POKHARA CAR RENTAL SYSTEM

\mathbf{BY}

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A Summer Project Report Submitted to

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in partial fulfillment of the requirements for the degree of

Bachelor of Information Management

Pokhara

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STUDENT DECLARATION

This is to certify that I have completed the Summer Project entitled "POKHARA CAR RENTAL SYSTEM" a web-based project, under the guidance of "Ramesh Chalise" in partial fulfilment of the requirements for the degree of **Bachelor of Information** Management at Faculty of Management, Tribhuvan University.

This is my original work and I have not submitted it earlier elsewhere.

Date	:
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Signature	:

CERTIFICATES FROM THE SUPERVISOR

ACKNOWLEDGEMENT

I wish to extend my heartfelt appreciation to all those who have played a role in the

development of the Pokhara Car Rental System website. This project has been a

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To everyone who has contributed to this project, whether directly or indirectly, I extend

my heartfelt thanks.

Reeba Joshi (12442/20)

BIM 6th Semester

iv

EXECUTIVE SUMMARY

The Pokhara Car Rental System website has been developed to address the inefficiencies and complexities prevalent in the traditional car rental process in Pokhara. Recognizing the need for a centralized platform that offers convenience, transparency, and security, this website aims to streamline the car rental experience for both providers and customers. By offering features such as easy booking, transparent vehicle listings, and robust customer support, the website seeks to overcome common pain points faced by users, such as difficulty in finding available vehicles, lack of transparency in rental terms, and inadequate customer support. With the vision of transforming the car rental industry in Pokhara, this website serves as a solution-driven platform that prioritizes user experience and satisfaction.

By using this system admin can manage customer confirm and cancel booking request, customer Testimonials, customer issues. The car information can be added to the system. Or existed car information can be edited or deleted too by Administrator. There is no delay in the availability of any car information, whenever needed, car information can be Captured very quickly and easily. The customers can also use the system to get car rent. The customer should create a new account before logging in or he/she can log into the System with his/her created account. Then he/she can book the available cars and can book this car. This system will helpful to the admin as well as to the customer also.

TABLE OF CONTENTS

Title Page	
Student declaration	ii
Certificates from the Supervisor	iii
Acknowledgement	iv
Executive Summary	v
Table of Contents	vi
List of Figures	viii
List of Tables	ix
Abbreviation	x
CHAPTER I: INTRODUCTION	
1.1 Background	1
1.2 Introduction of the Organization	1
1.3 Current Situation of the Organization	2
1.4 Issue/Problem of the Organization	2
1.5 Objectives of the report	3
1.6 Methodology	3
1.6.1 Project Framework	3
1.6.2 Data and Information	5
1.6.3 Tools Used	6
1.6.4 Techniques of Project report analysis	6
1.6.4.1 Economic Feasibility	6
1.6.4.2 Technical Feasibility	6
1.6.4.2 Schedule Feasibility	7
1.6.4.3 Operational Feasibility	7
CHAPTER II: TASK AND ACTIVITIES PERFORMED	
2.1 Analysis of task, activities, problems, issues	8
2.1.1 Analysis of task	8
2.1.2 Problem and issue	8
2.2 Analysis of Possible Solution	8
2.2.1 Requirement Analysis	9
2.2.2 Process Modeling	12
2.2.3 DataModeling	16

APPENDICES	
REFERENCES	
3.3 Recommendations	23
3.2 Conclusions	22
3.1 Discussion	22
CHAPTER III: DISCUSSION AND CONCLUSION	
2.4 Findings	21
2.3.1 Test Cases for Unit Testing	18
2.3 Testing	18
2.2.4 System Design	17

LIST OF FIGURES

Figure 1.1 Agile Development Methodology
Figure 2.1 Use Case Diagram
9 Figure 2.2 Activity Diagram
11
Figure 2.3 Level 0, DFD
11
Figure 2.4 Level 1, DFD
12
Figure 2.5 Sequence Diagram
13
Figure 2.6 E-R Diagram
14
Figure 2.7 User Flowchart
15
Figure 2.8 Admin Flowchart
16
Figure 2.9 Class Diagram

LIST OF TABLES

Table 2.1: User Registration	<i>ı</i>	8
Table 2.2: User Login	1	9

ABBREVIATION

CSS Cascading Style Sheets

DFD Data Flow Diagram

E-R Entity Relationship

HTML Hypertext Markup Language

IDE Integrated Development Environment

PC Personal Computer

PHP Hypertext Preprocessor

SQL Structured Query Language

TU Tribhuvan University

U/I User Interface

UML Unified Modeling Language

XAMPP X-operating system, Apache, MySQL, PHP,

Perl

CHAPTER I

INTRODUCTION

1.1 Background

This project work entitled **Pokhara Car Rental System** is for partial fulfillment of the requirements for Bachelor of Information Management (BIM), 6th Semester. This project work is based on the **summer project** which was designed and introduced by Tribhuvan University during the 6th Semester program for Bachelor of Information Management (BIM). Summer Project is an individual based project where students prepare the report addressing the problems, situation of organization related to project topic and how it is handled further through this project.

