

Database Project

Tours and Travels

Objective:

Creating and structuring a database to enhance the ease and comfort of users during their journeys within our tours and travel system. This database provides details about Transportation bookings, Accommodations, Trips and major attractions around the globe. This database supports all features of a standard E-commerce website.

The title of this database is “AdventureUnbound.com”

Users:

- 1) Surfers – Unlogged Users
- 2) Logged on users - Customers
- 3) Accommodation and Transport Collaborators

Features For Users:

1) Surfers – Unlogged Users

These are the visitors who would interact with the website and browse for the necessary accommodations or trip packages or the transportations facilitates, but would not be able book for the same.

- The user would be able to explore the famous tourism attractions around his destination place.
- User would be able to check for the availability of transportation (through flight, bus, train, car etc.) for the same.
- User could also check for the accommodations nearby his tourism place and could filter out the stays according to his convenience.

2) Logged Users

These are the actual customers who would interact with the website and would book their trip planning.

- The user can explore and enjoy all the features which are available for the surfer.
- Apart from the above-mentioned features, User can also keep track of his previous trips under the trip’s history section.
- The user can see his current available balance and available vouchers (for cashback or discount on this next trip).
- The user can also share his reviews for the trip and ratings for the service/hospitality.

3) Accommodation and Transport Collaborators

These are collaborators or travel partners who would contribute for the necessary services like transportation mediums, hotel services, guide for the tourist places etc. This would help the actual visitors or customers to choose from varied range of options.

- The collaborators can register for their service onto this website through a registration form which would capture the following details:
 - Institution Name
 - Institution address
 - Contact details
 - Website handle
 - Service type provider (Transportation or accommodation)
- The accommodation collaborators may include negotiating contracts, securing room reservations, managing room availability, handling bookings and cancellations.
- The transportation collaborators would provide a smooth and efficient travel facilities for the users and also address any transportation related issues that may arise during the clients travels such as delays, cancellations or changes in itinerary.

The Travel management

The main component of any trip includes: transportation, accommodation and planning the tourist spots.

- Every Trip package would contain unique Trip code, manager, places, price, duration, collaborator details which would describe the whole journey details.
- The trip spots or trip packages would be categorised as per the following:
 - Heritage sites
 - Religious sites
 - Art and craft
 - Natural sites
 - Mountains
 - Wildlife sanctuaries
 - Adventure trip
 - Beaches etc
- The predefined trip package would be managed by a manager, who would resolve any issues/conflicts which may occur during the trip. Also, multiple trips may have a common assigned manager.

Every collaborator would be assigned a unique collaborator ID, i.e. accommodation collaborator and transportation collaborator would get their unique ID.

Similarly, every logged-on user would have its unique user ID, upon which all his trip's would be planned.

Use cases - Logged on Users Events

1) Registration

- If the user is new onto the website, he must register first by sign up option which would call out for the following required fields to be filled by user:
 - User Name
 - E-mail address
 - Phone Number
 - Creating a new Password
 - Address (optional)
- The user must login onto the website, before booking the trip services, where he would have two modes of options to log in:
 - Log in via User Name and password
 - Log in via E-mail address and password

2) Modify its details

- The user can modify his profile by changing the E-mail address or resting a new password or changing/dropping the address details which were previously set by User.

3) Interested trips list (wish list – can view, edit, remove services)

- The User can maintain a wish list where he can store the shortlisted/Interested Trips.
- There can be multiple packages in the wish list.
- The user can view the list, remove the trips as per his wish and combining both features' results in editing the list.

4) Book the trip

- The user can book a trip by following process:
 - Trip Selection
 - Registering number of participants with their details
 - Total cost calculation based on selected services/trip package
 - Payment portal containing payment options
 - Confirmation page

5) Payment Section

- This portal contains the following functionality, through which the user can complete the payment for his chosen trip/service features.
 - Secure payment gateway
 - Entering the promo codes or voucher coupons (Optional)
 - Entering the necessary card / UPI details
 - Confirmation page (Payment status page)

6) Giving and viewing reviews and ratings

- The user can rate the trip or services or hospitality based on his opinions.
- User can also view the ratings of the place / accommodation given by other users.

Tentative Queries:

General Queries:

- Basically, the General queries would cover the following domains of interest:
 - 1) Budget constrained queries
 - 2) Trip location Constraints
 - 3) Trip Category constraints
 - 4) Rating constraints
 - 5) Accommodation constraints
 - 6) Transportation constraints
- See a complete list of all available trips on the website.
- Discover the list of trip packages within affordable price.
- Show a list of popular travel destinations (Based on ratings).
- List down the reviews and ratings of a particular trip.
- List out the Frequently Asked Questions (FAQ's) along with their answers.
- Discover if there are any discount available on group bookings.
- Display the trip packages based on the Location (Country – State – City), date of departure, Trip Duration, Season.
- Show a list of all possible trips with a predefined trip category (Adventure, Heritage sites, Religious sites, Nature, Mountainous).
- Show a complete list of hotels based on the filters like Location, Check-In / Check-Out date, Price, hotel ratings, hotel status like 3/4/5 stars, AC / NON_AC.
- List down the available flights from one location to another based on a budget constraint.
- Display all social media Integrations like Instagram page, Facebook page, twitter page, WhatsApp number (if any).
- List down the contact details for any queries or for gathering more information.

For Logged in user

- Display my available vouchers.
- Display my available balance.
- Update my personal details including mobile number, address, E-mail address, Username.
- List down the list of trips book by user in Past (Trip History).
- List down the list of trips that added in the wish-list.
- Show the list of previous transactions / Payments made for the bookings.
- View or add the review for the service / Trip taken.
- Display all available vouchers, coupon codes, promo codes (if any).
- Update the preferences such as language, currency, and accessibility.
- Change/Modify the details of any passenger (like add or remove passenger) or details of trip before the travelling day.

For Collaborators:

- Update the registered service details like increase in the room capacity, adding new amenities, additional services.
- Set or update the availability of the service (Transportation or accommodation)
- Modify the pricing for certain trip packages or services based on seasons or events
- Add / Drop the new / existing services or packages.
- List down the sales or profits based on the duration.
- List down the most preferred trip package by customers
- Give details of all trip managers
- List down the trip packages with least ratings.
- List down the ratings given by customer.

For Admin:

- Display the list of all registered users onto the website.
- List down the details of all collaborators.
- Update the collaborator's details as per his request.
- Add / Remove the tourist spots along with the collaborators.
- List down the revenue breakdown from transportation and accommodation collaborators.
- Display the total revenue based on duration (yearly / monthly).
- List down the list of users who made a trip last month / last year / last week.
- Show the list of top destinations based on number of bookings.
- Display the average duration of trip for each category.
- Make the list of managers assigned for each tourist place
- Make list of complains/feedbacks given by manager regarding any discomfort faced by user during the trip.

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