



CS 353 Database Systems

Final Report

Group 7

Travel Agency

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1. Introduction

In this report, we are going to share the description of our travel agency application system, final E/R model, final list of tables, implementation details and user's manual to explain our final DBMS.

2. Description

Our Travel Agency application is a website where one can join to check various tours, make reservations for them and book hotels or flights. In our application there are three types of users which are customer, employee and guide. All of the mentioned three user types can access different features accordingly. With its user-friendly interface and well managed access system, everyone can do different tasks on the same system in coherence. A customer can view different tours and tour's, free or paid, activities. They can filter the tours according to their location and date. After selecting a desired tour, they can make a reservation for it by selecting the activities they want to attend. The total price is calculated according to the price of the tour and price of the extra activities. Likewise, customers can check and make booking for different hotels by specifying their room preference, number of people and dates. If they wish they can talk to an employee to make their tour reservations and hotel bookings. When customers do a tour reservation or hotel booking themselves, its status will be waiting and will need to be accepted or denied by the employee. Customers can trace accepted and denied reservations from the previous trips page, they can view the reason if their request is denied. The customers can also see their profiles, edit their information or delete their account and leave feedback to their accepted hotel or tour reservations.

The employees can see the tours and assign guides if needed, reserve tours or hotels for customers and accept or decline reservation requests. They can also edit existing reservations. The same profile information is present in the employee page as well. Guides can see tours that they have been assigned to, check the details and accept or decline the job. With all these functionalities our system provides a smart way to handle the full course of a travel agency in a single application.

3. Final E/R Model

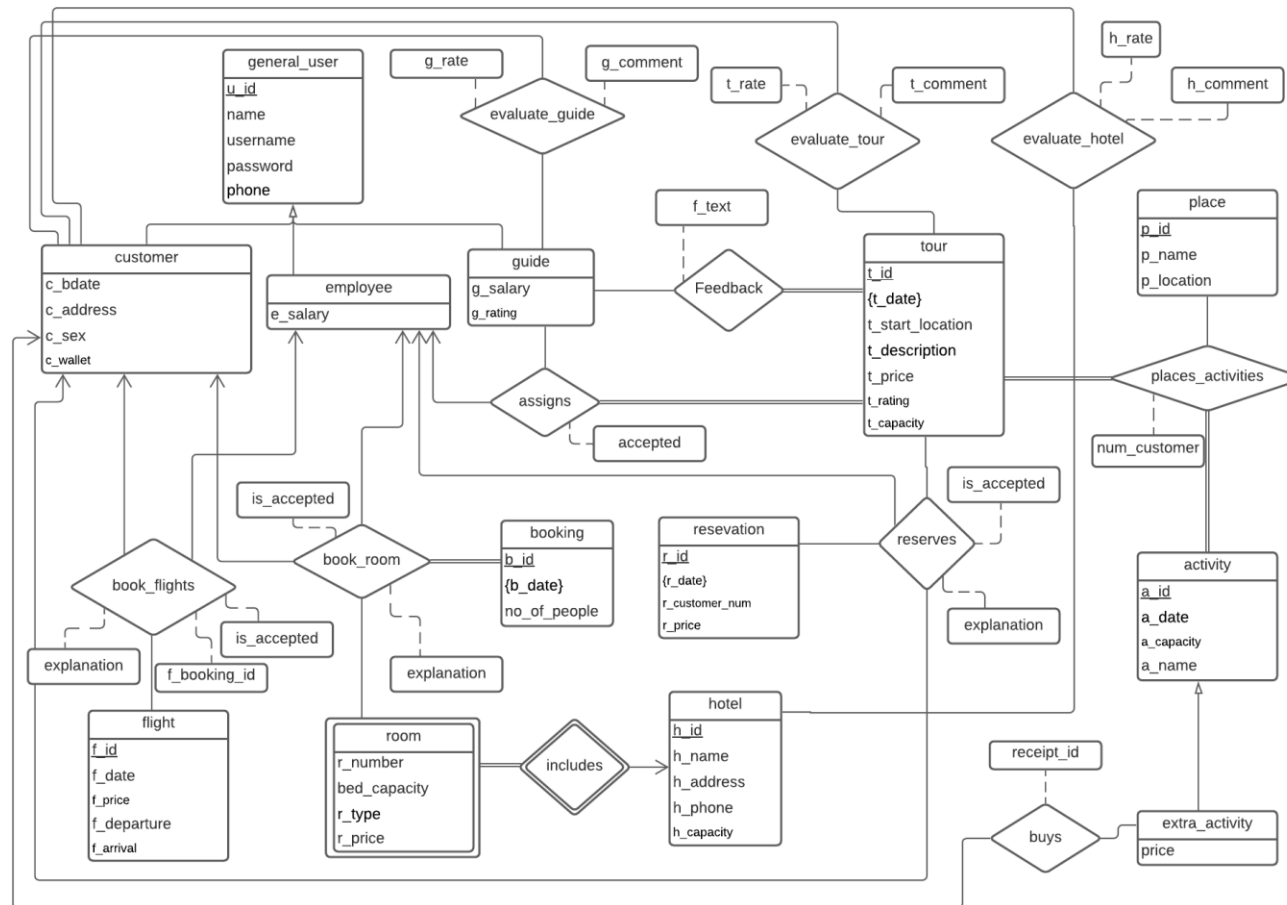


Figure 1 (ER Diagram)

4. List of Tables

4.1. Customer

customer(u_id, name, username, c_bdate, c_address, c_sex, c_wallet, pw, phone)
PRIMARY KEY (u_id);

4.2. Employee

employee(u_id, name, username, phone, pw, e_salary)
PRIMARY KEY (u_id);

4.3. Guide

guide(u_id, name, username, phone, pw, g_salary, g_points, g_rating)
PRIMARY KEY (u_id);

4.4. Booking

booking(b_id, b_start_date, b_end_date, no_of_people)
PRIMARY KEY (b_id);

4.5. Tour

tour(t_id, t_name, t_start_date, t_end_date, t_start_location, t_description, t_price,
t_rating, t_capacity)
PRIMARY KEY (t_id);

4.6. Place

place(p_id, p_name, p_location)
PRIMARY KEY (p_id);

4.7. Activity

activity(a_id, a_date, a_capacity, a_name)

PRIMARY KEY (a_id));

4.8. Extra Activity

extra_activities(a_id, a_date, price)

PRIMARY KEY (a_id)),

FOREIGN KEY (a_id) REFERENCES activity(a_id));

4.9. Hotel

hotel(h_id, h_name, h_address, h_description, h_phone, h_capacity)

PRIMARY KEY (h_id));

4.10. Room

room(h_id, r_number, bed_capacity, r_type, r_price)

PRIMARY KEY (h_id, r_number))

FOREIGN KEY (h_id) REFERENCES hotel(h_id));

4.11 Flight

flight(f_id, f_date, f_price, f_departure, f_arrival)

PRIMARY KEY (f_id));

4.12. Reservation

reservation(r_id, r_start_date, r_end_date, r_price, r_customer_num)

PRIMARY KEY (r_id));

4.13. Evaluate Guide

evaluate_guide(g_id, c_id, g_comment, g_rate)

PRIMARY KEY (g_id, c_id)),

FOREIGN KEY (g_id) REFERENCES guide(g_id) ON DELETE CASCADE),

FOREIGN KEY (c_id) REFERENCES customer(u_id) ON DELETE CASCADE);

4.14. Evaluate Tour

```
evaluate_tour(t_id, c_id, t_comment, t_rate)
PRIMARY KEY (t_id, c_id),
FOREIGN KEY (t_id) REFERENCES tour(t_id),
FOREIGN KEY (c_id) REFERENCES customer(u_id) ON DELETE CASCADE);
```

4.15. Evaluate Hotel

```
evaluate_hotel(h_id, c_id, h_comment, h_rate)
PRIMARY KEY (h_id, c_id),
FOREIGN KEY (h_id) REFERENCES hotel(h_id),
FOREIGN KEY (c_id) REFERENCES customer(u_id) ON DELETE CASCADE);
```

4.16. Places Activities

```
places_activities(t_id, t_start_date, t_end_date, a_id, a_date, p_id, num_customer)
PRIMARY KEY (t_id, a_id, p_id),
FOREIGN KEY (t_id) REFERENCES tour(t_id),
FOREIGN KEY (a_id) REFERENCES activity(a_id),
FOREIGN KEY (p_id) REFERENCES place(c_id));
```

4.17. Buys

```
buys(receipt_id, a_id, c_id)
PRIMARY KEY (receipt_id),
FOREIGN KEY (a_id) REFERENCES extra_activity(t_id),
FOREIGN KEY (c_id) REFERENCES customer(u_id) ON DELETE CASCADE);
```

4.18. Reserves

```
reserves(r_id, t_id, t_start_date, t_end_date, c_id, explanation, is_accepted)
PRIMARY KEY (r_id, t_id, c_id),
FOREIGN KEY (r_id) REFERENCES reservation(r_id),
FOREIGN KEY (t_id) REFERENCES tour(t_id),
FOREIGN KEY (e_id) REFERENCES employee(u_id) ON DELETE CASCADE),
```


FOREIGN KEY (c_id) REFERENCES customer(u_id) ON DELETE CASCADE);

4.19. Feedback

feedback(t_id, t_start_date, t_end_date, g_id, f_text)

PRIMARY KEY (t_id, g_id)),

FOREIGN KEY (t_id) REFERENCES tour(t_id)),

FOREIGN KEY (g_id) REFERENCES guide(u_id) ON DELETE CASCADE);

4.20. Assign

assign(t_id, t_start_date, t_end_date, g_id, e_id, accepted)

PRIMARY KEY (t_id, g_id, e_id)),

FOREIGN KEY (t_id) REFERENCES tour(t_id)),

FOREIGN KEY (e_id) REFERENCES employee(u_id) ON DELETE CASCADE),

FOREIGN KEY (g_id) REFERENCES guide(u_id) ON DELETE CASCADE);

4.21. Book Room

book_room(b_id, h_id, b_start_date, b_end_date, c_id, e_id, r_number, is_accepted,
explanation)

PRIMARY KEY (b_id, h_id, r_number)),

FOREIGN KEY (b_id) REFERENCES booking(b_id)),

FOREIGN KEY (h_id, r_number) REFERENCES room(h_id, r_number)),

FOREIGN KEY (c_id) REFERENCES customer(u_id) ON DELETE CASCADE),

FOREIGN KEY (e_id) REFERENCES employee(u_id) ON DELETE CASCADE);

4.22. Book Flight

book_flight(f_booking_id, f_id, f_date, c_id, e_id, is_accepted, explanation)

PRIMARY KEY (f_booking_id, f_id)),

FOREIGN KEY (f_id) REFERENCES flight(f_id)),

FOREIGN KEY (c_id) REFERENCES customer(u_id) ON DELETE CASCADE),

FOREIGN KEY (e_id) REFERENCES employee(u_id) ON DELETE CASCADE);

4. Implementation Details

4.1. Development Tools

The application is implemented by using different languages and frameworks. In the frontend we have used CSS, HTML, Bootstrap as front-end framework and Javascript to handle the errors, confirmation and validation messages. In the backend we have used python's Django framework. As a relational database management system we have used SQLite.

4.2. Problems

While implementing the application we have encountered different problems. Our first choice for DBMS was MySQL while Django comes with a default database system , SQLite. Some of the group members had difficulty while installing MySQL on their computer, therefore we decided to switch back to SQLite.

