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In today's aviation industry, users or customers can book a seat or book a flight from anywhere in the world as long as they are connected to the Internet. Technology innovation has made air travel easier for customers who have a flight booking or reservation with just one click. So if thousands of people use planes on a daily basis to get from one place to another. Don't you think there should be a system to help this user book a flight, book a seat, pay for the flight, in their homes? . Therefore, we have designed an application that helps the customer to save his time and facilitate it to book a flight and displays the most seasonal tourist areas so that you can choose your destination easily. What distinguishes our application is that it is a comprehensive application for all the services that the user needs on his trip such as: the possibility of booking transportation, requesting a assistant, booking a tour guide, and. Reservation of accommodation in addition to booking a flight.



LAB<sub>1</sub>



# Student's information:

Student name	Student ID	email
Mohmmed Alzhrani	2041606	2041606@uj.edu.sa
Mohammad Alsowaini	2040565	2040565@uj.edu.sa
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Abdulmajeed Alsalloum	2040239	2040239 @uj.edu.sa

# Project title: Airline reservation system



Project idea: This project implements software for an airline reservation system and some other services Such as inquiring about the availability of flights and show the flight information.



#### LAB 2

# **Evaluation of a User Request:**

# ~~~

#### First interview:

Interview Date: 16 sep 2021

User Name: Hisham Ahmed

Job title: Scholarship student

User E-Mail: alghamdisamiah@gmail.com

#### Second interview:

Interview Date: 19 sep 2021

Developer Name: Salem Mohammad Wajih

jobtitle: Doctor of sotware engineering developer

E-Mail: mailto:wmomniya@uj.edu.sa

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# Description of the problem:

#### First interview:



- ♣ There is no way to arrange flight prices from lowest to highest .
- ♣ Each reservation requires a re-filling of my data☑ Get the right price .
- ♣ There is a time limit for me to fill in the information. If time passes, I must rewrite the information .
- 2- Do you prefer to use a tour guide during the trip?
  - Yes
- <u>3-</u> What services do you want to be available in the reservation program?
  - Compare prices between flights .
  - Show ticket prices including tax when choosing flights .
  - ♣ Each user has a special code that contains all his data, so you just write this code and fill in the fields.
  - ♣ The ability to write by voice .

- ♣ Possibility to book urgent flights at any time .
- Add a private transportation booking service .
- 4- Would you like to add a field for offers in the booking application?
  - ♣ Yes, better .
- 5- What is your level of satisfaction with the current booking programs? What is the best program for you? If you are satisfied, mention the special things in the application and If you are not satisfied, mention the faults
  - ↓ I am satisfied with the current booking programs.
  - ↓ (Kayak Flights) is the best reservation program for me, Because it compares prices, suitable prices and offers great deals for flights.
- 6- Do you prefer to add a box to specify meals during the trip in the application?
  - **↓** Of course yes .

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#### Second interview:

- 1- What is the method preferred by customers when the Trip booking? Via the app or the website?
  - ♣ The two methods are preferred, in addition to coming to the airline offices or by phone
- ♣ but if a neat, secure and easy application is created, I expect that it will be preferred when booking, In addition, points can be added when using the application, making discounts, and automatically adding the booking date to the mobile calendar and sending an alert.
- 2- What are the most frequently asked questions by clients?
  - ♣ Confirmation of the reservation number and the flight. It is possible to confirm the flight date before arriving at the airport, especially if there is a delay. Also, with the current conditions, customers often ask about the papers required for travel (checkup or any documents).

- <u>3-</u> Do you prefer to add an instant chat box to communicate with customers faster?
- 4- What difficulties does the client face when?
  - ♣ I expect to confirm seats and bags or when entering data.
- 5- What is the best way to protect user data?
  - ♣ Through encryption by sending a mobile code or email upon entry, also when paying.

Is it possible to book more than one destination?

♣ It is preferable that the trip be for several destinations at the same time or at different time.



# Analyst comments:

#### first interview:

- 1- A box will be placed in the application to arrange flight prices from lowest to highest to help the user choose a flight that suits his budget.
- 2- Applying the feature of saving user data to fill it automatically when requested in every flight reservation.
- 3- Providing the possibility of obtaining a tour guide when the application is desired.
- 4- Add a feature to compare flight prices and suggest the best option and price.
- 5- 5- Putting a special code for each user that contains all his data, and when requesting information, he puts the code
- 6- Add a private transportation reservation service.
- 7- Possibility to book urgent flights at any time.
- 8- The ability to write by voice.
- 9- Add a field to view offers in the booking application.
- 10-Add a filed in the application to specify meals during the trip.