It is a web-based application designed to provide renting service by offering a user-friendly platform for client to book car according to their ranges for certain period of time through website. Our aim is to design and create a data management System for a car rental company. This enables admin can rent a vehicle that can be used by a customer This system increases customer retention and simplify vehicle management in an efficient way.

1.2 Introduction of the Organization

Pokhara Car Rental is a rental business in Pokhara-8, Sirjana Chowk, Kaski. It was opened by Ex-Army sibling's duo. This project is designed so as to be used by Car Rental Company specializing in renting cars to customers. It is an online system through which customers can view available cars, register, view profile and book car customers.

A vehicle that can be used temporarily for a period of time with a fee. Renting a car assists people to get around even when they do not have access to their own personal vehicle or don't own a vehicle at all. The individual who want to rent a car must first contact the car rental company for the desire vehicle. This can be done online. At this point, this person has to supply some information such as; dates of rental, and type of car. After these details are worked out, the individual renting the car must present a valid Identification Card.

Car Rental System can lead to error free, secure, reliable and fast management system. It can assist the user to concentrate on their other activities rather to concentrate on the record keeping. Thus, it will help organization in better utilization of resources.

Every organization, whether big or small, has challenges to overcome and managing the information of Car Company, Booking, Customer. Every Car Rental System has different needs, therefore we designed the system that adapts to the requirement which ultimately allow you to better manage the resources.

1.3 Current Situation of the Organization

Currently, Pokhara's car rental system is essential for both tourists and locals alike, yet outdated booking methods hinder accessibility. The car rental industry in Nepal is likely experiencing fluctuations influenced by tourism trends, infrastructure development, competition among local and international players, regulatory changes, seasonal demand variations, road conditions, maintenance, and security persist. technology integration, and sustainability considerations. Traditionally, booking cars involved cumbersome processes such as phone calls or in-person visits to rental offices. In response to these challenges and as part of our project, we are developing a car rental website aimed at enhancing the accessibility and efficiency of rental services. Our user-friendly website simplifies car rental, letting customers browse, reserve, and manage bookings online, eliminating traditional methods. We aim to enhance convenience, adapt to digital preferences, and streamline the rental process.

1.4 Issue/Problem of the Organization

In this system user or customer will directly interact with the car owner and owner will decide whether the car is available or not. Then if it is available he will give rent a car to the customer. The main drawback of this system is customer need to meet the car owner. This is time waste process. Some problems faced by Pokhara Car Rental due to the lack of a website are:

- Limited reach and visibility to potential customers.
- Inconvenient booking process without online reservations
- Inability to showcase services, offers, and customer testimonials.
- Missed opportunities for cost-effective digital marketing

1.5 Objectives of the report

Pokhara Car Rental System aims to efficiently manage vehicle bookings, details of Car, brands, optimize fleet usage, and maximize revenue while ensuring customer satisfaction and safety. Through convenient booking channels and robust fleet management, it provides a seamless experience for users.

- Efficiently manage vehicle bookings and rentals to streamline the rental process.
- Optimize fleet utilization to balance vehicle availability with maintenance needs and
 - customer demand.
- Ensure scalability to support business growth while maintaining service quality and reliability.

1.6 Methodology

Methodology refers to a system of methods and principles for doing something. In this project, the problems were identified, objectives of the website were set and based on the objectives, the project was developed.

1.6.1 Project Framework

The methodology used in defining the framework of Pokhara Car Rental System is the Waterfall Model.

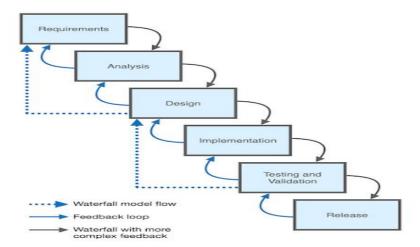


Figure 1.1 Waterfall Model

The waterfall model is a linear software development approach, where progress flows through distinct phases such as requirements, design, implementation, testing, deployment, and maintenance, with each phase completed before the next begins.

• Requirement Analysis:

In this phase, I analyzed how they are operating the business and asking some question to understand their perspectives and what type of difficulties are they facing, by the help of active communication with the members of Pokhara Car Rental as well, all the essential requirements of the website were captured and documented in a requirement specification document.