Second problem was about deciding on whether we should use Django's forms feature. Form is very useful while handling post requests. However it is more useful when it is used with the models which are used with the models which are used in Django's ORM(Object-Relational-Mapper) system for database integration. We were not allowed to use models, since we needed to perform queries with raw SQL statements. Thus, we didn't use forms as well except for one page.

Third problem we faced was about primary keys of the tables. In the design stage, date attributes were decided to be inside the primary keys for most of the tables. However, we have realised that we need to pass a lot of primary key attributes between pages, date's type were causing problems and we didn't have time to deal with such problems. These problems increase complexity when the primary list is too long. Thus, all the tables had some id attribute which was enough as a primary key when they are created uniquely for every row. For that reason we have removed date attributes from the primary keys.

4.3. Contributions

Melike:

- Navigation bar and base.html
- Register and login(Customer)
- Profile page
- Hotel's detail (showing available rooms, description, etc.)
- Hotel booking for Customer(done by Customer and Employee)
- Tour detail (Listing Activities, and Extra Activities)
- Tour Reservation(calculating total price and making the payment accordingly)
- Listing previous reservations and bookings of the Customer (Tour and Hotel), their details and their updates on the view according to their status (waiting, accepted, denied)

Kimya:

- registration and login(Employee,Guide)
- List available Hotels and filter according to rating and hotel location
- Manage Reservation(Updating Tour Reservation by Employee, Accepting or Rejecting a Reservation made by Customer)
- Manage Booking(Updating Hotel Booking by Employee, Accepting or Rejecting a Booking made by Customer)
- Statistic Page
- Delete Account

Irmak:

- Tour Reservation page (customer).
- Tour reservation filter applications.
- Tour details page (customer).

- Feedback page for tour, guide and hotel booking.
- Table and search for flight booking.
- Calculating and updating rate of tour table.

Tanay:

- List tour and filter assigned guide (Employee)
- List guides and filter according to availability (Employee)
- Assign tours to specific guide (Employee)
- Assigned tour list (Guide)
- Accept or decline assigned tour (Guide)
- Feedback (Guide)

5. User's Manual

As we have mentioned before, in our Travel Agency application, we have 3 types of users which are customers, employees and guides. For the better understanding we will be looking at them one at a time. However, the sign in and login parts are similar so we just look at them together.

5.1. Sign in and Log in

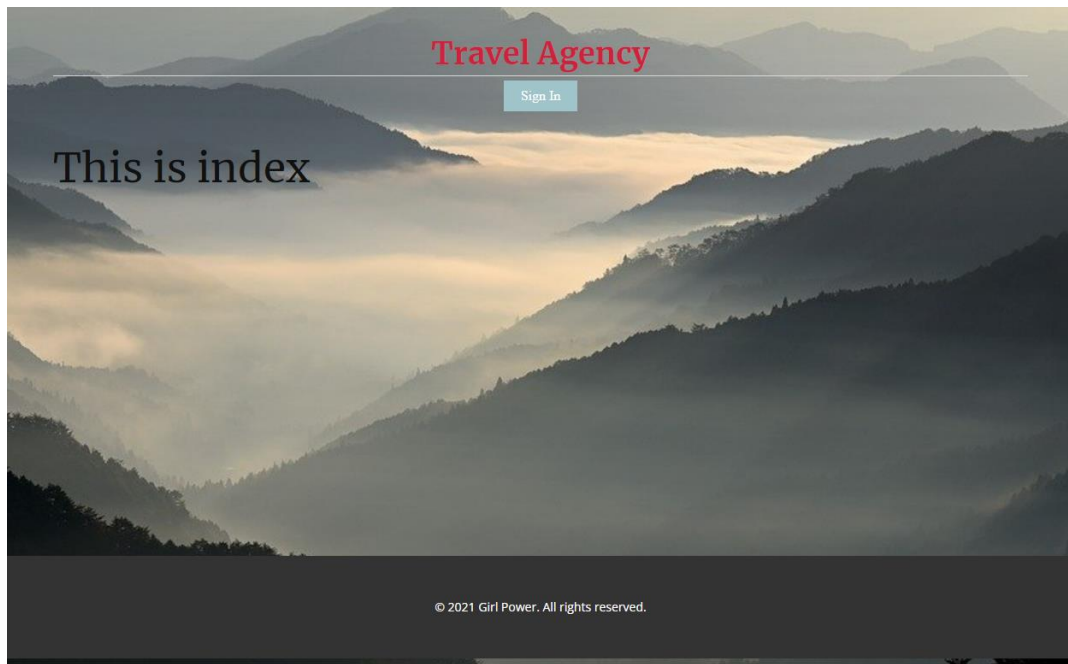


Figure 2 (Index Page)

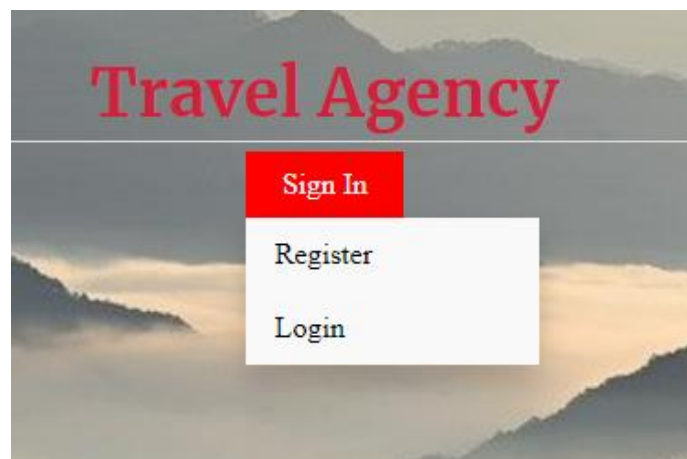
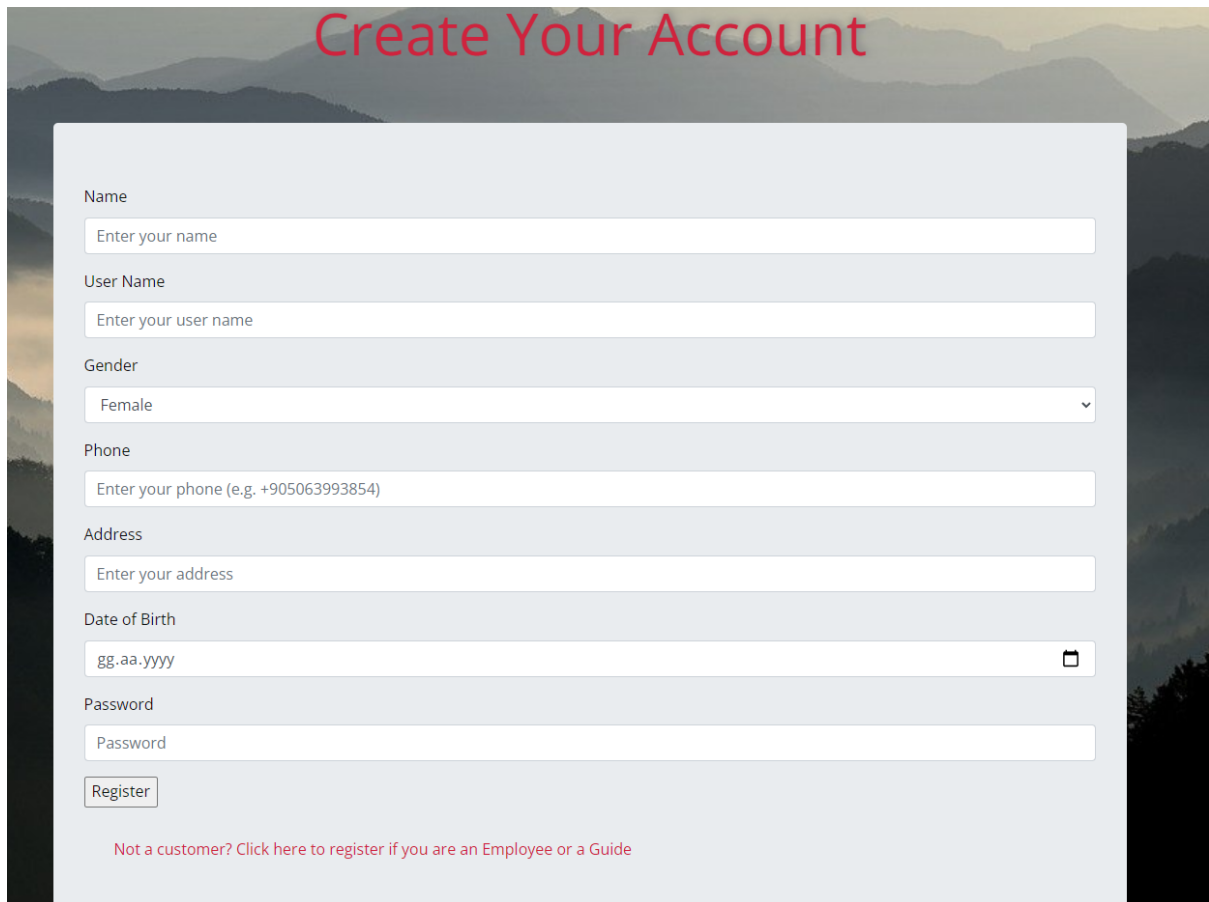


Figure 3 (Sign in bar)

The image shows a web form titled "Create Your Account" in a large red font at the top. The form is set against a background of misty mountains. It contains several input fields: "Name" with a placeholder "Enter your name", "User Name" with a placeholder "Enter your user name", "Gender" with a dropdown menu currently showing "Female", "Phone" with a placeholder "Enter your phone (e.g. +905063993854)", "Address" with a placeholder "Enter your address", and "Date of Birth" with a placeholder "gg.aa.yyyy" and a calendar icon. Below these is a "Password" field with a placeholder "Password". At the bottom of the form is a "Register" button. Below the button, there is a red text link that says "Not a customer? Click here to register if you are an Employee or a Guide".

Create Your Account

Name
Enter your name

User Name
Enter your user name

Gender
Female

Phone
Enter your phone (e.g. +905063993854)