#### Second interview:

- 1- Create an innovative application that provides many services, safe and easy to use, to attract a larger number of users.
- 2- Adding a feature for users to get points when booking every flight to take advantage of many advantages.
- 3- Add alerts on offers and discounts.
- 4- Adding an instant conversation with customers to respond to them faster regarding their inquiries and questions.
- 5- The application will protect the customer's data by sending the code to the customer's number or email or protecting it by fingerprint or by face ID.
- 6- Show the complete booking and flight information the customer in the trips field for quick access .
- 7- Fast communication with customers in case the flight is delayed or canceled.
- 8- The possibility of booking several flights in the same flight or at other times.

#### LAB 3

# The purpose of the project

a. The User Business or Background of the Project Effort:

#### Content:

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It is an application that facilitates booking your trip and destination and displays the most seasonal tourist areas. You can also book more than one destination you want to visit through the application. It also makes discounts and offers. One of the most distinguishing features of the application is through which meals can be selected during the trip. You can also choose a tour guide as it Presenting a plan of your trip and identifying the entertainment events and heritage areas to be visited, and one of the most distinctive features of our application through which we can communicate with customer service directly through an instant chat



#### **Motivation:**

Create an easy-to-use and secure application when booking, and the application is full of distinguished services from the rest of the other booking applications.

#### **Considerations:**

The user's problem is serious and needs to be resolved immediately in order to make it easier for the user, whether for complicated booking procedures or after booking services and entertainment.





# Preliminary report:



# The problem:

The program books all the requirements of your destination such as the trip, meals, entertainment places and choosing a tour guide if you want it. you can review the offers, discounts and weather conditions of the areas to be visited through the application, our application provides ease of communication and inquiries with customer service through an instant chat instead of calling the unified number The program protects the user's information and saves it in case he wants to enter the application again for reservations

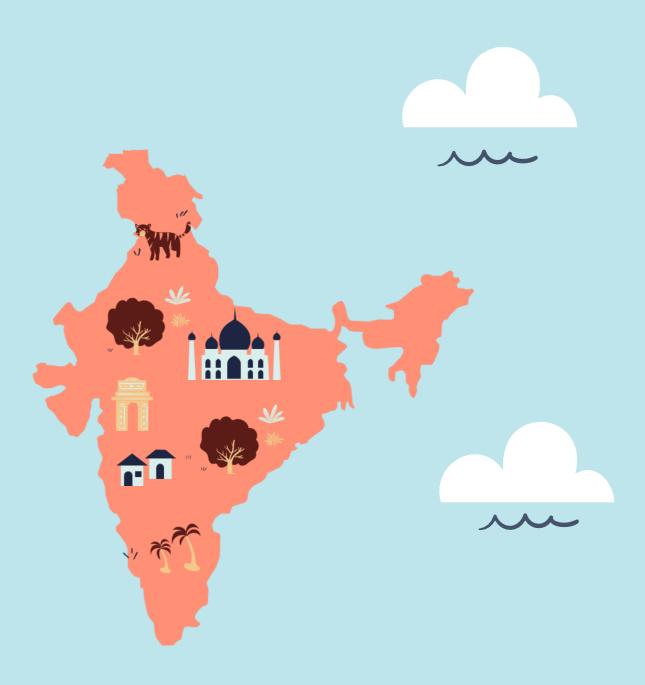
# 2- Findings:

- 1- It requires refilling personal data and information when booking on each flight, which wastes the customer's time
- 2-The user's fear of his personal information when placed in the application

- 3- There is no possibility of comparing flight prices and comparing services and comfort to match the customer's needs
- 4- The difficulty of implementing the mandatory procedures when arriving at the airport, such as cutting the boarding pass
- 5- It is difficult to find a car and someone to carry the bags instead of me
- 6- Not obtaining or making it difficult to obtain a reservation for a sudden and emergency trip to a place
- 7-canceling or delaying flights and waiting for a very long time suddenly and without warning
- 8-There are no discount codes for flights, and there are rarely offers on flights only on special occasions
- 9-Constant preoccupation with customer service, which causes difficulty in communicating with them, whether through contact or through their accounts in social media
- 10- That the customer is forced to eat a certain type of food when the amount of food he wants runs out, or that the customer is biased and difficult to please when eating

11-Flight booking applications lack more distinctive and attractive things to attract the customer and be the first choice always





