**\*PROJECT IDEA\***

**Project Title:** Airlines Ticketing System  
  
**Submitted by:** Sheikh Nafez Sadnan, Najib Hasan Khan  
**List of features:**

**Flight Search:** This is the prime feature of the website. Customers can search for available flights by entering their departure and arrival cities, ticket mode (one-way/multi city/return trip), ticket class (economy/premium economy/business/first class/others), dates(flexible/ non-flexible) and number of passengers including number of children’s.

**Flight Options:** Once customers have conducted a search, the website presents them with a list of available flights, along with information on the airline, departure and arrival times, and ticket prices including filtering option: by price/by airlines/by stoppage/departure time/arrival time etc.

**Seat Selection:** Customers can select their preferred seats on the plane, including window or aisle seats.

**Baggage Information:** The website provides information on baggage allowances and restrictions, and customers can purchase additional baggage allowances if needed.

**Ancillary Services:** Ancillary services refer to additional services that passengers can purchase, such as in-flight meals, and seat upgrades.

**Group Bookings:** The group booking feature enables travel agents or passengers to book flights for groups, including sports teams, conference attendees, or tour groups.

**Chartered plane/helicopter:** Customer can avail information about hiring a plane or helicopter for reserve purpose.

**Check-In:** Customers can check-in online prior to their flight and print out boarding passes, or use mobile check-in options.

**Payment Options:** Multiple payment options like- bKash, Nogod, Rocket, Visa and Master Cards, Google Wallet, PayPal, COD (Cash On Delivery) etc.

**Dynamic Pricing:** Dynamic pricing enables airlines to adjust their ticket prices based on demand and availability, helping to optimize revenue. It will help customers to see the possible flows of the ticket pricing.

**Integration with GDS:** Global Distribution Systems (GDS) are used by travel agencies to access airline inventory and make bookings. Integrating with GDS systems enables airlines to reach a broader audience and increase sales.

**Refund and Cancellation Management:** The refund and cancellation management feature enables passengers to cancel their bookings and receive refunds, subject to the airline's cancellation policy.

**Lost and Found:** Lost and found section for customers to complain about a lost/found item. These info will be notified to the airlines provider.

**Multi-currency Support:** This feature enables passengers to purchase tickets and ancillary services in their local currency, making the booking process more convenient for international travelers.

**Loyalty programs, discounts and rewards:** Authenticated customers can enroll in airline loyalty programs, which offer rewards for frequent flyers such as free flights, upgrades, and priority boarding.

**Flight Status and Notifications:** Customers can check the status of their flight, including any delays or cancellations. The flight status notifications feature sends passengers real-time updates on their flight status, including delays, cancellations, and gate changes, helping to improve the overall travel experience.

**Insurance Claim:** The website may offer customers the option to purchase travel insurance along with ticket to protect against unexpected events such as accidents, lost luggage, or medical emergencies.

**Customer Service and Feedback:** The website should provide easy access to customer service, including live chat, phone numbers and email addresses for customer support. Customer can provide feedback, give complains and suggestions.

**Accessibility Features:** Accessibility features, such as text-to-speech can be included in the airline ticketing system to improve accessibility for passengers with disabilities.

**Visual Interface:** Website should support both regular and dark mode for smooth visual interface.

**Multi-language Support:** Multiple language support for customers, making it more accessible to international travelers and improving customer experience.

**Mobile App and Website Integration:** Airlines ticketing website should have mobile apps and websites that integrate with their ticketing systems to enable customers to make bookings, manage their reservations, check-in, and receive notifications about flight status changes.