumer protection laws that govern online transactions and the rights of consumers. Provide transparent information about terms and conditions, cancellation policies, and pricing.