• System Design:

The hardware and system requirements were specified and the overall system architecture was defined using system flowchart and E-R diagram.

• Implementation:

With inputs from the system design, the system was divided into units and implemented. First, the U/I was handled including forms and interactive elements and then the backend functionality was implemented. Each unit were tested for its functionality.

• Integration and Testing:

The units like booking, interactive elements and database implementations were all integrated in this phase and the system was tested as a whole for any faults or failures.

• Deployment:

The functional and non-functional testing revealed that the website had no failures and is operating smoothly. Now the website will be released for use for Pokhara Car Rental.

• Maintenance:

The website will be maintained continuously to fix issues and problems. If issues come up in the client environment, patches will be released. The system will go through various versions to enhance its quality.

1.6.2 Data and Information

Data is raw, unorganized facts that need to be processed. Data can be something simple and seemingly random and useless until it is organized. When data is processed, organized, structured or presented in a given context so as to make it useful, it is called information. Basically, two types of data have been collected for the purpose of this project using various methodologies, which can be explained below:

• Primary Data Collection Method:

The primary data were collected from interviews and observation. These sources helped a lot to gain the knowledge about the student council.

• Secondary Data Collection Method:

Secondary data is data collected by someone other than the actual user. It means that the information is already available, and someone analyses it. The secondary data includes magazines, newspapers, books, journals, etc. It may be either published data or unpublished data. The secondary data was collected using the internet and books, which helped to know which type of software will be suitable for the council.

As for the data collection, the different type of tools that can be used are:

i. Interview:

An interview is a conversation for gathering information. The Pokhara Car Rental System team was contacted directly for the collection of data and information. The team provided information based on the questions asked.

Questionnaire:

- 1. How manual booking works?
- 2. Does Pokhara Car Rental System use any web application?
- 3. How they are interacting to customers?
- 4. What problems they are facing in the business?

ii. Internet:

In order to develop a fully functional and suitable software for Pokhara Car

Rental System, internet has been used to collect various relevant information from different sites.

iii. Observation:

The activities of Pokhara Car Rental were observed and analyzed accordingly to study the working mechanism and to study the problem.

1.6.3 Tools Used

For the software development, different tools and languages are used:

i. Hardware requirements:

- A multi-core processor for faster code compilation and execution.
- RAM: 4GB or more for efficient multitasking.
- Geonix Gold for faster performance.

ii. Software tools used:

- Operating System: Windows 10
- Visual Studio Code
- Database server implementation: XAMPP
- Web server: ApacheBack End: PHP
- Language: HTML/CSS /JavaScript/PHP

1.6.4 Techniques of Project report analysis

Feasibility analysis helps to determine whether a project is worth pursuing by evaluating its potential benefits, risks, and constraints.

1.6.4.1 Economic Feasibility

We decided the technology based on minimum possible cost factor. All hardware and software cost has to be borne by the organization. All we have estimated that the benefits the organization is going to receive from the proposed system will surely overcome the initial costs and the later on running cost for system.

1.6.4.2 Technical Feasibility

This included the study of function, performance and constraints that may affect the

ability to achieve an acceptable system. We studied complete functionality to be provided in the system, as described in the System Requirement Specification, and checked if everything was possible using different type of frontend and backend platform.

1.6.4.2 Schedule Feasibility

Schedule feasibility accesses whether a proposed project can be completed within the available time frame or schedule constraints while meeting its objectives and requirements. If a project has a high probability to be completed on-time, then its schedule feasibility is appraised as high. The website was scheduled to be completed within this year and there is a guarantee of reaching that scheduled time.

1.6.4.3 Operational Feasibility

No doubt the proposed system is fully GUI based that is very user friendly and all inputs to be taken all self-explanatory even to a layman. Besides, a proper training has been conducted to let know the essence of the system to the users so that they feel comfortable with new system. As far our study is concerned the clients are comfortable and happy as the system has cut down their loads and doing.

CHAPTER II

TASK AND ACTIVITIES PERFORMED

2.1 Analysis of task, activities, problems, issues

2.1.1 Analysis of task

The analysis for the Pokhara Car Rental System began with a visit to gather requirements and analyze existing issues. Through this visit, insights into manual booking inefficiencies and pricing transparency concerns were uncovered. Additionally, the potential benefits of integrating an Automated Booking System (ABS) were explored. Following this on-site assessment, framework building commenced, including system architecture design and core functionality implementation. Rigorous testing ensured compliance with requirements before deployment, with provisions for ongoing maintenance to adapt to evolving needs.

