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Hotel Booking System

A Project Specifications Document

for the course on

Web Application Development

(CCAPDEV) S12

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CCAPDEV MP Specifications

HOTEL BOOKING
Booking system for the fictional hotel named "Paraiso Resort", situated in the Philippines. There are six types of rooms available, namely, Classic Deluxe, Family Deluxe, Executive Deluxe, Junior Suite, Executive Suite and Grand Suite, with five rooms each.

GUEST USER

FEATURES

View Hotel Information (About Us)
This will display the information about the hotel's history, location, team, and contact details.

Rooms
This will be a tab where users can view images of the rooms available in the hotel, as well as the amenities in the room.

Amenities
This will be a tab where users can view the various amenities available in the hotel such as a gym, a swimming pool, a spa and a buffet.

Register / Be a Member
The user must create an account in order to be a member of the hotel. Here, the user will be providing his/her first and last name, preferred password and email. This will be used to keep track of his/her membership status as well as the points he/she has. He/she will also have to input details regarding their credit card. Credit card information will only be simulated and cannot be verified. In order to make sure that a valid email address is used, the website will send a verification email to the registered user.

View benefits of being a member
The user can view the benefits of being a member of the hotel. Some benefits would be using the points to avail for a Classic Deluxe Room and amenities services.

Book
In order to book a room, the guest user will give information regarding his/her name, email address, number of occupants, number of rooms, the kind of room/s that are to be reserved, check-in data, check-out date, credit card information, and additional comments. Guests may also have the option to pay over the counter, provided that they gave the credit card information and their email address. After the transaction has processed, a copy of their booking with a reference number would be sent to their email.

Search for available rooms
Guest users can view all the available rooms by providing the dates for check-in and check-out, and number of rooms, adults and children. Price of the rooms will be shown, and a button for booking will be available.

View total charge
In the process of booking, one can customize their stay by choosing the available hotel services (e.g. Daily Breakfast Buffet). Total charge would be computed by adding the service charge, tax and room charge.

Pay total charge
A summary report of the reservation would be provided to the user. This is followed by inquiring about the credit card information of the guest user.

General
Good user experience. Visitors can easily navigate without help, all information is easy to access. Good visual design. Design suits the theme of the application, and is cohesive and consistent across the whole application.

MEMBER USER

FEATURES

View Hotel Information (About Us)
This will display the information about the hotel's history, location, team, and contact details.

Rooms
This will be a tab where users can view images of the rooms available in the hotel, as well as the amenities in the room.

Amenities
This will be a tab where users can view the various amenities available in the hotel such as a gym, a swimming pool, a spa and a buffet.

Points System of Member
The user would be rewarded with points to his/her account, amounting to 10% of his/her payment. The list below are the services which the user can purchased using the reward points:
- 30,000 - Free breakfast buffet for his/her stay
- 150,000 - One day stay in the classic deluxe room
- 50,000 - One free spa treatment for his/her stay
- 50,000 - One free lunch buffet for his/her stay
- 60,000 - One free dinner buffet for his/her stay
- 100,000 - Three meals buffet for his/her stay

View benefits of being a member
The user can view the benefits of being a member of the hotel. Some benefits would be using the points to avail for a Classic Deluxe Room and amenities services.

Log in
The member may login his/her username and password in order to view his/her history with the hotel which consists of the past and current bookings as well as the number of points he/she has.

Log out
Members may log out from their accounts which would result in clearing the related-session data.

See hotel reservations (Profile Page)
Members may view all the reservations made, and these include the current and past room reservations. He/she may also view his/her cancellation counts and membership points.

Book
A member has to book using his/her account. Personal information such as first and last name, email address and credit card information would be coming from the system in order to prevent the member from retyping them. Members may also avail for the services through points or payment. After the transaction has processed, a copy of their booking with a reference number would be sent to their registered email.

Cancel reservation
Members may choose to cancel their hotel reservation. The member is only given 5 chances per year to cancel the room booking. When the cancellation count of the member reached exactly 5, their respective accounts would be banned. In order to reactivate their account, he/she should email the admin with the consequence of paying 50% for all the booking cancelled in that year.

Search for available rooms
Members can view all the available rooms by providing the dates for check-in and check-out, and number of rooms, adults and children. Price of the rooms will be shown, and a button for booking will be available.

View total charge
In the process of booking, one can customize their stay by choosing the available hotel services (e.g. Daily Breakfast Buffet). These can be paid using their credit cards or through the membership points they earned. Total charge would be computed by adding the service charge, tax and room charge.

Pay total charge
A summary report of the reservation would be provided to the user. The credit card information saved in their respective accounts would be used as the payment method.

General
Good user experience. Members can easily navigate without help, all information is easy to access. Good visual design. Design suits the theme of the application, and is cohesive and consistent across the whole application.

ADMIN USER

FEATURES

View Hotel Information (About Us)
This will display the information about the hotel's history, location, team, and contact details.

Rooms
This will be a tab where users can view images of the rooms available in the hotel, as well as the amenities in the room.

Amenities
This will be a tab where users can view the various amenities available in the hotel such as a gym, a swimming pool and a buffet.

View benefits of being a member
The admin can view the benefits of being a member of the hotel. Some benefits would be using the points to avail for a Classic Deluxe Room and amenities services.

Log in
Admins may log in their accounts to view the reservations in the system.

Log out
Admins may log out from their accounts which would result in clearing the related-session data.

Admin Page (for hotel personnel)
Using an admin account enables the user to view the hotel bookings based on some category. They may be able to view all the reservations in the system, to view the reservations wherein the customers booked today and to view the reservations wherein the customers are checked in today. From these reservations, the admin can see their customer details as well. Admin can also view the list of banned accounts and reactivate them.

Check out
Admins can check out hotel reservations.

Reactivate Member Account
Admins have the ability to reactivate a banned account. This will make the member pay 50% of all his/her cancelled transactions through the saved credit card information. The members' cancellation count would be set to 0 once their accounts are reactivated.

Book
Admin may also book rooms for walk-in customers or for guests who called through the phone, considering that the admin asked for the personal information and credit card information of those guests. After the transaction has processed, a copy of their booking with a reference number would be sent to the email of the guest.

Search for available rooms
Admins can view all the available rooms by providing the dates for check-in and check-out, and number of rooms, adults and children. Price of the rooms will be shown, and a button for booking will be available.

View total charge
In the process of booking, one can customize their stay by choosing the available hotel services (e.g. Daily Breakfast Buffet). Total charge would be computed by adding the service charge, tax and room charge.

Pay total charge
A summary report of the reservation would be provided to the user. This is followed by inquiring about the credit card information of the guest.

General
Good user experience. Admins can easily navigate without help, all information is easy to access. Good visual design. Design suits the theme of the application, and is cohesive and consistent across the whole application.

REMOVED FEATURES

Charges would not be applied when the user cancelled 2 weeks before the actual date of the reservation. If less than 2 weeks have passed before the actual date of the reservation, customers will be charged with 50% of the actual staying price.

ADDITIONAL FEATURES (OPTIONAL)

Careers

The user can also choose careers whenever he/she would want to apply for a job in the hotel. The user has to provide his/her first name, last name, email address, contact number, job position, and message. The user can then attach his/her resume together, with her application information.