Address
Enter your address

Date of Birth
gg.aa.yyyy

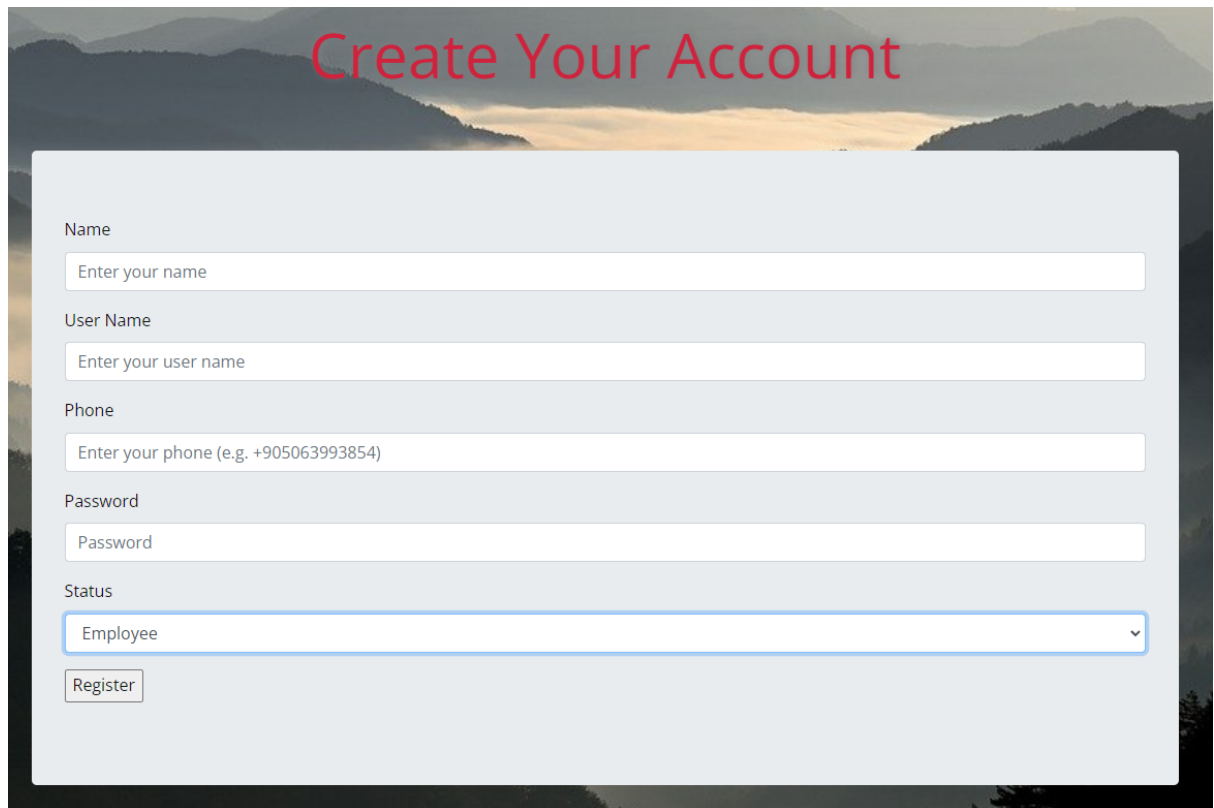
Password
Password

Register

Not a customer? Click here to register if you are an Employee or a Guide

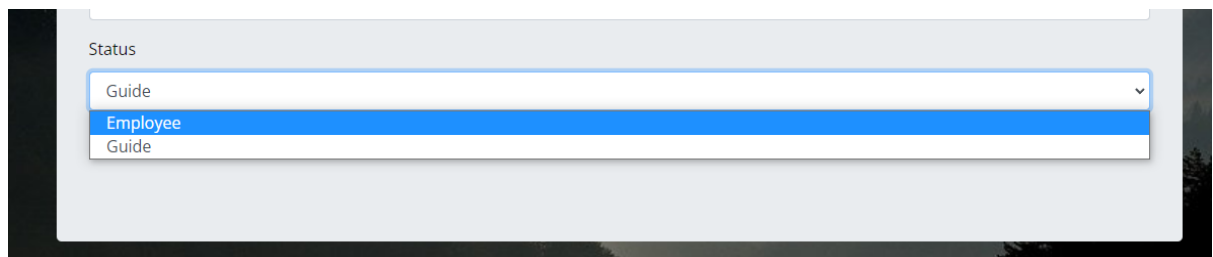
Figure 4 (Sign up Page)

In the sign-up page, there is a lot of information that is needed to be filled by the user. This sign up page is for customers. If another user type like employee or guide wants to register, they can click the writing at the bottom and they are redirected to the sign up page. The datas we take from users are held in our databases and passwords are secured. These datas can also be accessed later on in the profile page. Name, username, gender, phone, address, date of birth and password and many more are taken from the user and their profiles are created that they can use later on.



The image shows a web form titled "Create Your Account" in red text at the top. The form is set against a background of misty mountains. It contains several input fields: "Name" with a placeholder "Enter your name", "User Name" with a placeholder "Enter your user name", "Phone" with a placeholder "Enter your phone (e.g. +905063993854)", and "Password" with a placeholder "Password". Below these is a "Status" dropdown menu currently showing "Employee". At the bottom left of the form is a "Register" button.

Figure 5 (Employee & Guide sign up page)



The image is a close-up of the "Status" dropdown menu from the sign-up page. The dropdown is open, showing three options: "Guide", "Employee", and "Guide". The "Employee" option is highlighted with a blue background and white text. The dropdown has a small downward arrow icon on the right side.

Figure 6 (Status selection)

As you can see in the above pictures, 'Not a Customer?' writing redirects the user to this page. Users can register by selecting status. We keep the user information with that status because it is added to the database according to its status.

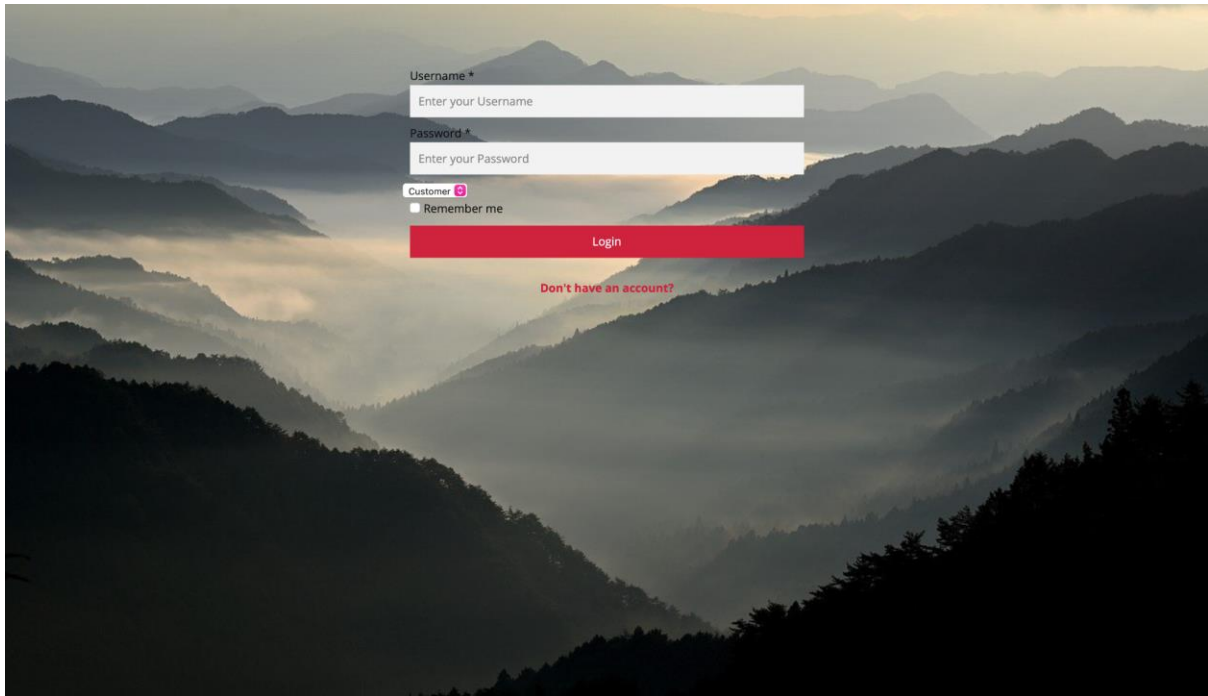


Figure 7 (Login page)

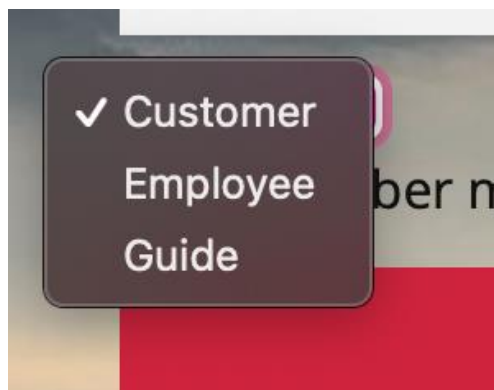


Figure 8 (User type selection)

Once the new user created his/her account, users are redirected to the login page and required to login. The login page is the same for all user types and the login is only enabled if the correct type of user is selected from the drop-down menu. If a user tries to login but realises that they don't have an account they can click on "Don't have an account?" to re-access the sign-up page.

5.2. User's Manual for Customers

5.2.1. Welcome Page

When the user logged-in, They see the welcome page of our application with our navigation bar containing first element our username that leads to profile page, Hotel booking to look and book hotel rooms, Tour Reservation for searching and looking at the tours, Flight Booking for booking flights and Statistics that we used to show several complicated queries. We will see each element with the order above.



Figure 9 (Welcome page)

5.2.2 Profile

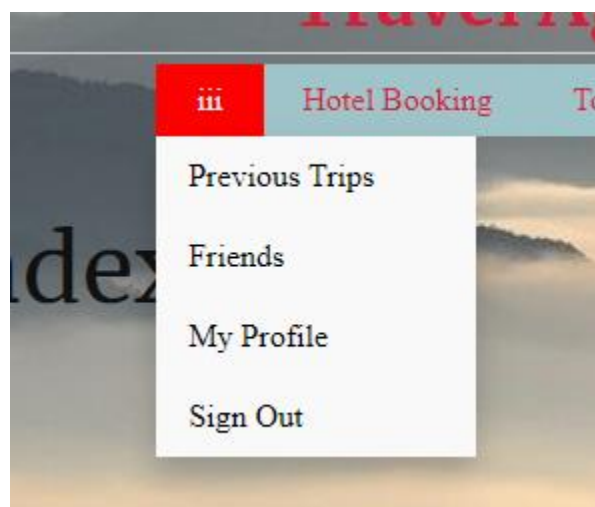


Figure 10 (Customer navigation bar options)

The “username” element contains a drop-down menu with several options. The Previous Trips are where customers can see their reservations waiting for approval, together

with accepted or declined ones and their explanations. Friends option is for future developments of our application where customers can add each other to share their tours and reservations. My profile is where the customer can revise his/her information and change them if needed. They can also see their balance from My profile and delete their account if they want. And finally the Sign Out option is to close the session.

5.2.2.1 Previous Trips:

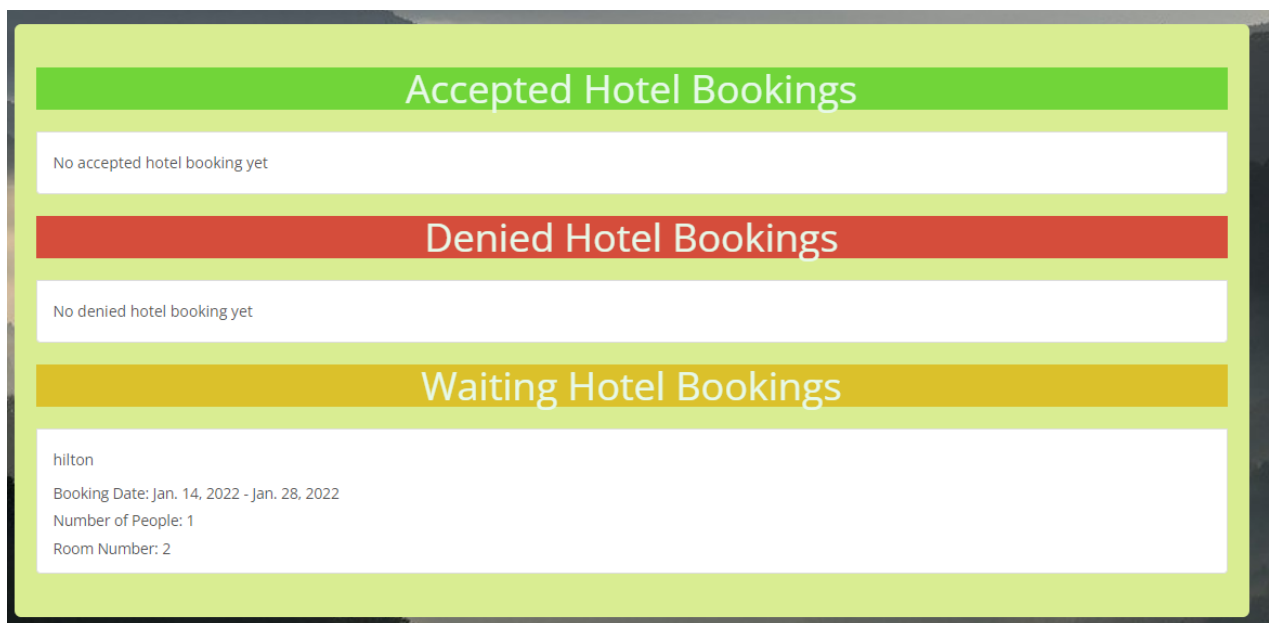


Figure 11 (Previous trips)