# 3-Recommendation or proposed solution:

- 1-To solve the problem of the lack of a way to arrange flights, put a box in the first flights for the appropriate flights to suit the client's budget
- 2-To solve the problem of wasting time when filling in information on each flight, the feature of saving user data will be applied to fill it automatically when ordering on each flight by giving each customer his own code to put on demand and the information will be filled in automatically
- 3-Because it is not possible to compare the trips, we will put a box to compare the trips and their prices with the services and features of each trip and suggest the best option for the customer.
- 4- Due to the difficulty of implementing the required procedures at the airport when arriving late, a feature will be added to facilitate the customer to perform these procedures through the application, such as cutting the boarding card so as not to be late for the flight

5-Due to the difficulty of searching for a car and a person to carry the bags, a window will be

created in the application to find an employee for me who is looking for a car and puts my bags in it, and I will arrive and find my bags ready and show him a code or something like that to make sure of the owner of the bags and that they are delivered

6-The ability to book urgent and emergency trips at any time and to any place to help the customer to travel urgently in an easy and comfortable manner

7-Due to the frequent delays, delays or cancellations of flights, which takes a lot of customers' time, messages will be sent and communicate with customers faster to tell them about the delay or cancellation to arrange their schedule and not wait too long

8-To provide discounts and offers to customers, a box will be created that displays the flight offers to the customer, and discount codes will be displayed after each period. Each customer can also get points after booking each flight to be collected and benefited from later, whether by using them for gifts or discounts and Adding alerts on offers and discounts.

9-Because it is difficult for customers to reach customer service for inquiries, an immediate conversation will be created with customers To

answer them faster with regard to their inquiries and questions so that he will be available 24/7

10-To reassure the user of his personal information, his information will be secure under the auspices of a professional team specialized in information protection, and the application will protect the customer's data by sending the code to the customer's number, e-mail, or protecting it with a fingerprint or a face print

11-The customer will be able to select the meals and drinks he wants to have during the trip to avoid the problem of the customer being biased and picky about eating

12-To make our application the first of its kind and the best choice always, there will be a lot of distinguished services in our application such as the possibility of obtaining a special tour guide when desired, adding a service to book a private transportation when desired, the ability to write by voice to facilitate the customer entering information, and the ability to book private flights



# 3- Cost & schedule estimates:

Task	Days	Times	Cost
Requirement specification and system analysis	15	60h	4000\$
System design	60	240h	10,000\$
Implementation	120	480h	18,000\$
Testing	60	240h	12,000\$
Deployment	120	240h	22,000\$
Maintenance	365	8784h	14,000\$
Total	740	10,044h	80,000\$



#### LAB 4



# 2. Report writing

# 1-Problem Definition:

The main problem facing the current system is that the program does not support the systems of some companies, and then it cannot be downloaded on certain devices. As for the main problem, the application does not support all languages.

# 2-Scope Objectives of "new system":

The name of the new system is the unified system, The goal of the new system is to develop the application so that it supports all the systems of all companies and also supports all languages of all kinds.

There are many services that distinguish oursystem, but the most important of them are displaying a box for the strongest offers and discounts, appointing a tour guide to make a complete plan for your trip, customer service through instant chat and also booking a privateplane.

#### 3-Alternative Solutions:

In the event that the program is not implemented, first, we find out the reasons that led to the failure to implement the program, and then we find alternative solutions, such as if the reason is the financial cost of the program, we cancel some ideas to reduce the cost, and if the reason is that there is a similar program to it, we develop the program more so that it increases the advantages It

#### 4-Cost and benefits of Alternatives:

Task	Days	Times	Cost
Requirement specification and system analysis	60	60h	4000\$
App logo design	14	40	2000\$
System design	60	240h	10,000\$
Implementation	120	480h	18,000\$
Testing	60	240h	10,000\$
Deployment	120	240h	22,000\$
Maintenance	365	8784h	14,000\$
Total	740	10,044h	80,000\$

# 5- Software impacts:

Our application is several applications in one application in addition to other features such as flight, hotel and tourism reservation programs, but we have collected them in one application to make it easier for the user and to save time and effort so that he can book his trip and plan the entire trip such as entertainment and tourism. The program also displays a box for offers and provides a tour guide.

# 6-Potential Changes in the Organization:

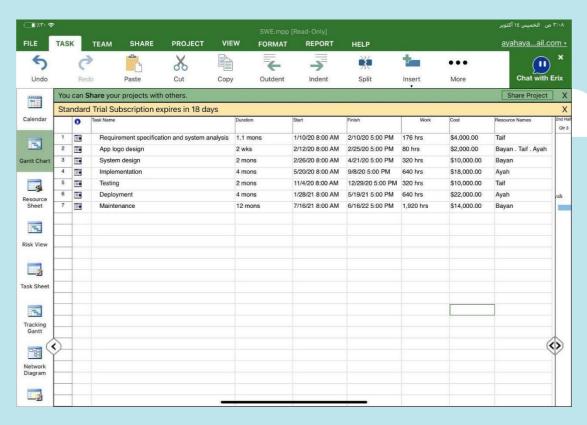
The application was met with great demand and admiration. The company became more well-known and distinguished. We received offers to implement and develop different applications. Many customers wanted to join the company to become programmers and developers with more experience and knowledge.

