

**Title of the Project:**

**Travel Planning and Tour Guide Finding Portal**

**Group Number:05**

**Group Members:**

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## **System Request**

### **Project Sponsor:**

- Arko Mazhar
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### **Business Need:**

Tourism is a lucrative business sector in Bangladesh. In this recent era, people are willing to visit Bangladesh from all parts of the world. Bangladesh's tourism attractions include history and monuments, holiday villages, beaches, picnic areas, woods and tribal people, and diverse species of wildlife. As we all know Bangladesh is a developing country, there is not much availability of travel planning platforms in online medium. This agency works as a bridge between travel partners and travel enthusiasts. On the other hand, Bangladesh is currently an excellent choice for foreigners who want to explore the Indian subcontinent but due to lack of knowledge about the details of the trips, accommodation and travel transportation they cancel their plan despite having great enthusiasm. They do not have to face any difficulties anymore. They can now easily book their travel plans along with a diverse collection of packages and hire travel guides for them. Apart from all this, all the travel enthusiasts will get a security device which will send the radio frequency signals to other devices nearby if someone presses it after getting lost. This will attract customers who don't want to travel due to security issues. So, people on field tours will get the most secure experience. Clients around the world can share their experiences and thoughts through this platform in order for others to get a better suggestion. The initiative ensures to stay as close as possible to their customers by understanding their behavior, their preferences, their purchasing patterns, etc.

## **Business Requirements :**

1. Our system will allow different Travel agency service providers to register into our system and after verification they can log in to our system to provide their service to our customer.
2. Our system will allow people for user registration.
3. Our system will also contain Travel Guide registration.
4. Service providers can upload pictures and detailed descriptions about their services so that people can easily get some details and ideas about the service.
5. In our system, all the packages that'll be provided by the travel agencies will be categorized so that users can find any package according to their budget and choice easily.
6. Our system will also contain a filter out option based on the pricing, rating, date, place.
7. Our system will allow users to confirm their destination, shuttle, accommodation, tour guide etc. via online.
8. Our system will also have customization options. Users can customize their package according to their choice.
9. Our system will allow online payment.
10. In our system, user can give reviews and ratings and share their experiences with post and pictures as well
11. Our system will suggest users for different popular or top pick packages, exciting deals etc.
12. Our system will have a 24/7 online support system to support the users.
13. Our system will also provide security to the tourist while on a tour.
14. Our system will have a complaint option for the user for complaining about their bad experiences related to our service.
15. Our system will contain google map integration for better searching.
16. Our system will contain Simple, hassle-free calendars to view calendar for arrival and departure dates, which pops out off the departure and return fields

17. Our system will contain a “Favorites list”, which allows users to remember the places that briefly took them fancy earlier in their search.
18. Our system will have a “Predictive search” option, which provides results based on hotel names, the city as a search category and other hotels/places within that city.

## **Business Value:**

### **Tangible-**

1. Annual cost savings of 20% compared to the traditional offline method, which requires more staff due to the handheld-based account history system.
2. Affiliate partners provide 10% of income to the initiative.
3. Acquiring 30% of foreign tourists who cancel their visit to Bangladesh due to a lack of organized travel agreements.
4. Earning a monthly revenue of 2,00,000 BDT to 3,00,000 BDT through membership fees paid by travel firms and tour operators.
5. Gaining around 20% to 25% of new consumers who use our service for the first time through referral and win programs/providing additional benefits to existing clients.

### **Intangible-**

1. Creating a positive brand image for the company by acquiring the trust of its clients.
2. Improvement of the relationship between the company and its customers.
3. Gaining a strong position among other competitive organizations.
4. Data may be easily managed and categorized, resulting in time savings.
5. All of the history may be accessible from anywhere in the world, which reduces the dependency on offline access.

## **Special Issues and Constraints:**

1. There is no content delivery network or DDoS mitigation services implemented from Cloudflare, Inc.
2. Restrictive cancellation terms. There may be a cancellation fee, depending on the property and the date/time of cancellation.
3. The amount of the refund and the time required to complete it may vary according to national and international terms.
4. For any kind of refund, service charge and convenience fee are non-refundable.
5. In case of national emergency, lockdown, political unrest, natural disaster etc., standard refund policy may not be applicable.
6. Incapable of ensuring that travel partners provide the package services properly to which they are entitled to.