2.1.2 Problem and issue

The Pokhara car rental system faces challenges due to infrastructure limitations, fluctuating tourism demand, and competition from taxis. These issues impact operational efficiency, revenue stability, and market share. A website offers the perfect solution by providing a platform for online bookings, enhancing accessibility for customers, streamlining operations, and expanding reach beyond local boundaries. Addressing these challenges requires strategic planning and investment in infrastructure, along with the implementation of an effective website to improve customer experience and competitiveness in the market.

2.2 Analysis of Possible Solution

A potential solution for a Pokhara Car Rental System involves creating a web-based platform with modern frontend technologies technologies. This system would include features such as user management, vehicle management, booking management, and an administrative panel for managing users, vehicles, bookings, queries and other pages. Additional functionalities could include search and filter options, review, post testimonals. Challenges include ensuring data security,

scalability, integration, user experience optimization, compliance with regulations, and ongoing maintenance and support. By addressing these aspects thoughtfully, it's possible to develop a robust and user-friendly car rental platform that enhances the rental experience in Pokhara.

2.2.1 Requirement Analysis

The Pokhara Car Rental System needs to facilitate easy user registration, vehicle selection, and booking, along with secure payments and user profile management. Admins require a comprehensive dashboard for efficient vehicle, booking, and user management. The system must ensure robust security, scalability, reliability, user-friendly design, seamless integration, and ongoing support, ensuring a smooth rental experience for all stakeholders. Requirements specification is a description of a software system to be developed. It outlines in detail what the software is expected to do, how it should behave, and the constraints and qualities it must possess.

The requirement specifications in the context of my project are listed below as two types:

2.2.1.1 Functional Requirements

Functional requirements outline the specific functions, features, and capabilities that the software must deliver.

Here are the functional requirements of the car rental system.

1. User Management

- User registration with essential details.
- User authentication for login.

2. Vehicle Management:

- Adding, editing, and deleting vehicle listings.
- Displaying detailed vehicle information to users.

3. Testimonial Management:

- Allowing users to post testimonials.
- Admin moderation of testimonials.

4. Booking Management:

- Searching for available vehicles.
- Making, modifying, and canceling bookings.
- Admin oversight of booking details.

5. User Profile Management:

- Updating user profile information.
- Viewing booking history.

6. Contact and Support:

- Providing a contact form for user inquiries.
- Admin handling of user queries.

7. Administrative Features:

- Admin dashboard for system management.
- Reporting and analytics for monitoring system activity.

Following is the **Use Case Diagram** of "Pokhara Car Rental System" that describes the functional requirements.

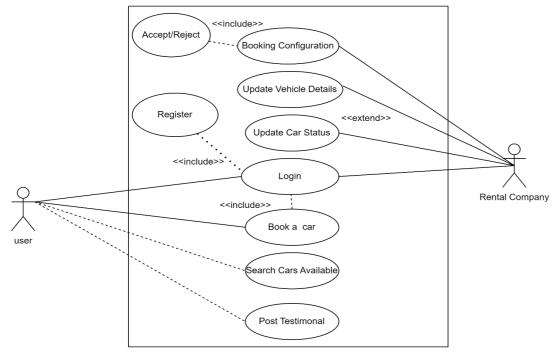


Figure 2.1 Use Case Diagram

2.2.1.2 Non-Functional Requirements

Non-functional requirements, also known as quality attributes or constraints, define how a software system should perform or behave rather than specifying specific features or functions. They are crucial for ensuring that a software system meets certain standards of performance, security and usability.

The non-functional requirements of Pokhara Car Rental System are listed below:

• Performance:

The system should have high performance rate when executing user's input and should be able to provide response within short span of time. Fast response times, efficient handling of user requests, and scalability to support increasing loads

• Availability and Reliability:

This system should always be available 24 hours, 7 days a week. Also in the occurrence of any malfunctioning, the system should be available in a few days without affecting business severely affected. Stable operation without frequent crashes, data integrity, and backup/recovery mechanisms.

• User-Friendly Design:

Considered the level of knowledge possessed by the users of the system, a simple but quality user interface should be developed to make it easy to understand and required less training. Intuitive user interface, clear instructions, and accessibility features.

Maintainability:

Well-structured, documented codebase, modular design for easy maintenance.

• Security:

The system should provide a high level of security and integrity of the data held, only authorized personnel can gain access to the admin part. User authentication, data encryption, protection against common security threats.

Compatibility:

The website should function correctly across various web browsers and versions, as well as in different devices such as desktops, laptops, tablets, and smartphones.

2.2.2 Process Modeling

Process modeling is a technique used to graphically represent and analyze processes, workflows, or systems. It helps individuals and organizations understand how a particular process functions, identify inefficiencies, and make improvements.