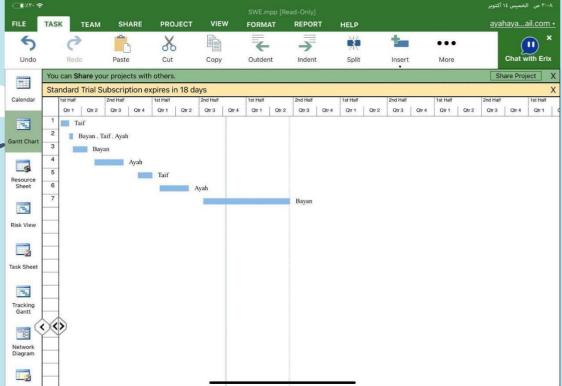
# 7-Recommended Alternative of the course of Action:

In order to develop the program better, we suggest that we create a team of developers and we also collect suggestions, whether from users or employees of the company or even developers in order to develop the program.

# 3. Project plan







LAB 5

Stockholder definition:

The client:

All clients and organizations interested in investing in the field of aviation

The customer:

People who want to book airline tickets and benefit from our services that we provide

#### Other stakeholder:

Stakeholders can be from within or outside the organization. Internal stakeholders are people whose interest in the company comes through a direct relationship such as employment, ownership or investment. External stakeholders are people who do not work directly with the company but are affected in some way by its actions and the results of its said business. Suppliers and surrounding communities are external stakeholders.



#### The scope of the work:

#### Content:

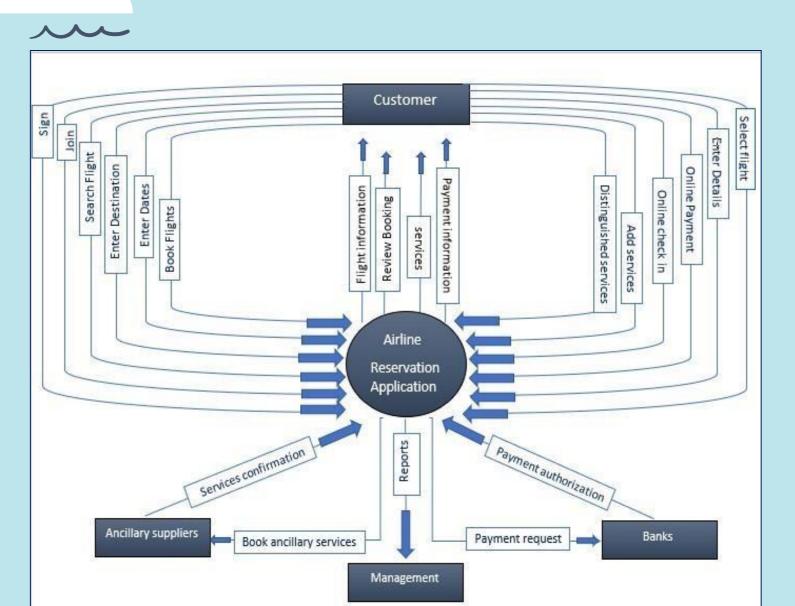
There were no apps to book flights, and customers booked flights through the airport, intermediary or phone, and they were facing difficulties while booking because it was complicated and difficult to communicate with customer service and required a long time

#### **Motivation:**

We planned to create a program that solves most customer problems when booking flights, we created the idea of a program that combines all the features and services in one application to book your flight with very distinct and convenient services, for example, booking flights using a private plane in case you wish in addition to choosing the meals provided during the flight, You can also get a tour guide, and instant offers and seasonal tourist areas are displayed, and there is an instant conversation with one of the customer service, and you can also book private transportation and a place to stay

# Context diagram:







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Event Name	Input and Output	Summary
1- select flight	select flight (in)	g The customer chooses the flight to the application
2- enter details	enter details (in)	The customer enters the details in the application
3- online payment	online payment (in)	Customer pays online to the app
4- online check in	online check in (in)	The customer checks in online to the app
5- add services	add services (in)	The customer adds the services to the application
6- distinguished services	distinguished services (in)	The customer chooses the distinguished services from the application
7- sign in	Sign in (in)	The customer Sign in the application
8- join	Join (in)	Client joining the application
9- search flight	search flight (in)	The customer searches for the flight from the application
10- enter destination	enter destination (in)	Enter the destination of the customer in the application
11- enter dates		The customer enters the date in the application
12- book flights	book flights (in)	The customer books flights from the application
13- flight information	flight information (out)	
14- review booking	review booking (out)	The application reviews the reservation for the customer





