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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.

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.

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 name, preferred username, preferred password, date of birth, contact number, email, and nationality. This will be used to keep track of his/her membership status as well as the benefits 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.

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 deluxe room
- 50,000 - Free spa treatment for his/her stay
- 50,000 - Free lunch buffet for his/her stay
- 60,000 - 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 having discounts for the payment of the reservation, free services and freebies.

Admin account (for hotel personnel)
Using an admin account enables the user to view details about all the hotel bookings for a given day, and customer details as well. Admin may also book rooms for walk-in customers or for guests who called through the phone.

Log in
The user is to 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 and admins may log out from their accounts which would result in clearing the related-session data.

Book
If the user is a member, he/she can book with his/her account, or one has the option to book as guest provided that the 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.

See hotel reservations
Members may view all the reservations made, and these include the current and past room reservations.

Cancel reservation

The user may choose to cancel their hotel reservation. 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. The user is only given 5 chances per year to cancel the room booking. Going beyond will lead to their respective accounts if member and email addresses banned. For members, in order to reactivate the 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

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 the credit card information of the user, if he/she is a guest. On the other hand, if the user is logged in, then the credit card information saved would be used as the payment method.

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.

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.