2.2.2.1 Activity Diagram

Activity diagrams graphically represent the sequential business and operational workflows of a system. It is a dynamic diagram that shows the activity and the event that causes the object to be in the particular state. The workflows from activity diagram will serve as guide for system navigation in the final design phase of the system.

The activity diagram of this project is as follows:

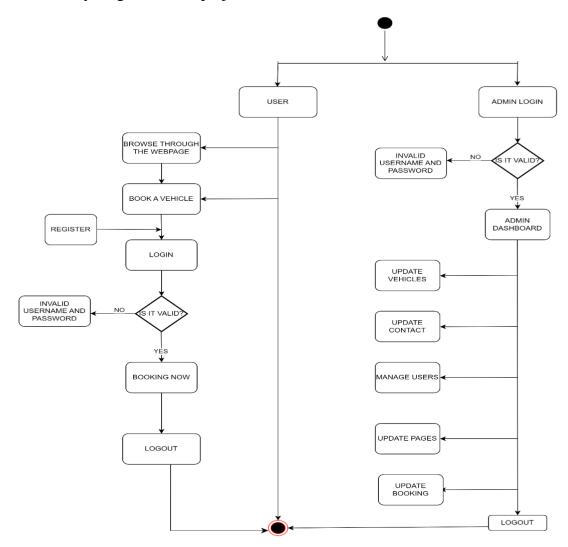


Figure 2.2 Activity Diagram

2.2.2.2 Data Flow Diagram (DFD)

A DFD is a graphical representation that depicts the information flow and the transforms that are applied as data moves from input to output.

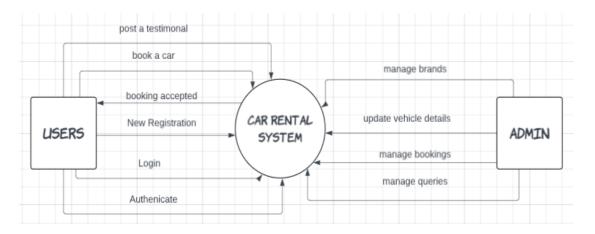


Figure 2.3 Level 0, DFD

In this diagram, Customer and Car Rental Company are the two entity sets.

Functions of Customer:

- New Registration
- Login Request
- Registration Confirmation by the System
- Reserve Car
- Car issued by the System
- Post/View Testimonials

Functions of Car Rental System:

- View Transaction reports
- Manage Bookings
- Manage queries
- Update vehicle details
- Manage brands

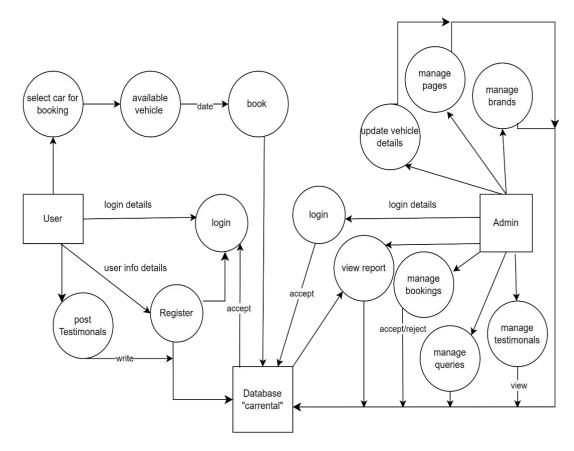


Figure 2.4 Level 1, DFD

2.2.2.3 Sequence Diagram

Sequence diagrams are used to demonstrate the behavior of objects in a use case by describing the objects and the messages they pass. It provides a graphical representation of object interactions over time. Sequence diagrams show an actor, the objects and components they interact with in the execution of a use case.

The sequence diagram of Pokhara Car Rental System is shown below:

