1. Business Rules

Project: *YourHomePro – Home Service Booking Platform*

YourHomePro is an online platform where users can book trusted home service providers (like cleaners, plumbers, and electricians). The system supports three types of users, each with different access levels and permissions.

**Customer Rules**

Customers are individuals who use the platform to book services such as cleaning, plumbing, or electrical work.

* Customers must register with a valid email address to make bookings.
* They can search for services by location, category, and availability.
* Customers can only book one service per time slot to avoid double-booking.
* Payment must be completed during the booking process using secure online payment.
* Customers can view and manage their upcoming and completed bookings from their profile.
* Once a service is marked as completed, the customer can leave a review.
* Cancellations must be made at least 24 hours before the scheduled time.
* Customers can edit their personal profile details, but not change booking history.

**Service Provider Rules**

Service providers are professionals who register on the platform to offer their services.

* All providers must complete a registration form and be approved by an admin.
* Providers are responsible for listing accurate pricing and availability.
* When a booking is made, providers have up to 12 hours to accept or reject it.
* They must complete the service on time and mark it as “completed” after finishing the job.
* Providers can respond to reviews but cannot edit or delete them.
* They can freely update their own profile, including services and working hours.
* Providers do not have access to sensitive customer data such as payment details.

**Administrator Rules**

Administrators manage and monitor the platform to ensure everything runs smoothly.

* Admins can approve or reject provider applications and suspend users when needed.
* They can create, update, or delete service categories (e.g., Cleaning, Gardening).
* Admins can view system activity such as bookings, earnings, and user reports.
* Although they can see all reviews, they can only delete them if flagged for abuse.
* Admins can access user accounts for moderation purposes but cannot make bookings themselves.
* They may send updates or announcements to all users through the platform.
* Admins are also responsible for generating platform performance reports.

**Platform-Wide Rules (All Users)**

* All users must accept the Terms & Conditions before using the platform.
* Any form of abuse, fraud, or spam is not tolerated and may lead to suspension.
* The platform uses encryption to protect user data and secure all transactions.
* Every user action (login, booking, cancellation, etc.) is logged for safety and auditing.