15- services	Services (out)	Show the application services to the customer
16- payment information	payment information (out)	The application displays the customer's payment information
17- reports	Reports (out)	The application sends the report to the Management
18- services confirmation	services confirmation (in)	services confirmation confirm services for the application
19- book ancillary services	book ancillary services (out)	Reservation of additional flight services from auxiliary suppliers
20- payment request	payment request (out)	The application requests a payment to the bank
21- payment authorization	payment authorization (in)	The bank gives permission to pay for the application



#### LAB 6

# Functional:

# System:

- ♣ The system should enable users to only book/pay for their tickets in a time-bound manner after tickets have been added to the shopping cart
- ♣ The system should only allow users to go to payment when mandatory fields such as date, time and location are mentioned
- ♣ The system must take into account time zone synchronization when accepting reservations from different time zones

#### **Account:**

- ♣ An account must be created before booking
- ♣ Each online reservation must be linked to an account
- ♣ One account cannot be linked to multiple users



#### **Reservation:**

- ♣ Reservation of a tour guide at the request of the customer
- Choosing the customer if he wants a personal assistant to help him carry bags and search for a cart
- Possibility to have transportation if desired

#### Services:

- Search results should enable users to find the newest and most relevant booking options
- ♣ Taking the client's information and the type of accommodation he wants when booking accommodation
- ♣ The booking confirmation must be sent to the user to the specified contact details

# Non-functional:

# System:

- ♣ Autofill customer data
- ♣ The user should be appropriately assisted to fill in the mandatory fields, in case of incorrect input
- The ability to maintain and develop the system every year

# Security:

- Protect customer data by sending the code to Customer's number, email, finger ID or face ID
- ♣ The system must visually confirm as well as send the booking confirmation to the user's contact
- ♣ Use captcha and encryption to avoid bots from booking tickets

#### Payment:

♣ The system should accept payments via different payment methods, such as PayPal, wallets, cards

ID	Requirement Definition
Fr1	Login
Fr1.1	The system shall allow to the all actors to gain the system throw supposed user name and password.
Fr2	create an account
Fr2.1	The system shall enable a user to create an account
Fr3	Reservations
Fr3.1	the customer can Modify the flight Payment and delete the flight and flight information
Fr4	Book a flight
FR4.1	they can choose any Flight type
Fr5	Transportation reservation
Fr5.1	The user is asked for general information
Fr6	personal assistant
Fr6.1	Find a bag carrier and carry bags and Find transportation
Fr7	Accommodation booking
Fr7.1	General information
Fr8	Book a tour guide
Fr8.1	Choose attraction and destinations
Fr9	Payment
Fr9.1	Validate Card Details
Fr10	Log out
Fr10.1	The user can log out from his account



# interface requirements:

- -Field accepts numeric data entry
- -Field onlyaccepts dates before -the current date
- -Screen can print on-screen data to the printer
- -Accepts change of language
- -Accepts saving data

# **Business Requirements:**



- -User data must be entered before booking
- -When you press the save button, the data will be saved automatically
- -Clicking the Approve Button moves the request to the Approval Workflow

# Regulatory/Compliance Requirements:

- -Verify user data before logging in
- -The ability to verify user data by sending a code to the e-mail or phone number





#### **Security Requirements:**

- -User information can only be changed by entering the access code
- -The flight date can only be changed by sending a code and verifying it

