

## Hotel Reservation System Requirements

- 1- The system should allow users to create an account with a unique username, password, email address, phone number, date joined and role (guest, host, admin).
- 2- The system should display a list of hotels with their IDs, names, city, state, country, ZIP code and descriptions.
- 3- Users should be able to view detailed information about a specific hotel, including its rooms, amenities, promotions, events, and transportation services.
  - Each amenity in the hotel has Id, name and description
  - Each promotion served by the hotel has Id , title ,description ,start an end date and discount percentage
  - Each event hosted by the hotel has id, name ,start and end date and location
  - Each transportation service has id, type (Taxi – Shuttle) ,schedule ,price and contact information.
- 4- The system should allow users to select a room from the available options in a hotel, each room has Id, Type (Single, double, Suite),description ,price per night , max occupancy
- 5- each user make a booking by providing the check-in, check-out dates.
- 6- Users should receive a confirmation email with the booking details after successfully making a reservation.
- 7- Users should be able to view their booking history, including the status of each booking (confirmed, canceled) and total price.
- 8- The system should support online payments for bookings, allowing users to choose from different payment methods, each payment has its id , amount-paid ,payment date and method.
- 9- Users should receive a payment confirmation after a successful transaction.
- 10- Guests should have the option to provide feedback and ratings for hotels they have stayed in and the feedback contain id ,subject ,submission date ,rating and comment .
- 11- Users should be able to view and edit their profile information, including username, password, email address, and phone number.
- 12- Admin users should have access to additional functionalities, such as managing hotels, rooms, promotions, events, and transportation services.
- 13- The system should generate invoices for each booking, including the total amount, issue date, due date, and payment status.
- 14- Users should have the ability to cancel a reservation and receive a refund if applicable, and store for each reservation cancelation its id ,the reason of the cancelation ,date and the refund amount.