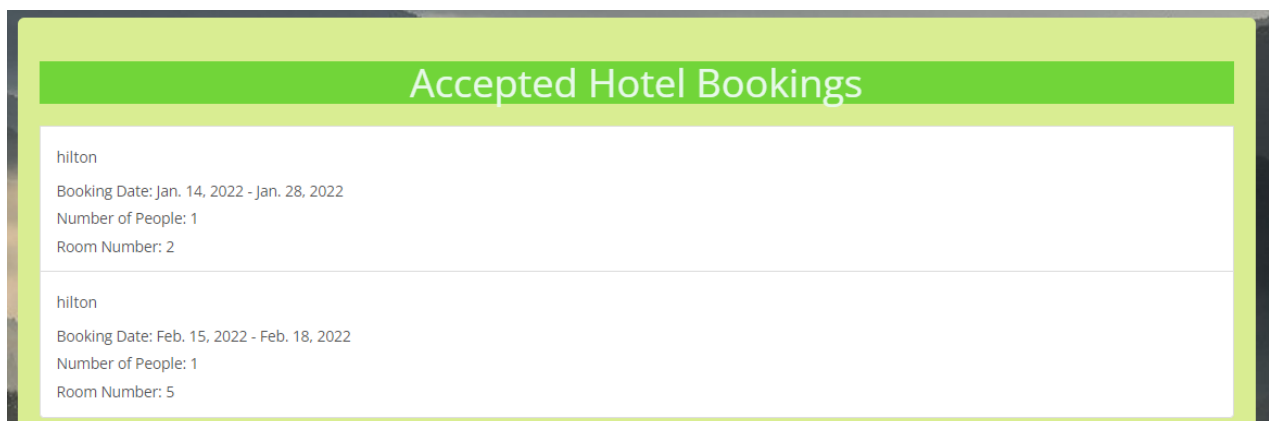


Figure 12 (Accepted Hotel Bookings)

Accepted Tour Reservations

No accepted tour reservation yet

Denied Tour Reservations

No denied tour reservation yet

Waiting Tour Reservations

No waiting tour reservation yet

Figure 13

When a booking room or reserving a tour request is made by the customer, it can be seen in the waiting list of the previous trips. When an employee accepts the booking it can be seen in the accepted list. These are previous reservations that the customer made and once they are accepted, the customer can evaluate the tour, hotel or guide. This is made by the feedback page and a customer can submit only one feedback about a hotel, tour or guide. These feedbacks are stored in the database to be seen later on.

Enter your Feedback

rate: /5

write your comment

Submit

Figure 14(Hotel Feedback page)

Enter your Feedback for the Tour

rate: /5

write your comment

Enter your Feedback for the Guide

rate: /5

write your comment

Submit

Figure 15 (Tour Feedback page)

In the My Profile, as we explained before, the customer can see his/her information, go to previous trips and if he/she chooses to do so, delete his/her account.

Travel Agency Customer

- iii
- Hotel Booking
- Tour Reservation
- Flight Booking
- Statistics

irmo

DELETE PROFILE

- Overview
- Delete Account
- Previous Trips
- Help

Full Name	irmo
Username	iii
Mobile	None
Address	None
Birth Date	None
Gender	female
Wallet	10000

Figure 16 (Profile page)

5.2.3 Hotel Booking

In this section the customer can check the existing hotels and their information. It is also possible to search for a hotel via its location, rating, dates or number of people. Once the customer chooses a hotel, he/she can go to the book option in the table to check available types of rooms and proceed to book one.

The screenshot shows a web interface for hotel booking. At the top, there is a search form with the following fields: "Location" (with a dropdown menu), two date pickers (both showing "gg.aa.yyyy"), a dropdown for "Select Minimum Rating For Hotel", and a "Number of Guests" field (set to 1). A red "Search" button is located to the right of the "Number of Guests" field. Below the search form is a table with 8 rows of hotel information. Each row has columns for Hotel ID, Hotel Name, Address, Phone, Capacity, Availability, and a "Booking" button.

Hotel ID	Hotel Name	Address	Phone	Capacity	Availability	Booking
1	hilton	ankara	123	300	300	<button>Book</button>
2	hilton	izmir	123	100	100	<button>Book</button>
3	hilton	bodrum	123	200	200	<button>Book</button>
4	aasad	Corum	123	350	350	<button>Book</button>
5	asjkfg	London	123	3000	3000	<button>Book</button>
6	sdgsd	ankara	123	300	300	<button>Book</button>
7	fhdh	ankara	123	300	300	<button>Book</button>
8	dhfh	ankara	123	300	300	<button>Book</button>

Figure 17 (Hotel Booking)

This screenshot shows the same hotel booking interface as Figure 17, but with the search results filtered by the location "ankara". The "Location" dropdown menu now displays "ankara". The "Search" button is still present. The table below shows only the hotels located in Ankara, which are rows 1, 6, 7, and 8 from the previous table. The "Availability" column for the first hotel (ID 1) now shows 297 instead of 300.

Hotel ID	Hotel Name	Address	Phone	Capacity	Availability	Booking
1	hilton	ankara	123	300	297	<button>Book</button>
6	sdgsd	ankara	123	300	300	<button>Book</button>
7	fhdh	ankara	123	300	300	<button>Book</button>
8	dhfh	ankara	123	300	300	<button>Book</button>

Figure 18 (Hotel search with Ankara key)

<div>hilton</div> <div>Hotel Description bisey bisey</div>					
Hotel ID	Room Number	Bed Capacity	Room Type	Room Price	Booking
1	1	2	bisey bisey	300	Book
1	2	3	bisey bisey	100	Book
1	3	3	bisey bisey	200	Book

Figure 19 (Hotel information and rooms)

Booking Info

Hotel Name : hilton

Room Number: 1

Check In

gg.aa.yyyy

Check Out

gg.aa.yyyy

Number of Guests

1

Make Booking for Customer

Figure 20 (Booking page)

5.2.4 Tour Reservation

In the tour reservation customers can check available tours with their location, description, start date and price. The customer can also search specific tours that have a specific time, location or an activity they are looking for in the description. If a customer is interested in a tour, he/she can go to check details of the tour. Here there is extended information about the tour as well as the activities that they have. Activities are divided into two categories: activities and extra-activities. Extra-activities do not come with the booking of the tour and they have their own prices. Therefore if the customer wishes to participate in one of them, he/she is required to select and reserve the extra-activities that they want to participate in. The price of the extra-activities are added to the total price of the reservation and the customer can purchase it with a selected number of people. The prices shown are per person so if the customer wishes to buy more than one person reservation he/she is charged accordingly. There is also a table at the bottom of a tour detail that should show the existing comments of the tour and calculate the rate, however in a problem of merge it was deleted and we did not have the time to implement it again.

Travel Agency Customer

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Hotel Booking

Tour Reservation

Flight Booking

Statistics

Location

Description key word

Number of people: 2

Start Date:

End Date:

gg.aa.yyyy

gg.aa.yyyy

Search

Tour Id	Tour Location	Description	Start Date	Price	Details
1	Artvin	Yayla	Jan. 3, 2022	300	Check Details
2	Bahçelievler	This is tour description	Jan. 3, 2022	50	Check Details
3	Urfa	Tarihi gezi	Jan. 5, 2022	350	Check Details
4	Kızılcahamam	Mangal, orman havası	Jan. 4, 2022	150	Check Details
5	Bodrum	Tarihi gezi	May 12, 2022	300	Check Details
6	Alaçatı	Spor, hobi	March 5, 2022	400	Check Details
7	Ayvalık	Lezzet Turu	Jan. 8, 2022	200	Check Details
8	İstanbul	Müze gezisi	Jan. 5, 2022	100	Check Details

Figure 21(Tour Reservation page)

Tour Details

Start Location: İstanbul

Description: Müze gezisi

Start Date: Jan. 5, 2022, End Date: Jan. 6, 2022

Price: 100

Capacity: 100

Activity Id	Activity Name	Date	Capacity	Price	Select
8	dolmabahçe	Jan. 5, 2022	80	No Price	
11	workshop	Jan. 5, 2022	100	100	<input type="checkbox"/>

[Select Extra Activities](#)
[Make Reservation](#)

Figure 22 (Tour Details page)

Reservation Info

Tour General Info

Tour Name : Koç Müzesi
 Dates: Jan. 5, 2022 - Jan. 6, 2022
 Start Location: İstanbul
 Description: Müze gezisi
 Price: 100 TL
 Capacity: 100

Extra Activities

Name : arkeoloji Price : 10 TL
 Name : painting Price : 50 TL

Total Price

160 TL (for one person)

Number of Guests

[Make Booking for Customer](#)

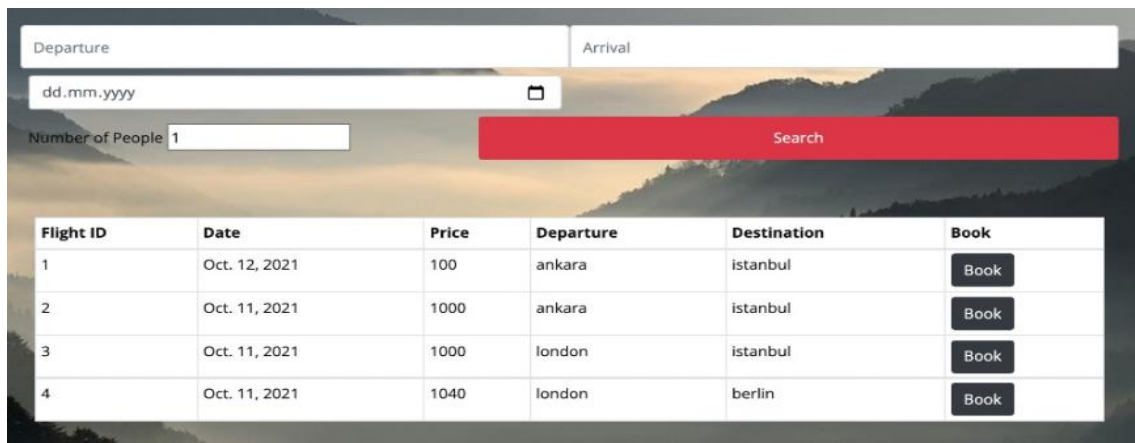
Figure 23 (Reservation Information page)

Comments for this tour	
Rate	Comment

Figure 24 (Comment and Rate entries part)

5.2.5 Flight Booking

This section was our project's extra work and like other parts, a customer can see existing flights, search a specific flight looking at its date, departure and arrival location etc. Unfortunately, we did not have time to implement the booking of flights, however, logically it is the same as hotel booking and tour reservation so it could easily be implemented in the future implementations.