# Non - Functional requirement:

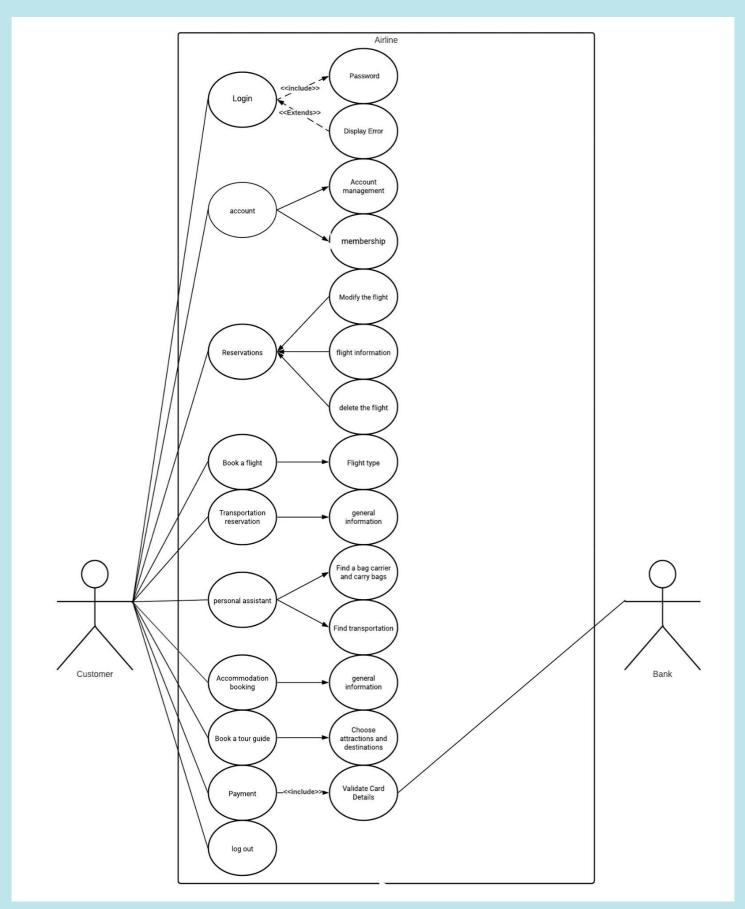
- -The system shall provide certain functionalities in the user interface according to the user authorization
- -The interface shall be as GUI Hardware Interface
- -independent fashion and should not rely on any particular hardware interfaces
- The system will communicate with the user to perform the login verification process

  Editing user data can only be changed by him









# Uc1:log in

Scope: User, employees, security staff

Level: Ability to log in

Primary actor: security staff

Precondition: after the actors have an account

Stakeholders and interests: user, security staff,

employee

## Log in Scenario:

1-After the user has an account

2- They have access to the account

#### Uc2: Account

Scope: User, security staff

Level: Account management

Primary actor: security staff

Precondition: The user must have an account

Stakeholders and interests: user, security staff

#### **Account Scenario:**

1-After creating the account

2-The ability to modify account information and

obtain membership

#### Uc3: Reservations

Scope: User, employees

Level: View and edit flight information

Primary actor: user

Precondition: have reservations

Stakeholders and interests: user, employees

#### **Reservations Scenario:**

1- After the customer has booked

2- He will be able to edit trips, view trip information, and also delete them

# Uc4: Book a flight

Scope: User, staff, Bank employees

Level: Possibility to book a flight

Primary actor: user

Precondition: have account

Stakeholders and interests: User, staff, Bank

employees

## Book a flight Scenario:

1- After getting an account

2- You will be able to book a flight

## Uc5:transportation reservation

Scope: User, Transportation companies

Level: Possibility to transportation reservation

Precondition: have account with general

information Stakeholders and interests: User,

Transportation companies transportation

#### reservation Scenario:

- 1-After getting an account
- 2-You will be able to transportation reservation

## Uc6:personal assistant

Scope: User, Transport and delivery companies

Level: Possibility to Find a bag carrier and carry bags, Find transportation

Precondition: have account to choose him.

Stakeholders and interests: User, Transport and delivery companies

#### personal assistant Scenario:

- 1- After getting an account to choose him
- 2- Find a bag carrier and carry bags, Find You will be able to transportation

#### Uc7: Accommodation booking

Scope: User, employees, security staff

Level: Possibility to Accommodation booking

Precondition: have account to Accommodation

booking Stakeholders and interests: User

employees, security staff

# Accommodation booking Scenario:

1-After getting an account with general information

## 2-You will be able to Accommodation booking

\_\_\_\_\_

#### Uc8: Book a tour guide

Scope: User, Entertainment and tourism companies

Level: Possibility to Book a tour guide to him Precondition: have account to Book a tour guide Stakeholders and interests: User, Entertainment and tourism companies

#### Book a tour guide Scenario:

1-After getting an account you can Book tour guide2- You will be able to Choose attractions and destinations

#### Uc9: Payment

Scope: User, Bank employees, security staff

Level: Possibility to pay online

Primary actor: security staff, Bank employees

Precondition: Validate card details

Stakeholders and interests: user, security staff,

Bank employees

#### payment Scenario:

- 1- The system sends a request for payment to the bank
- 2- After the bank verifies the validity of the card details

