Project Charter

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| **Title of the Project:** | Tourism management system | |
| **Batch:** | Y2.S2.IT WD.01.1.G1 | Group No: T3 |
| **Development Technology:** | MERN Stack | |

**Description of the Project:**

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| Remarkable paradise is Tourism based company which provides numerous services such as arranging hotels for client, book tours .... So far Remarkable Paradise has managed their affairs via agents, and it is a time-consuming process also all the records are maintained using a tedious manual file base method which causes lack of efficiency. With time Remarkable Paradise expanded their services and it was clear that to manage these kinds of operations the company needs a much better system. Our client asks us to develop a system with certain functionalities  Primary Objectives:   * New system to keep records * An efficient way to fulfil customer requirements * New System to Reserve hotels * New System to Reserve vehicles * Installing payment gateway   To complete this project, we decided to use a web base system to replace the old manual system, since this is a sensitive subject above web application contains various functions with human friendly interfaces. The administrator can manage the Bookings, payments, inquiries, feedback, reports, and customer requests. Also, the customer and admins can access the system anytime from anywhere using any device |

**Details of the Group Members:** *(Provide the details of the group leader in the first row)*

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| --- | --- | --- | --- | --- |
|  | **Name with Initials** | **Registration Number** | **Contact Phone Number** | **Email** |
|  | Wijesundara W. M. P. S | IT20644512 | 0717635583 | IT20644512@my.sliit.lk |
|  | Sampath R. D. D | IT20646592 | 0711712745 | IT20646592@my.sliit.lk |
|  | Ranasinghe B. D. R. A. M. A. K. B. | IT20649494 | 0711872931 | IT20649494@my.sliit.lk |
|  | Thennakoon M. W. K. G. B | IT20666842 | 0772084626 | IT20666842@my.sliit.lk |
|  | Welgama W. M. S. L. K | IT20648640 | 0716401285 | IT20648640@my.sliit.lk |
|  | Jayabhagya M. G. H | IT20021948 | 0717695432 | IT20021948@my.sliit.lk |
|  | Laksiri B. A. S. V | IT20650452 | 0771343017 | IT20650452@my.sliit.lk |
|  | Samarasinghe S. K. M. S | IT20654108 | 0764720226 | IT20654108@my.sliit.lk |

**List of Functions Developed by the Group Members:**

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|  | **Name with Initials** | **Brief Description of the Function** |
|  | Wijesundara W.M.P.S | **Add new hotel rooms (As a Service provider) –** In this Tourism management system one of the main function is to provide the best hotel rooms for best prices to our clients, so in order to do so the hotels from all over the country contact our system and they provide their hotel details to publish in our system, In this process the Service provider can add rooms by creating the new entries, respectively they can edit the details, delete the entries, and after a successful entry creation it will be showing in our system as an available hotel |
|  | Sampath R. D. D | **Book a vehicle** **–** The system allows the customer to book vehicles only if the customer has reserved a room. Customers choose the vehicle condition they want from Luxury, Semi-Luxury and Normal and then select the type of vehicle and choose the driver whether they want it or not. After displaying the amount for all, the customer must have their own account and information if they want to get confirmation. If so, you can confirm the booking. After that, they can make online payments. If the reservation is canceled, the administrator must confirm it, release the reserved vehicle, and refund the payment. Generates records of reserved vehicles at the end of the month. |
|  | Ranasinghe B. D. R. A. M. A. K. B. | **Special Activity Management –** Manages all online activities via this page. Customers can search for occasions to do as special by given that online system and can be deleted/updated the special activity plans. It is categorized into indoors and outdoors. Allocating special activities based on the time slot, check-in, and check-out, destination/property, budget, star rating, facilities, meals. Assign the allocated hotel about the activities going to do and notify the customer about the details that are entered. Generate monthly reports on activities that have occurred. |
|  | Thennakoon M. W. K. G. B | **Add new tour packages -** System administrator creates and maintains the tour packages for customers. Management of tour packages includes preparing activities that appeal to the specific travelers embarking on the trip. Generally, offer a variety of package tours to cater to the needs of various kinds of travelers. Some packages are Day tour, round tour, Tailor made tour etc. To select the best package to a certain destination, customers can search and select the packages or customize according to their preference. After checking the customer's feedback, packages will be updated or removed. |
|  | Welgama W. M. S. L. K | **Room Reservation Management-**the Room Reservation management has a responsibility to insert and update currently available rooms and their condition according to the providing areas in Sri Lanka. The tourists can view the site to book rooms for their needs and they can add a note to make some special arrangements. (Anniversary decor, valentine decor, honeymoon décor…) If any tourist makes a booking, the admin must confirm the booking request. After that, they can make online payments. Then the administration sends a fully detailed message including the room details. If tourists cancel the booking, Admins must confirm it, release the reserved rooms, and settle the payment back. End of the month Generates the reports of booked rooms. |
|  | Jayabhagya M. G. H | **Dining Option -** Manages the dining requirements of the customers. Once a customer lands into the dining section, he can search for restaurant details. Searching for a restaurant is mostly based on its location. Then further details of the restaurants will be displayed to the customer. Then a preferable restaurant is selected by considering the available meals and menus, prices, etc. Booking a restaurant can be done by submitting a form. Update and delete the entered details can be done if required.  **Tour Guide Booking -** This section is responsible for booking a tour guide for travelling. Customers can request a tour guide by entering the necessary details via a form. A relevant tour guide will be assigned and notified after approving the request of booking. Once the booking is done, customers can make the payments. Customer can update and delete the details if required |
|  | Laksiri B. A. S. V | **Inquiry management -** Registered customers can submit inquiries like Feedbacks, Complaints, etc. using the Inquiries page. Other customers can contact us using the Hotline number or customers can send a message through the Contact Us page. Our social media links are also available on this page and customers can use them for more information. |
|  | Samarasinghe S. K. M. S | **Tour Package Booking Management** – Manages the customer’s Tour from the airport including facilities like accommodation, meals, tour guide, transport, tour insurance, according to the customer’s requirements. Update and recommend the customer available Tour Packages according to the budget, day range, package type customer search for. Delete the Booking Details if the package is cancelled. Generate Tour Packages Booking report. |