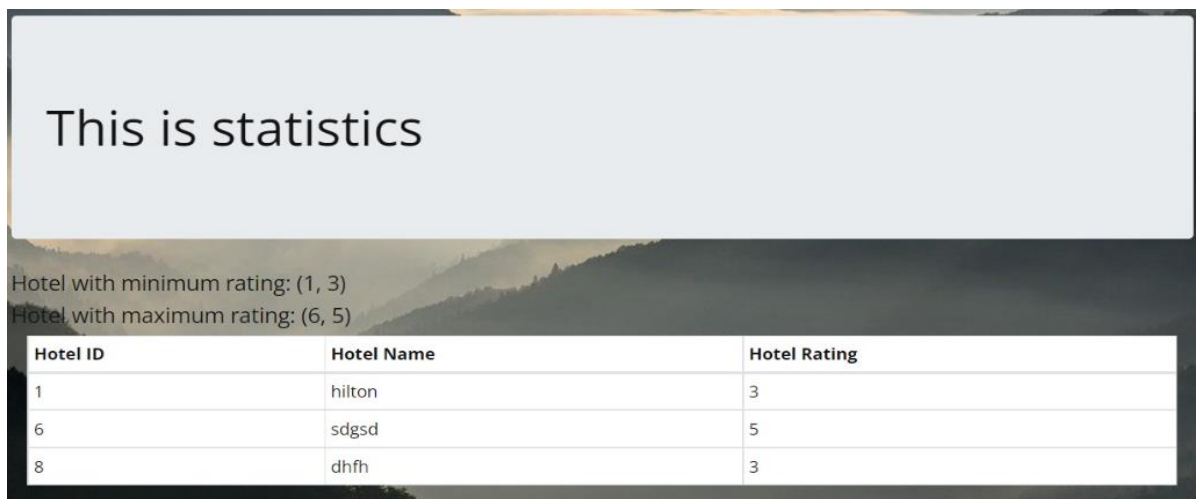
The screenshot shows a flight booking interface. At the top, there are input fields for 'Departure' and 'Arrival', a date picker set to 'dd.mm.yyyy', and a 'Number of People' field set to '1'. A red 'Search' button is positioned to the right of these fields. Below the search area is a table listing four flights with columns for Flight ID, Date, Price, Departure, Destination, and a 'Book' button.

Flight ID	Date	Price	Departure	Destination	Book
1	Oct. 12, 2021	100	ankara	istanbul	<button>Book</button>
2	Oct. 11, 2021	1000	ankara	istanbul	<button>Book</button>
3	Oct. 11, 2021	1000	london	istanbul	<button>Book</button>
4	Oct. 11, 2021	1040	london	berlin	<button>Book</button>

Figure 25 (Flight Booking page)

5.2.6 Statics

This part was made for the demonstration of complex queries, therefore it does not have functionality for the customer and can be removed for future applications.



The screenshot shows a page titled 'This is statistics'. Below the title, there are two lines of text: 'Hotel with minimum rating: (1, 3)' and 'Hotel with maximum rating: (6, 5)'. Below this text is a table with three columns: Hotel ID, Hotel Name, and Hotel Rating.

Hotel ID	Hotel Name	Hotel Rating
1	hilton	3
6	sdgsd	5
8	dhfh	3

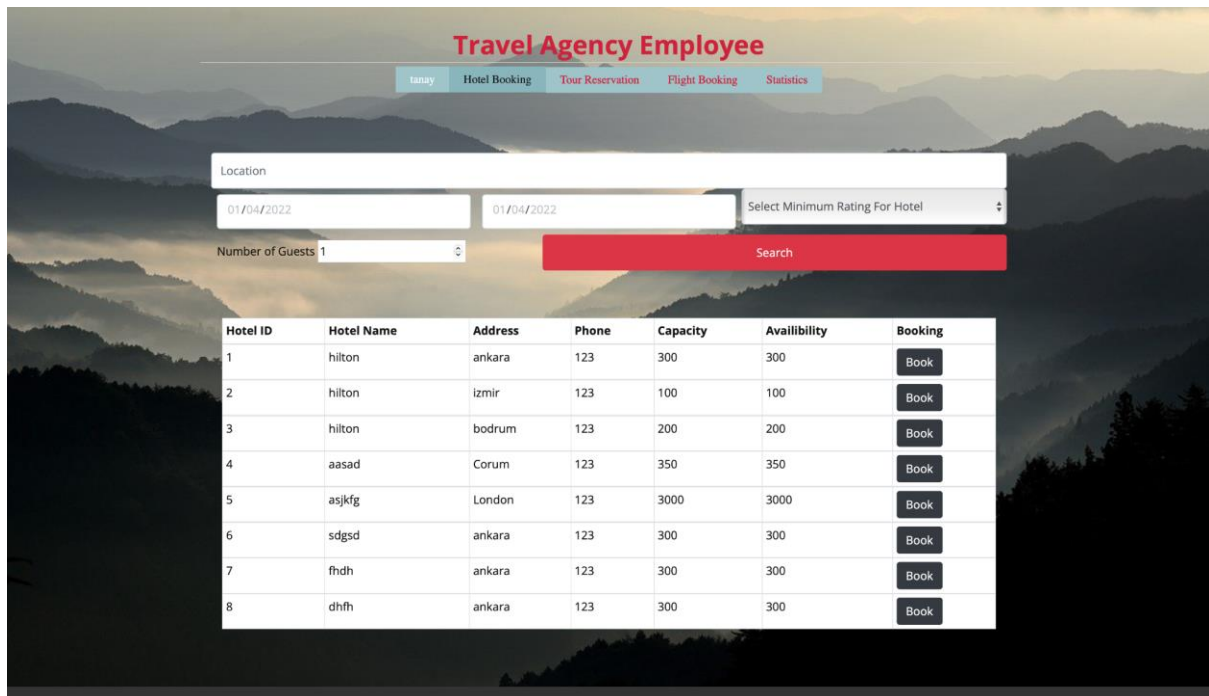
Figure 26 (Statistics page)

5.3. User's Manual for Employees

5.3.1 Welcome Page

When the user logged-in, They see the welcome page of our application with our navigation bar similar to the customer with the difference that it's containing username that leads to profile page, reservation and booking management, Hotel booking to look and book hotel rooms, Tour Reservation for searching and looking at the tours, Flight Booking for booking flights and Statistics that we used to show several complicated queries. We will see each element with the order above.

5.3.2 Hotel List



Hotel ID	Hotel Name	Address	Phone	Capacity	Availability	Booking
1	hilton	ankara	123	300	300	<button>Book</button>
2	hilton	izmir	123	100	100	<button>Book</button>
3	hilton	bodrum	123	200	200	<button>Book</button>
4	aasad	Corum	123	350	350	<button>Book</button>
5	asjkfg	London	123	3000	3000	<button>Book</button>
6	sdgsd	ankara	123	300	300	<button>Book</button>
7	fndh	ankara	123	300	300	<button>Book</button>
8	dhfh	ankara	123	300	300	<button>Book</button>

Figure 27 (Hotel Booking page)

Employees can see the hotels list by clicking the Hotel Booking from the navigation bar. They can book hotels for customers by clicking the book button. They can search the desired hotels with the keywords. On the load the availability of the hotels are calculated by the values of current date and guest number = 1, later on search these values are required to be entered, otherwise a message will be displayed warning the user to enter values for check in, check out

and number of people. In the example below, when the employee writes “ank”, the program returns hotels that are in Ankara.

The screenshot shows the 'Travel Agency Employee' interface with a search bar containing 'ank'. Below the search bar, there are input fields for dates (01/04/2022), a dropdown for 'Select Minimum Rating For Hotel', and a 'Number of Guests' field set to 1. A red 'Search' button is visible. Below the search bar, a table displays search results for hotels in Ankara.

Hotel ID	Hotel Name	Address	Phone	Capacity	Avallibility	Booking
1	hilton	ankara	123	300	300	Book
2	hilton	izmir	123	100	100	Book
3	hilton	bodrum	123	200	200	Book
4	aasad	Corum	123	350	350	Book
5	asjkfg	London	123	3000	3000	Book
6	sdgsd	ankara	123	300	300	Book
7	fhdh	ankara	123	300	300	Book
8	dhfh	ankara	123	300	300	Book

Figure 28

The screenshot shows the 'Travel Agency Employee' interface with a search bar containing 'ank'. Below the search bar, there are input fields for dates (01/04/2022), a dropdown for 'Select Minimum Rating For Hotel', and a 'Number of Guests' field set to 1. A red 'Search' button is visible. Below the search bar, a table displays search results for hotels in Ankara. The footer of the page reads: © 2021 Girl Power. All rights reserved.

Hotel ID	Hotel Name	Address	Phone	Capacity	Avallibility	Booking
1	hilton	ankara	123	300	298	Book
6	sdgsd	ankara	123	300	300	Book
7	fhdh	ankara	123	300	300	Book
8	dhfh	ankara	123	300	300	Book

Figure 29 (Hotel Booking page, searching examples)

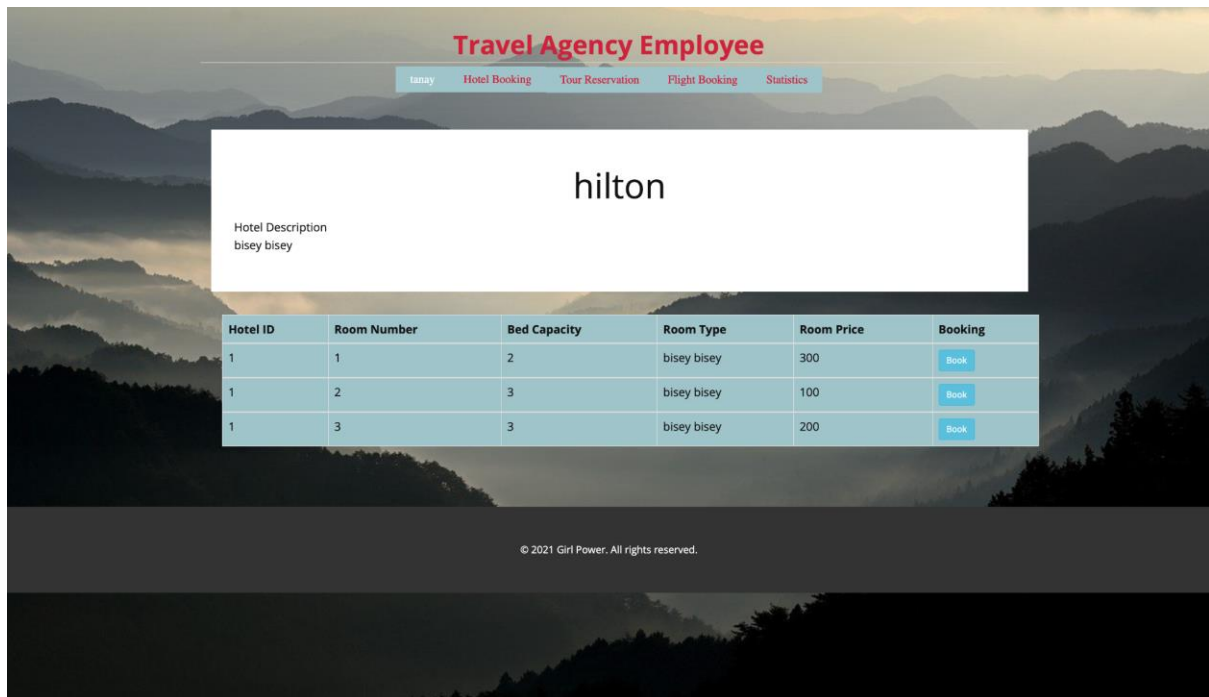


Figure 30 (Book hotel page)

When employees click the book button from the hotel booking page, this above page comes. Employees can see the room details with that specific hotel and can book the room for customers by clicking the book button.