## 3- The bank sends approval for the system

## Uc10: log out

Scope: User, employees, security staff

Level: Ability to log out

Primary actor: security staff

Precondition: actors should have an account

Stakeholders and interests: user, security staff,

employee

# Log out Scenario:

1- After the user has an account

2- They have the ability to log out of the account

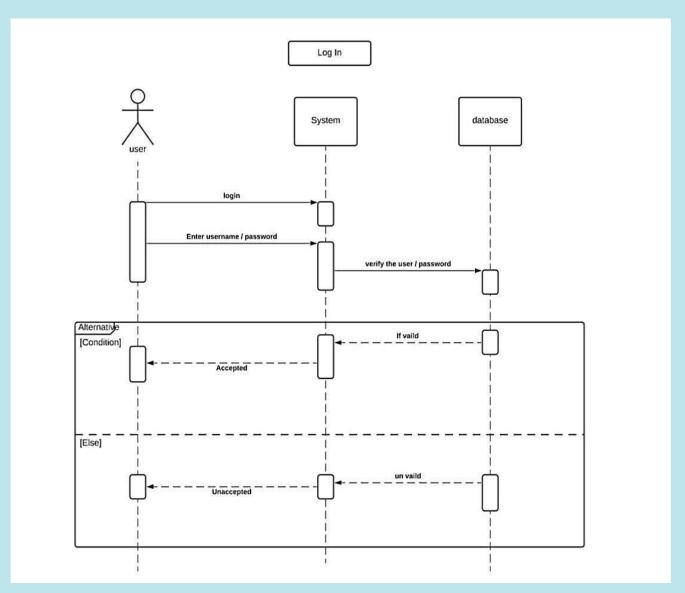


# Lab 8

Actor	System Response
The user will login	
The user Enter username & password	
	The system will verify username & password
	Database will give the authorization to the user if the password is valid
User will modify his flight	
	The system will check if the flight is existed in the database
User want to know the information about his flight	
	The system will check if the flight is existed in the database
User want to delete his flight	
	The system will check if the flight is existed in the database