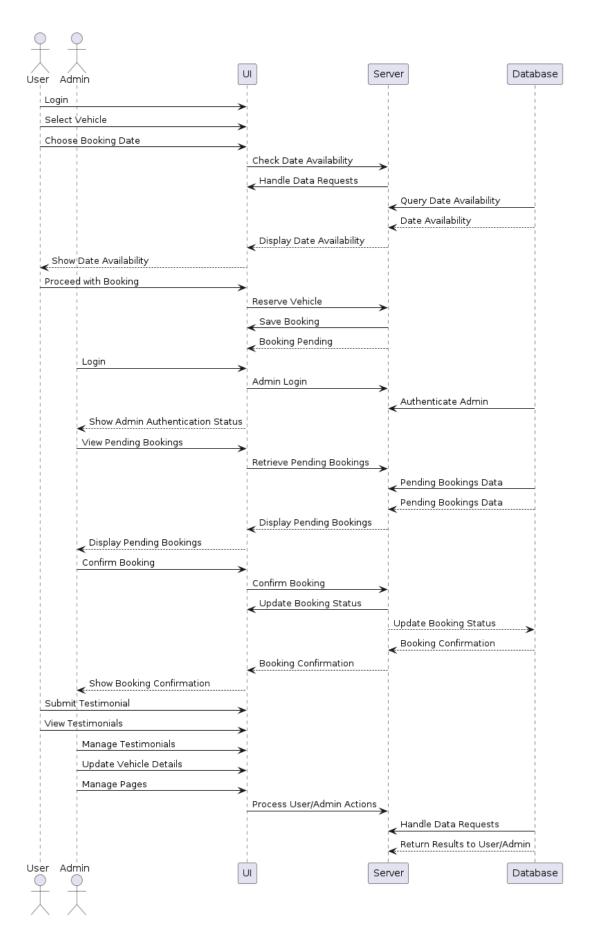


Figure 2.5 Sequence Diagram

2.2.3 Data Modeling

Data modeling is the process of creating a visual representation of either a whole information system or parts of it to communicate connections between data points and structures.

2.2.3.1 ER Diagram

A system ER diagram is a visual representation that depicts the major entities or objects within a system and the relationships between them.

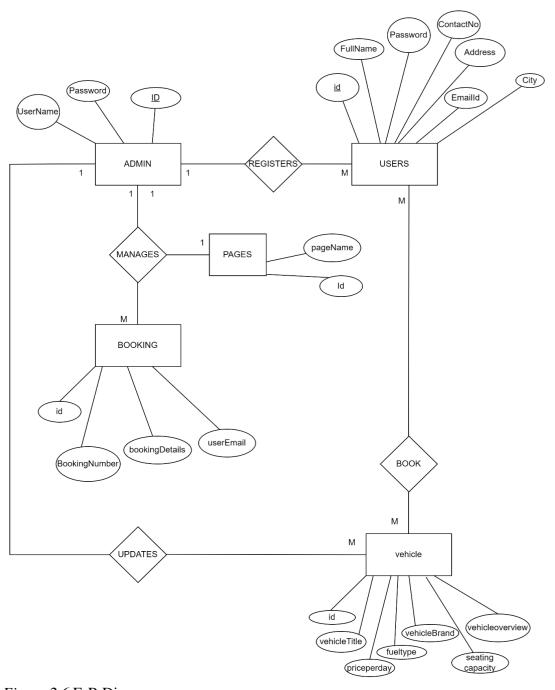


Figure 2.6 E-R Diagram

2.2.4 System Design

System design is a critical phase in the software development lifecycle where highlevel concepts and requirements are transformed into detailed specifications for building a software system.

2.2.4.1 System Flowchart

A system is a diagram that describes how an entire system operates. It helps to recognize the flow of operations in the system.

The flowchart of this project is:

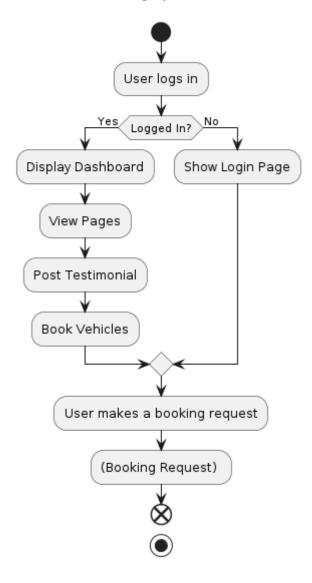


Figure 2.7 User Flowchart

2.2.4.2 Class Diagram

A class Diagram is a UML diagram that represents a static view of the system. It is

a composition of different classes that are linked to each other through association. System Design can be described with the help of the shown class diagram.

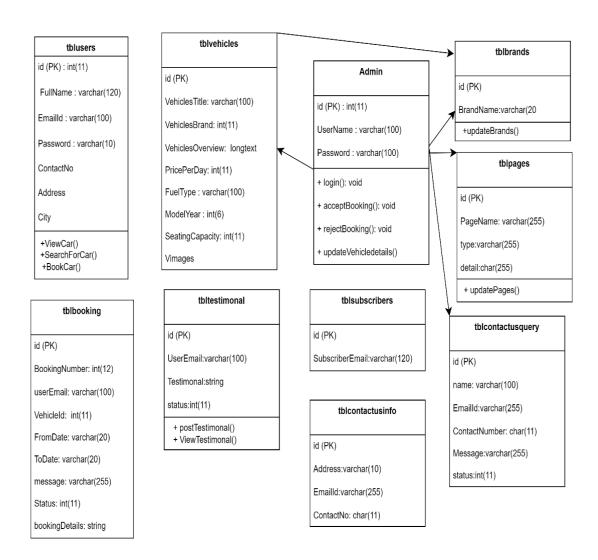


Figure 2.9 Class Diagram

2.3 Testing

For the car rental system, it's essential to validate the functionality of each component through either manual testing or automated testing tools. Following the project's completion, a meticulous testing phase is conducted to guarantee top-notch quality and peak performance. This process also identifies and addresses any glitches or errors present in the various system components.