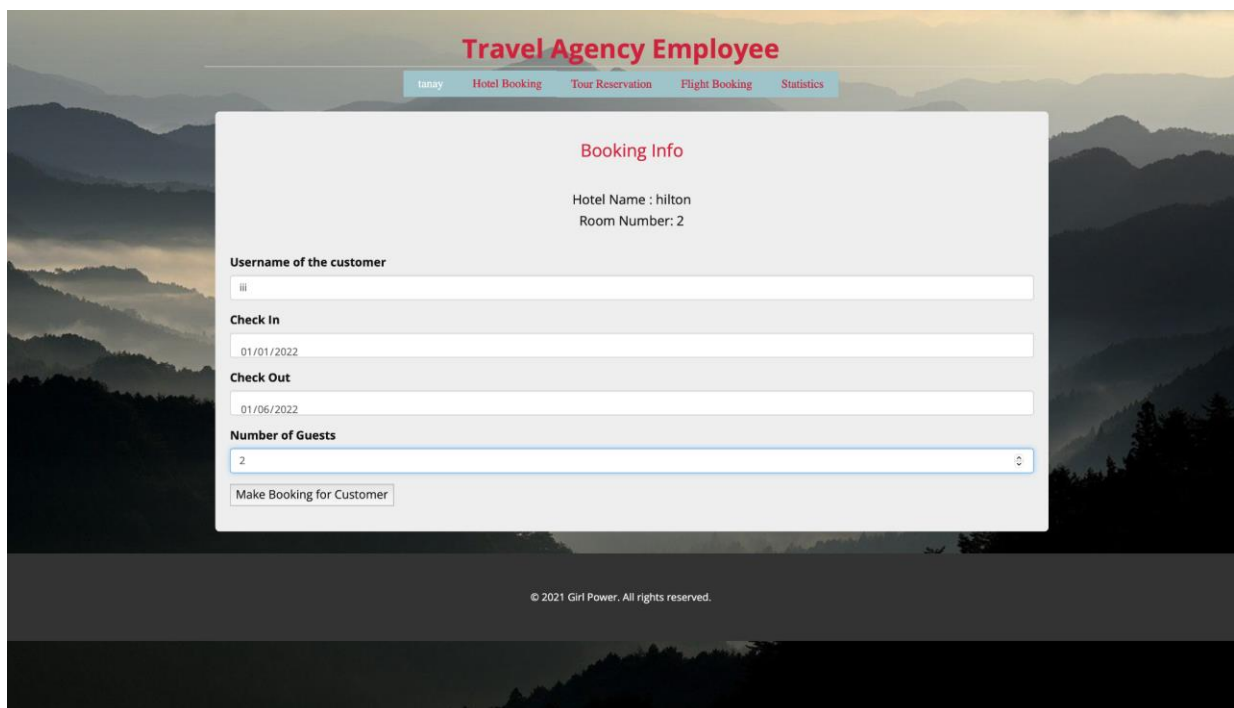


Figure 31 (Booking Information page)

Employees redirect the booking info page after clicking the book button and they can book selected rooms for customers with information they provide. After they provide the

information, and click the make booking for customer button, the booking is done and the database is updated.

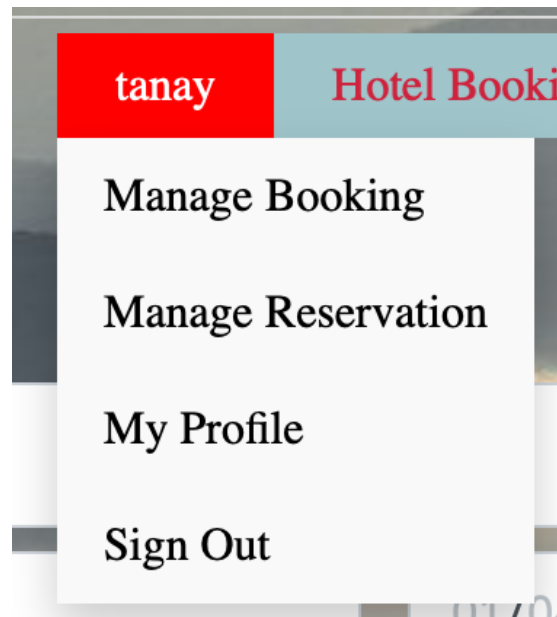


Figure 32 (Employee Navigation bar options)

Employees can select manage booking or manage reservation by clicking username on the navigation bar.

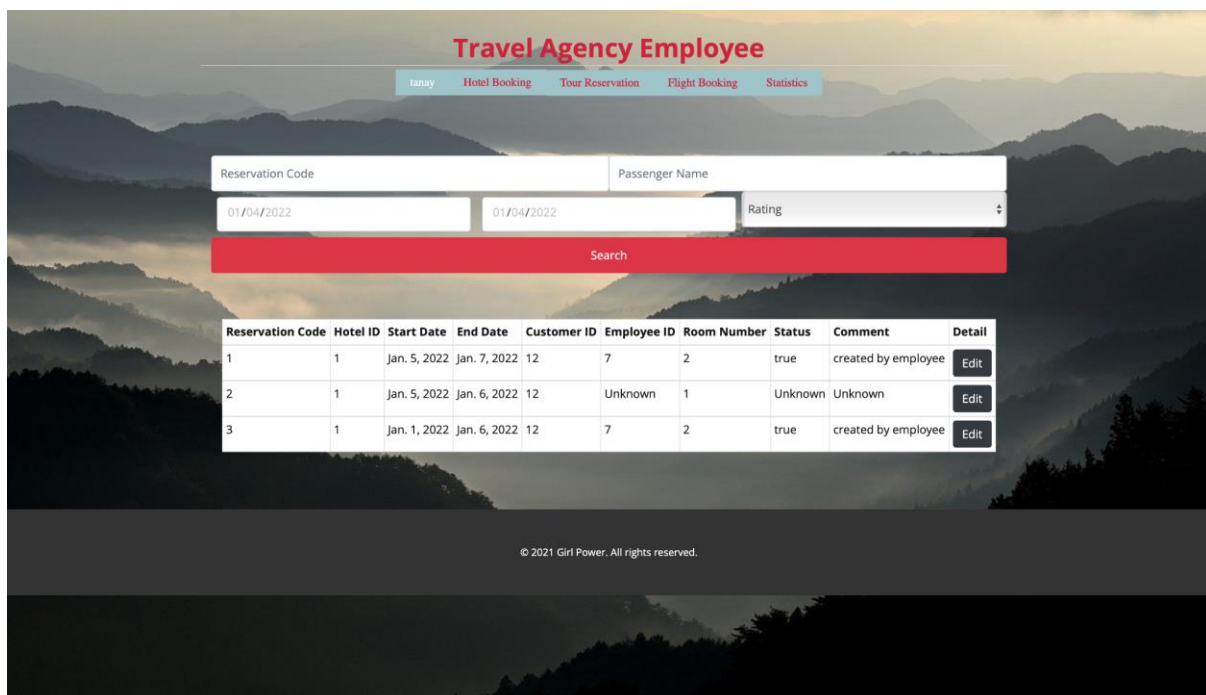


Figure 33 (Manage booking page)

This is Manage booking page, which is only accessible by employee. Employees can edit the information of booking then accept or reject the booking, adding comment while accepting or rejecting is also possible.

Editing Reservation 3

Hotel ID:
1

Customer ID:
12

Room Number:
2

Check In Is Jan. 1, 2022
01/04/2022

Check Out Is Jan. 6, 2022
01/04/2022

Number of Guests
2

The reservations status has been already reviewed

Status: Rejected
Comment: created by employee

Save

Figure 34 (Edit Reservation Page)

If booking has been already reviewed, accepting and rejecting is not possible, but editing the dates and number of people using the save has been provided.

5.3.3 Tours List

Travel Agency Employee

tanay Hotel Booking Tour Reservation Flight Booking Statistics

Location: Description key word: Number of peoples: 2

Start Date: 01/04/2022 End Date: 01/04/2022 Guide: All

Search

Tour Id	Tour Location	Description	Price	Guide	Details
1	Artvin	Yayla	300	Ahmet	Select Tour
2	Bahçelievler	This is tour description	50	Assign Guide	Select Tour
3	Urfa	Tarihi gezi	350	Ceyda	Select Tour
4	Kızılcahamam	Mangal, orman havası	150	Mustafa	Select Tour
5	Bodrum	Tarihi gezi	300	Assign Guide	Select Tour
6	Alaçatı	Spor, hobi	400	Assign Guide	Select Tour
7	Ayvalık	Lezzet Turu	200	Ceyda	Select Tour
8	İstanbul	Müze gezisi	100	Assign Guide	Select Tour

Figure 35 (Tour Reservation page)

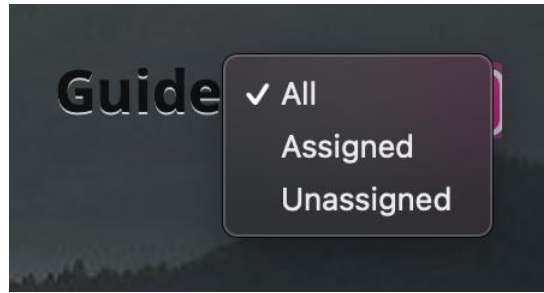


Figure 36 (Guide option in search)

Employees can see all the tours by clicking ‘Tour Reservation’ from the navigation bar. In the tour reservation page, there are lots of search keywords like location, description, tour start date, end date, number of people and guide. Employees can search for a demanded tour with those keywords. Tour reservation page is very similar for employees and customers unlike the guide option. Employees can list the all, assigned or unassigned tours in terms of guide. Also employees can see tours guide information and if a tour has no guide, employees can assign guide from the assign guide button.

Figure 37 (Tour Reservation Complete Page)

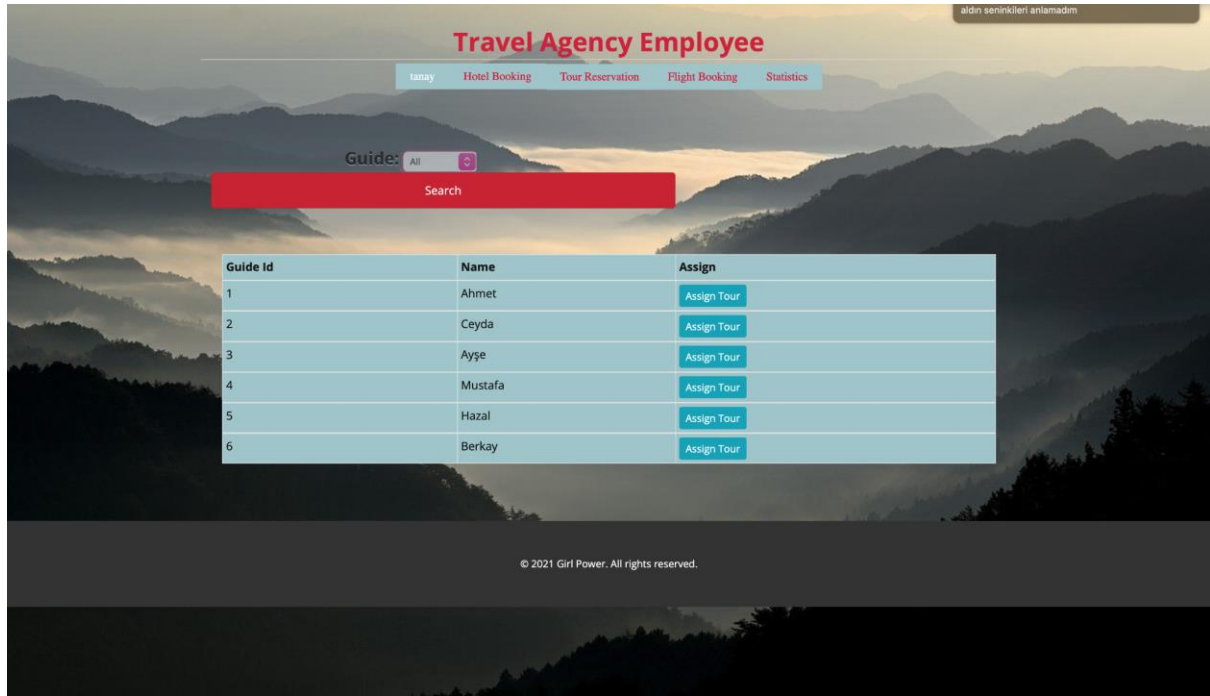


Figure 38 (Assign Tour page)

After clicking the assign guide button, this above page comes. Employees can list all available and unavailable guides. Employees can assign tours with the demanded guide by clicking the assign tour button. We click the assign guide button of the tour with id '5' and then assign tour to guide with id '3' to demonstrate what happens. As you can see in the above picture the guide information of the tour has been updated.

