**Functional Requirements**

1. Online booking by customers.
2. Online booking system that can be accessed from anywhere that can handle customer inquiries, reservation, and booking.
3. The system needs to handle last-minute booking through the booking system.
4. The system must allow users to search customers by booking id or name (when check-in)
5. All Bookings stored at one place hence it is accessible to everyone, ensuring no overbooking
6. Website accepts bookings by customers online.
7. Catalogue of courses needs to be created which have details & schedules of all courses.
8. Booking can be made online at hostel reception and on call where the service agent would fill the details in online form.
9. Payments for account customers should be added to their account billing.
10. Customers should be able to create an account.
11. Customers without an account are able to make online payments using credit cards.
12. Hostel reception should conduct booking using their system.
13. Activity managers can change the price of the course due to promotions.
14. A booking should have all details related to the customer.
15. Cancellation form should be available, this should also amend the course catalogue by making the slots available which have been cancelled.
16. Requests should be sent to the accounts department on cancellation of booking.
17. Voucher issuing can be automated, once payment is authorized, automatic mails can go to customers with the voucher.
18. The system must adapt the company hierarchy by granting different levels of access to different user account levels.

**Non-Functional Requirements**

1. Show availability of courses, discounted courses and online payment options.
2. The system needs to be a responsive interface that can adapt to any screen size.
3. Send alerts to related users about the activity by push notification, system alerts or through emails.
4. The system can suggest check-in customers by date or week to narrow down the search.
5. Real-time booking updates.
6. Courses can be booked up to six months in advance.
7. Courses can be filled by customers and also available at check-in.
8. Allow multiple access without downgrading its performance.
9. Available in different languages for the Customers.
10. Compatibility with Different Browsers.
11. Compatibility with Different Hardware.
12. Uploading and Downloading speed.
13. Attractive user Interface.
14. Reliability and recoverability of the data present on the website.
15. Protection of computer systems and networks from information disclosure, theft or damage.
16. Response time of the website being between 3-5 seconds.
17. Send detailed reports to managers on user activity.