2.3.1 Test Cases for Unit Testing

During the coding phase, each module was subject to testing to verify that it functions properly. Any issues found during unit testing were subsequently

debugged. Some examples of the test cases that were performed during unit testing are listed below:

Project Name: Pokhara Car Rental System

Unit Name: Login and Registration

Assumption: The login and registration U/I has text field to enter username, email and password.

Test Steps:

- a) Open login or registration file.
- b) Enter username and password.
- c) Press submit button.

Expected Result: The entered username and password must validate with database's username and password and after validation success, it is expected to locate for indexpage.

Post Condition: System should able to store the activity done by the user after he/she successfully login into the system.

Table 2.1 User Registration

ID	Test Input	Expected	Actual	Result
		Outcome	Outcome	
1.	Name: Test	Registration	Registration	Test
	Email: Test@gmail.com	Successful!	Successful!	Successful
	Password: Test@123			
	Confirm password: Test@123			
2.	Name: Test	Password	Password	Test
	Email: Test@gmail.com	didn't match	didn't match	Successful
	Password: Test@123			

	Confirm password: test@321			
3	Name: kusum Email: kusum@gmail.com Password: kusum1234567 Confirm password: kusum1234567	Invald Password	The password cannot be more than 10 characters.	Test Successful

Table 2.2 User Login

Test	Test Input	Expected	Actual Outcome	Result
Case ID		Outcome		
1.	Name: user	Login	Login	Test
	Password: user	Successful!	Successful!	Successful.
2.	Name: user Password: user123	Login failed!	These credentials don't match with our records.	Test Successful.

Table 2.3 Admin Login

Test	Test Input	Expected	Actual Outcome	Result
Case		Outcome		
ID				
1.	Name: admin	Login	Login Successful	Test
	Password: Test@12345	Successful		Successful.
2.	Name: admin	Login	These credentials	Test
	Password: Test123	Failed	don't match with	Successful.
			our records.	

2.4 Findings

Based on the comprehensive testing conducted across various orientations, it can be affirmed that the Pokhara Car Rental System has been developed to high standards, yielding the desired outcomes. The assessment reveals a well-constructed, functional, and user-friendly platform adept at addressing the communication and engagement needs of the rental community. The testing process effectively validated the system's functionality, ensuring it operates as intended.

Findings derived from testing and evaluation shed light on both strengths and areas for improvement:

- The system exhibits robust functionality, with all essential features performing as expected, including the seamless ability for users to browse and book vehicles.
- Forms, links, and interactive elements operate seamlessly, contributing to a smooth user experience.
- Rapid page loading times enhance user satisfaction and mitigate frustration associated with slow performance.
- Content organization is effective, offering users access to informative and up-to- date information.
- Users can effortlessly provide feedback through forms and interactive elements, fostering engagement and continuous improvement.

CHAPTER III

DISCUSSION AND CONCLUSION

3.1 Discussion

The proposed car rental system for Pokhara aims to meet the diverse needs of users and administrators in the region. For users, the system offers an intuitive platform for browsing available vehicles, selecting booking dates, and completing transactions securely. The user experience is further enhanced through features like search and filter options, responsive design, and seamless integration. Administrator's benefit from a comprehensive dashboard that allows efficient management of bookings, vehicles, users, and other administrative tasks. By providing access to analytics and reporting tools, the system empowers administrators to make informed decisions and optimize operations for better efficiency and customer satisfaction.

The development of the car rental system for Pokhara involved significant effort and dedication. Great attention to detail was paid to ensure that the system meets the diverse needs of users and administrators. From designing an intuitive user interface to implementing robust security measures, every aspect of the system was carefully crafted to provide a seamless rental experience. During development, the owner actively provided feedback, shaping the system to align with company goals. Their input ensured satisfaction with the outcome, recognizing the system's potential to streamline operations, enhance satisfaction, and drive growth.

3.2 Conclusions

Pokhara Car Rental System offers a comprehensive and reliable solution for vehicle. Car rental business has emerged with a new goodies compared to the past experience where every activity concerning car rental business is limited to a physical location only. Even though the physical location has not been totally eradicated; the nature of functions and how these functions are achieved has been reshaped by the power of internet. Nowadays, customers can reserve cars online, rent car online, and have the car brought to their door step once the customer is a registered member or go to the office to pick the car.