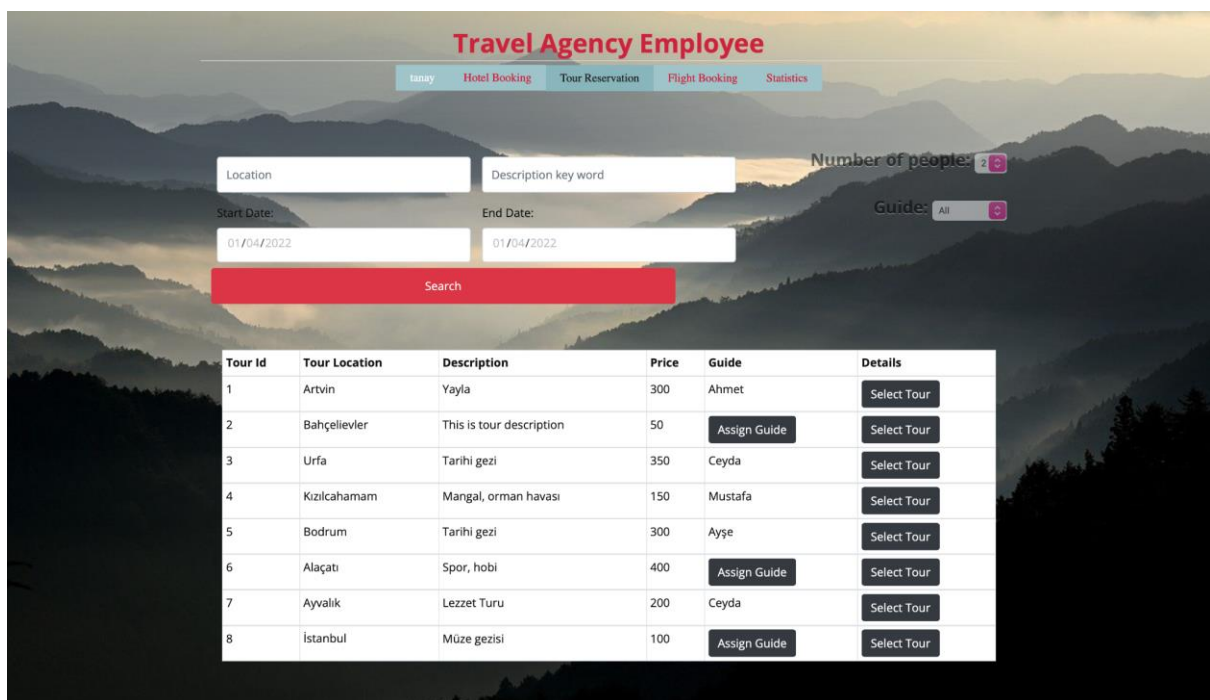


Figure 39 (Assign Tour page)

5.4. User's Manual for Guides

5.4.1. Welcome Page

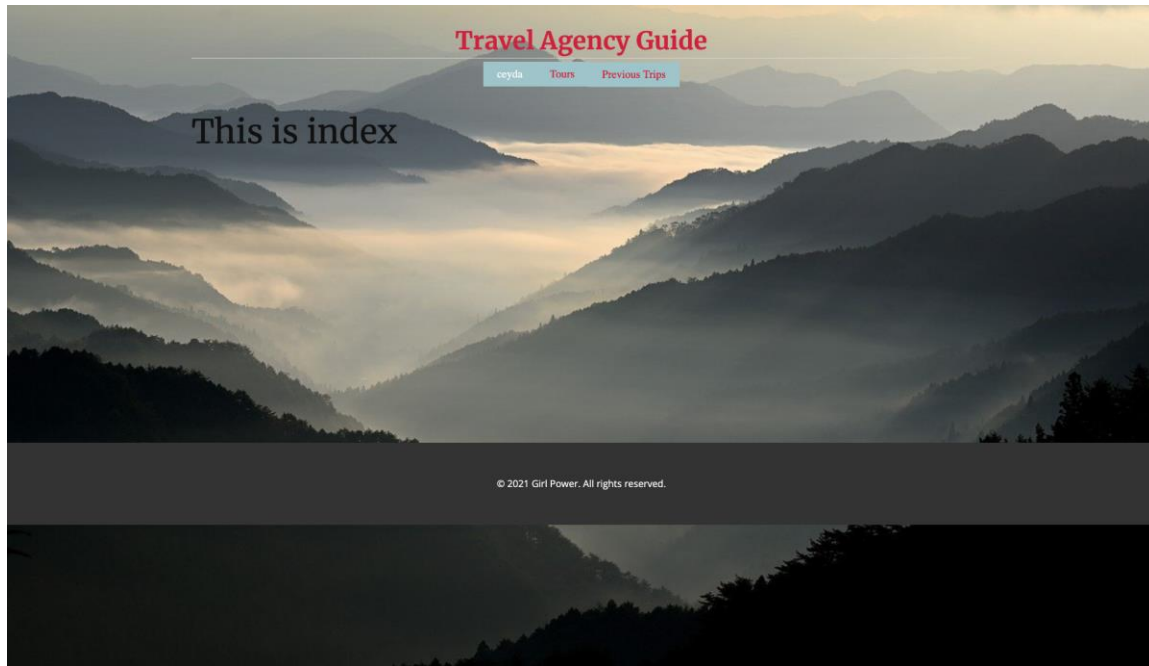


Figure 40(Welcome page)

After the guide logs in to his/her account, a welcome page comes. It has a navigation bar. On the left side guide username is written. If the guide clicks that username bar, My Profile and Sign out options come. User can see his/her profile by clicking the My Profile option and can sign out by clicking the Sign out option.

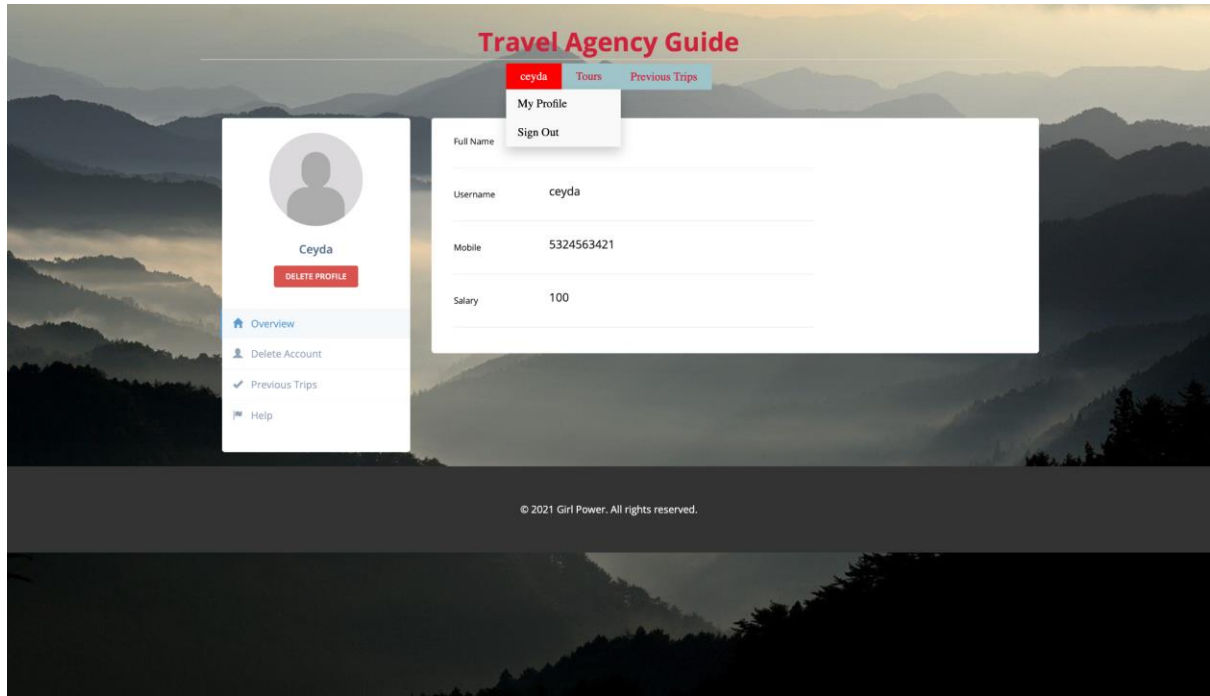


Figure 41 (My Profile page)

In the My Profile page, the guide can see his/her details and delete the account from the delete account option on the left.