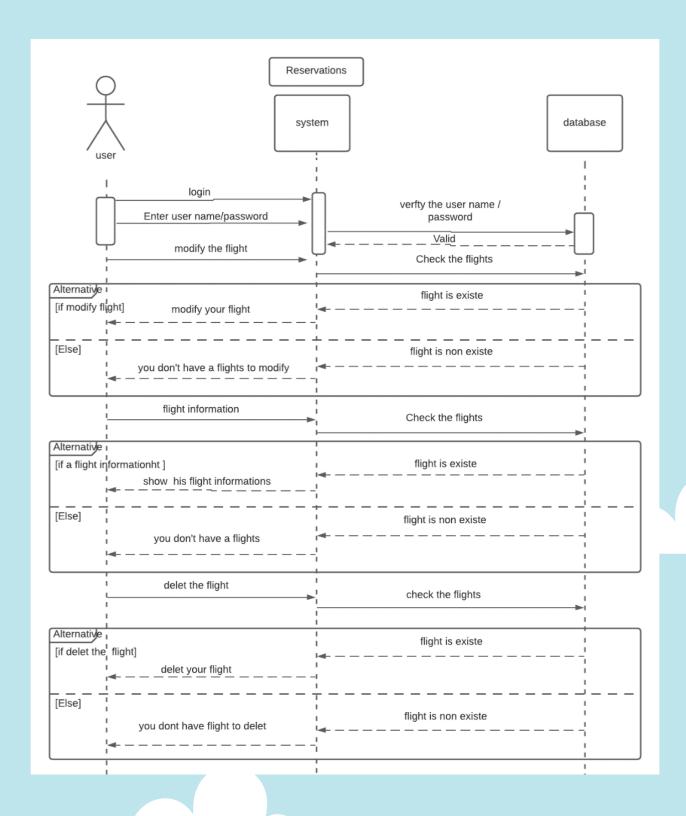




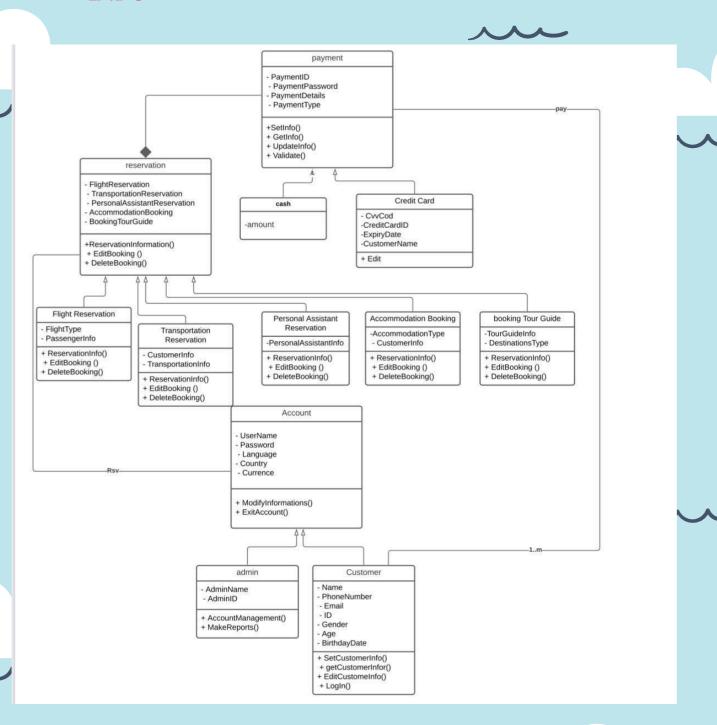








#### LAB9





Cl	<b>a</b> · · ·	
Classes	Description	
Account	Class for the actors includes customer and admin, it	
	holds account information such as username and	
	password etc. Also it can modify account information.	
Admin	Class that inherited from account, it holds employee	
	name and ID. It can make reports and manage	
	customer's accounts.	
Customer	Class that inherited from account, it holds customer	
	personal information such as name, phone number and	
	email etc. Also it can modify or retrieve that information.	
Reservation	The Class is basically book the flight and can be edited	
	and deleted. Also you can search for the info for the	
	reservation you have paid for.	
Flight Reservation	This class basically shows you the type of the flight for	
G	example business type and the passenger info. Also	
	some methods from Reservation delete book etc.	
Transportation Reservation	Class that inherited from Reservation delete book and	
•	edit book also the Reservation info. Also it has customer	
	info and the Transportation info.	
Personal Assistant Reservation	Class that inherited from Reservation, allow customer to	
	edit and delete bookings. Also show Reservation info	
	and personal assistant info.	
Accommodation Booking	Class that inherited from Reservation, allow customer to	
	edit and delete bookings also show Reservation info and	
	customerinfo and put accommodation type.	
Booking tour Guide	Class that inherited from Reservation, allow customer to	
	edit and delete bookings also show Reservation info and	
	tour guide info. Enter destination type.	
Payment	Class that means Payment ID also the payment password	
. ayenc	etc. When a payment is received it is either be cash or	
	credit card.	
Cash	Class that are weather the customer payment has been	
Cu3:1	done. Cash and the amount of the money he paid.	
Credit card	Class checks the validation of the card by the methods	
Ci Cair cai a	that are CVV code for example and the card Number.	
	Expiry and data also the name so it checks validation and	
	pay.	

#### Relationship between class

- 1-The reservations will be accepted if the payment has completed in time otherwise it will be canceled.
- 2- There's one or more admins of system who can modify information or management system.
- 3- The costumer has only one account.
- 4-Ecah costumer has zero or more payment.
- 5-Payment could be credit card or cash.
- 6- Account has zero or more reservations.
- 7- There's different types in reservation flight reservation, transportation reservation, personal assistant reservation, accommodation booking and booking tour guide.



# Conclusion Tasks table

	Mohammad	Abdulmjeed And Abdulmjeed	Mohammad and abdulrahman	<b>^</b>
Project idea		<b>Ø</b>	<b>Ø</b>	
interview				
content				
motivation			<b>Ø</b>	
considerations				
Cost & schedule estimates		<b>Ø</b>		
Context Diagram	<b>Ø</b>			
Problem Definition		<b>Ø</b>		
findings		<b>Ø</b>		
re		<b>S</b>		
Cost and schedule estimates				
Problem definition			<b>Ø</b>	
Scope objectives of "new system"	<b>Ø</b>			
Alternativ	9			





Cost and benefits			
Software impacts	<b>O</b>		
Potential changes			
Recommended alternatives			•
Project plan			A A A .
Stockholder definition			<b>②</b>
Context diagram		<b>Ø</b>	
Event table	<b>S</b>		
Non-Functional requirement			<b>Ø</b>
Functional requirement		~~~	<b>Ø</b>
Use Case diagram		<b>Ø</b>	<b>Ø</b>
Interface requirements	<b>②</b>		
Business requirements	<b>Ø</b>		
Regulatory requirements			
Sequence Diagram	<b>&gt;</b>		
Requirement definition	<b>Ø</b>	<b>Ø</b>	<b>Ø</b>
Class diagram	<b>Ø</b>	<b>Ø</b>	<b>Ø</b>





# Conclusion

We have built a program that makes it easier for the tourist or traveler to book his trip and move to the desired destination in an easier and safer way, which is through our program so that the user can book his trip and displays the most important seasonal tourist countries. The user can also book a hotel and choose a tour guide as desired. The program can also be developed through Adding other features such as reviewing the current weather for each city and reviewing how crowded each area is .

