**Business Requirement Specification (BRS)**

Title: Thrilophilia

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1. Introduction

* **Purpose**: Thrilophilia aims to provide a user friendly and efficient online Tour booking platform. This document serves.

1. Define the Primary goal that the Thrilophilia project aims to achieve.
2. Communicate the business requirements and functionality expected from the Thrilophilia platform.

* **Scope:** In This project include User Management, Complete Tour packages, Payment processing, User review and feedback, Global Reach, etc.
* **Background**: Thrilophilia is one of the leading hospitality companies to provide affordable rate and Tour facility in worldwide.

2. Business Objectives

* **Objective 1**: Enhance Customer Experience.
* **Objective 2**: Efficient Payment Processing.
* **Objective 3**: Maintain Quality Standard.
* **Objective 4**: Global Expansion

3. Functional Requirements

* **Requirement 1**: User Login
* Users should be able to create accounts and log in securely.
* It offers full tour packages. cuisine, lodging, adventure, activities, etc.
* **Requirement 2**: Location Search and Booking
* Users should be able to search for location, date, price, and other criteria.
* Detailed Tour package listings should display information about all activity with destination prices, and availability.
* Users should be able to book package and receive booking confirmations.
* **Requirement 3**: Availability
* administrators should be able to manage availability, including rates, and marking as unavailable.
* **Requirement 4:** Payment Processing.
* The system should support various payment methods, including credit/debit cards, digital wallets, and cash payments at the hotel.
* It should securely process payments and issue invoices or receipts.
* **Requirement 5:** Cancellation and Modification.
* Users should be able to cancel or modify bookings, subject to the cancellation policy.
* The system should handle refunds and modifications accordingly.
* **Requirement 6:** Review and Rating.
* Users should be able to leave reviews and ratings for rooms, food, transportation, adventures and their experiences.
* Ratings and reviews should be visible to other users during the booking process.
* **Requirement 7:** User Notification
* The system should send notifications to users regarding booking confirmations, reminders, and updates.
* Notifications can be delivered via email, SMS, or push notifications.
* **Requirement 8:** Search filters and Sorting.
* Users should be able to filter and sort search results based on criteria such as price, rating, proximity, and amenities.
* **Requirement 9:** User Profile.
* Users should be able to edit their profiles, manage personal information, and view their booking history.
* **Requirement 10:** Customer Support and Help Desk.
* Provide a support system for users to contact customer service, report problems, and request assistance.
* Maintain a help centre with FAQs, guides, and contact information.

4. Non-Functional Requirements

* **Requirement 1**: Security
* Authentication: - Users, both customers, and staff, should be securely authenticated and authorized to access their respective functionalities.
* Data Encryption: Sensitive information, such as payment details and personal data, should be encrypted during transmission and storage.

* **Requirement 2**: Performance
* Response Time: The system should respond to user requests within a specified timeframe, such as under 2 seconds for most operations.
* Scalability: The system should handle a large number of concurrent users and bookings without a significant drop in performance.
* Availability: The system should be available 24/7 with minimal downtime, aiming for 99.9% uptime.

5. Use Cases

* **Use Case 1**: User Registration.
* **Use Case 2**: Search and Book.
* **Use Case 3**: Update User Profile.
* **Use Case 4**: Make a Payment.
* **Use Case 5**: Modify and Cancel Booking.
* **Use Case 6**: Contact Customer Support.

6. Constraints

* **Constraint 1**: Geographical Constraint.
* Regional variations in user preferences, regulations, and market conditions, which may affect the system's adaptation in different areas.
* **Constraint 2**: Regulatory Constraint.
* Compliance with local and international laws and regulations related to data privacy, consumer protection, and payment processing.
* **Constrain 3:** Content and Data Licensing.
* Constraints related to content and data licensing agreements for Destination listings, images, and other information.

7. Assumptions and Dependencies

* **Dependency 1**: Payment Gateway
* The system relies on third-party payment gateways for processing customer payments securely. Dependencies on the availability and functionality of these gateways are critical.
* **Assumption 1**: User Authentication
* Users are assumed to have valid email addresses or mobile phone numbers that can be used for registration and authentication. Users are also assumed to provide accurate information during registration.