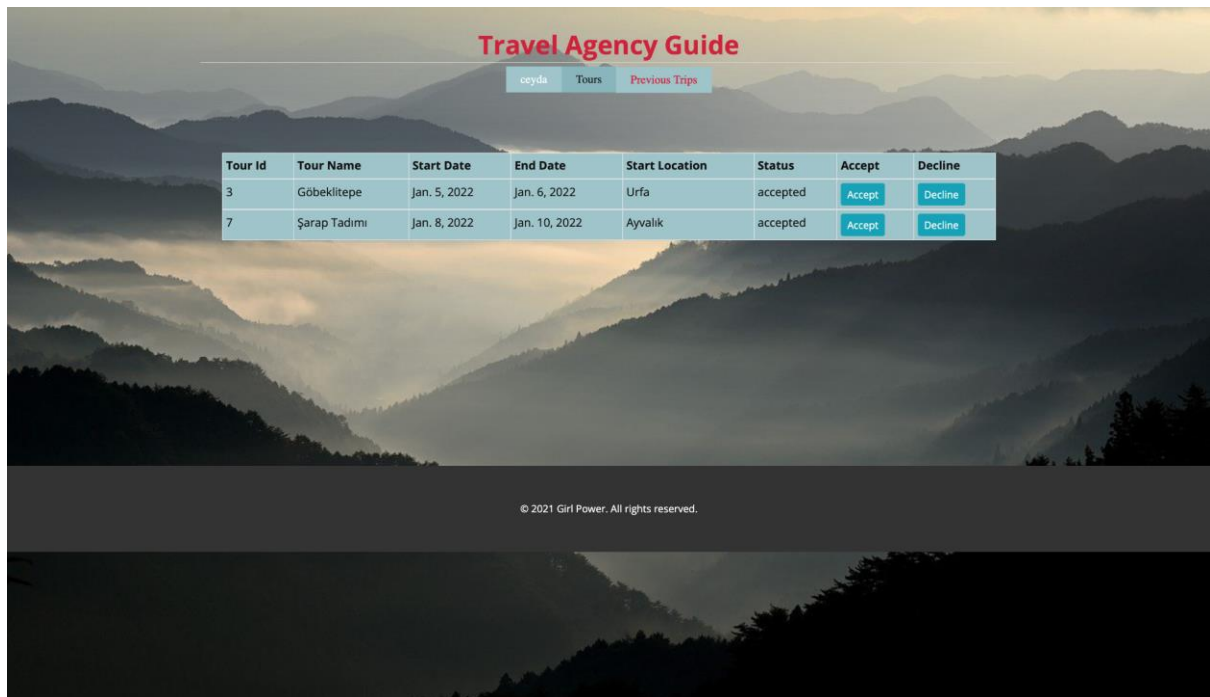
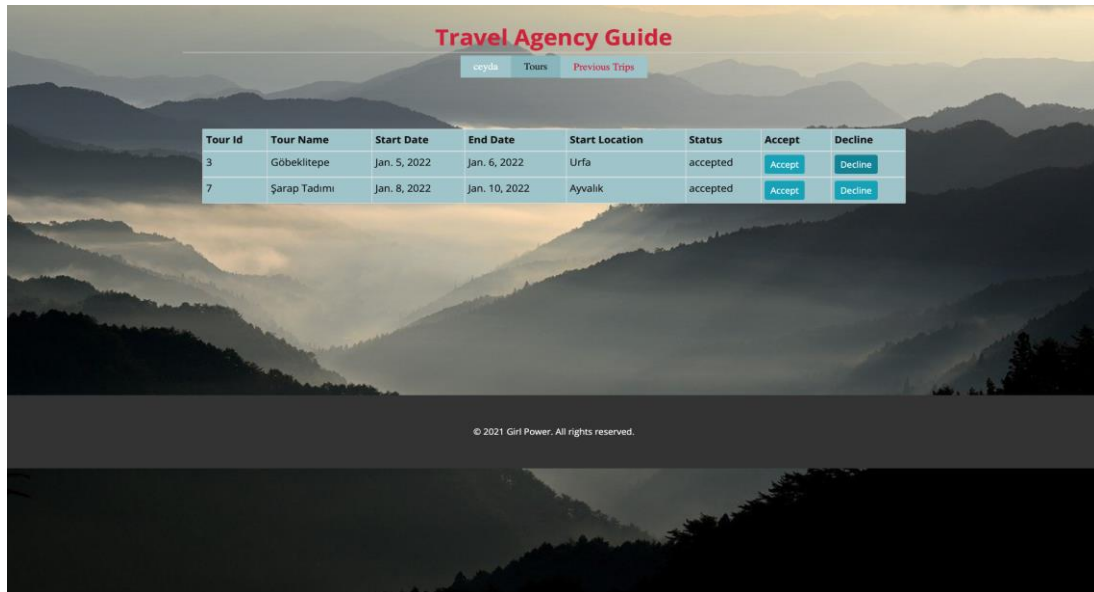


Figure 42(Tours page)

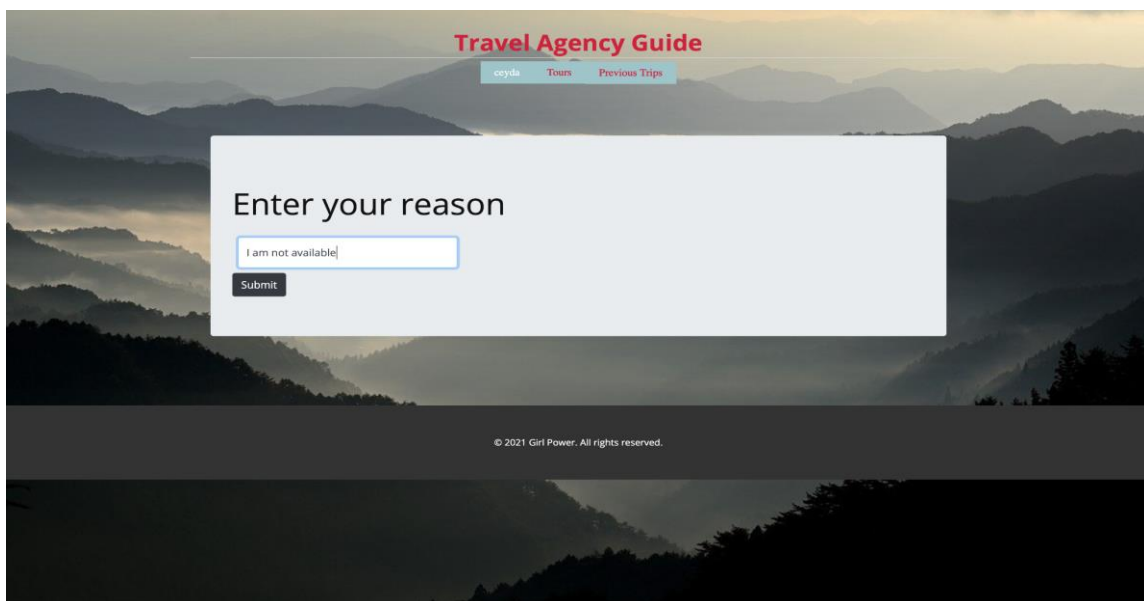
If the guide clicks the Tours button from the navigation bar, the above page comes. Guide can see all assigned tour details on that page and also the guide can see the tour status either accepted or declined.



Tour Id	Tour Name	Start Date	End Date	Start Location	Status	Accept	Decline
3	Göbeklitepe	Jan. 5, 2022	Jan. 6, 2022	Urfa	accepted	Accept	Decline
7	Şarap Tadimi	Jan. 8, 2022	Jan. 10, 2022	Ayvalık	accepted	Accept	Decline

Figure 43 (Tours page)

If the guide clicks the accept or decline button, the guide redirects to a feedback or reason page. If the guide accepts the tour, he/she can give feedback and if declines it, he/she can state the reason.



Enter your reason

I am not available

Submit

Figure 44 (Reason page)

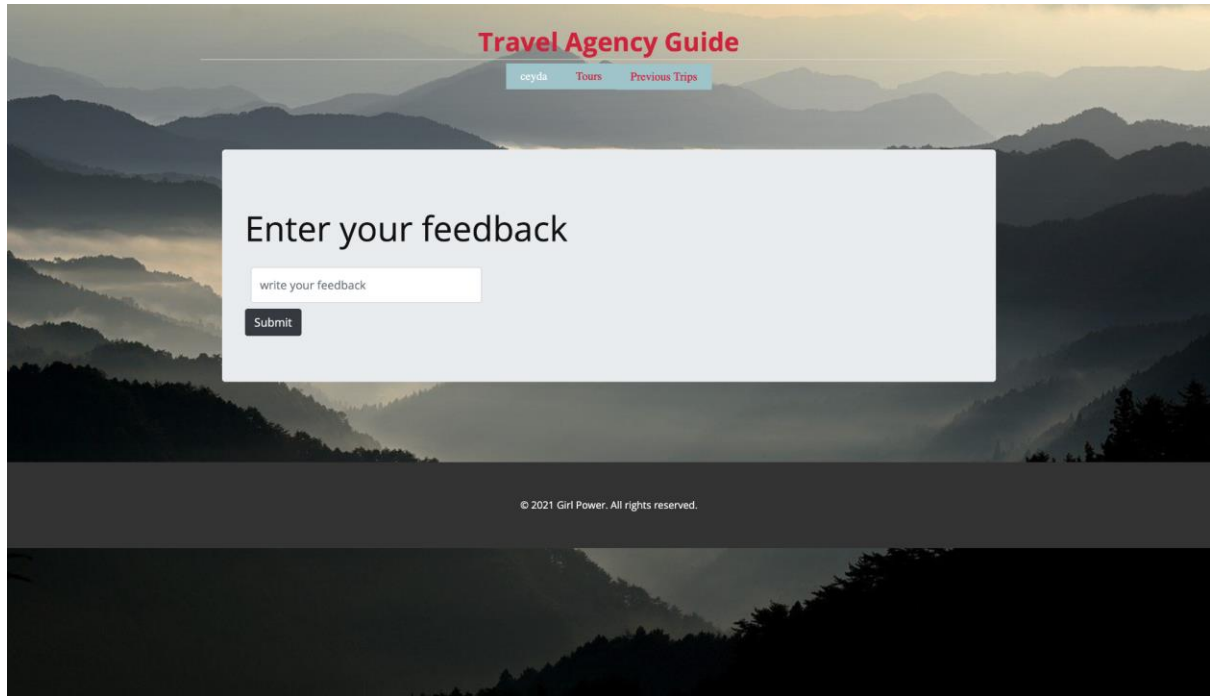


Figure 45 (Feedback page)

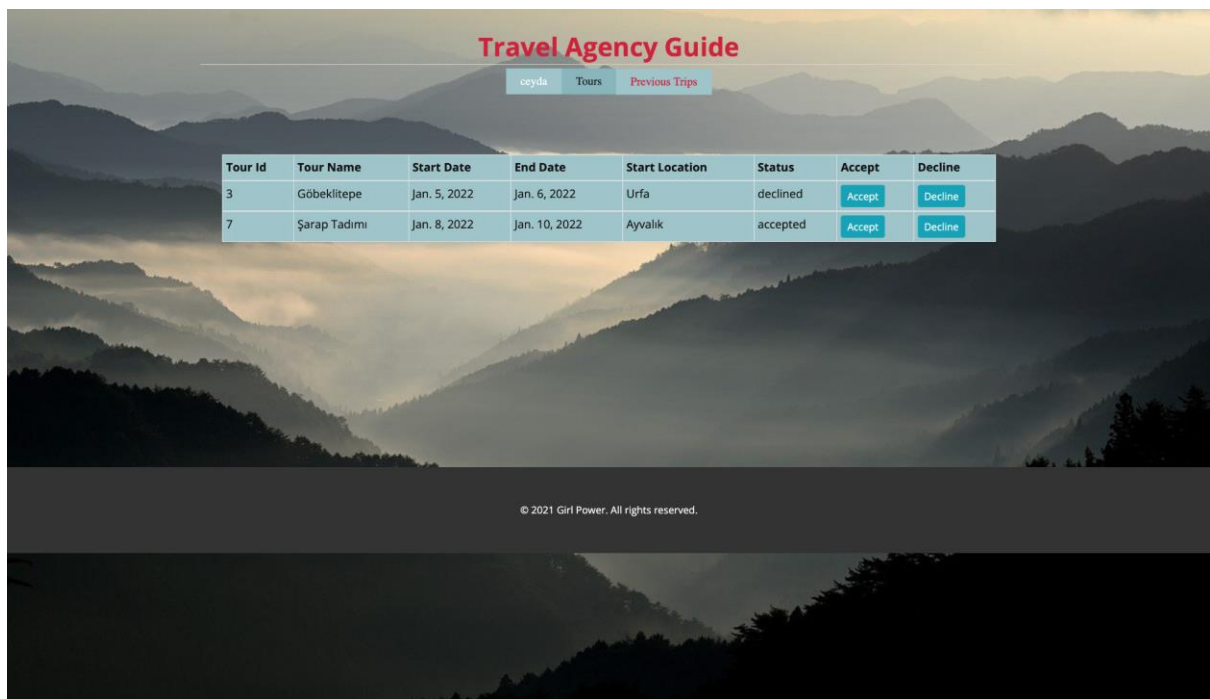


Figure 46 (Tours page)

When the guide clicks the accept or decline button, as you can see the status changed too. We decline the tour with id '3' to demonstrate the change. On the above tour page pictures the status of the tour was accepted.