This project represents the culmination of great effort and collaboration with the owners. The web based car rental system has offered an advantage to both customers as well as Car Rental Company to efficiently and effectively manage the business and satisfies customers need at the click of a button.

3.3 Recommendations

Considering the initial development within a constrained timeframe, the website harbors latent potential for future enhancements aimed at augmenting user experience and functionality. These upgrades may involve adding new features and refining existing operations to ensure continued growth and relevance in the market.

Some future enhancements for my website are:

- Integrate with third-party payment gateways for secure transactions
- Improve user interface for better usability and personalization features.
- Integration with Rental Insurance Providers and travel and event planners.

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APPENDICES

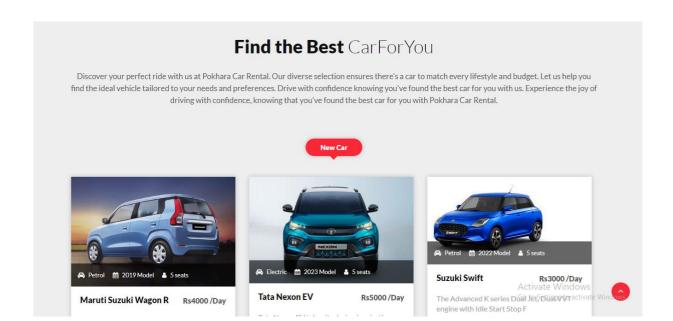


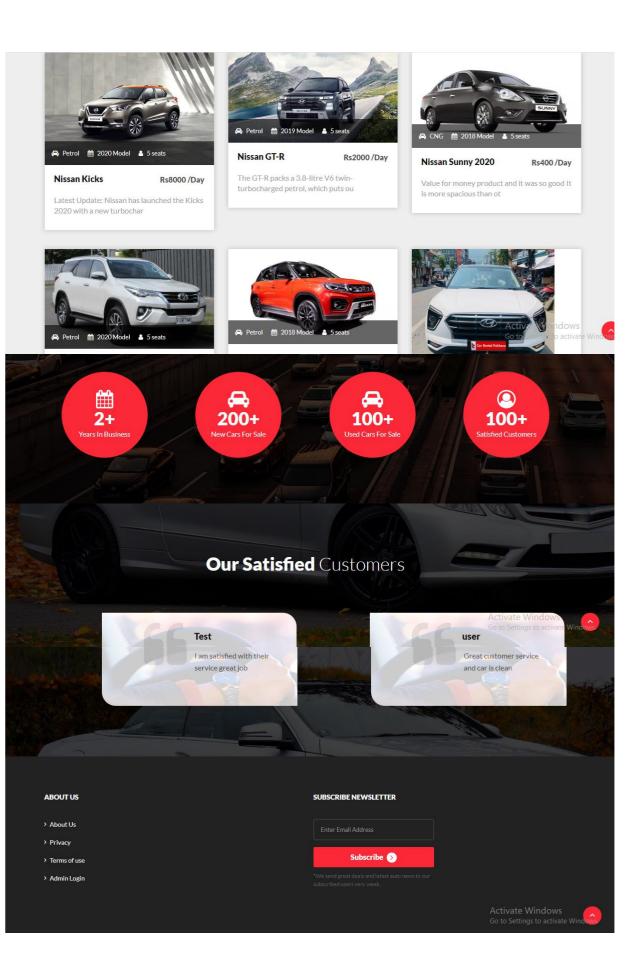




LOGIN / REGISTER

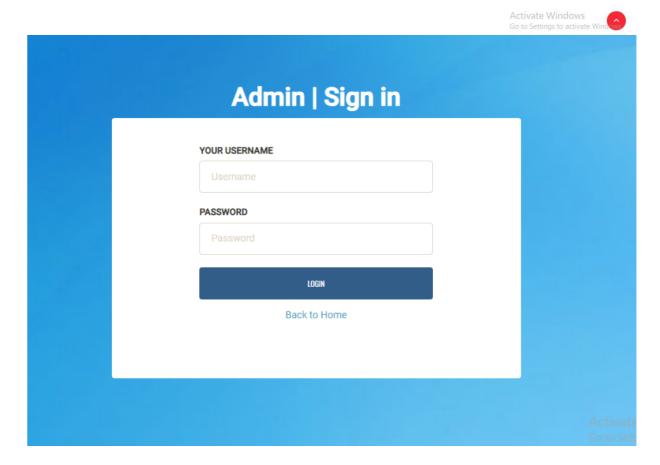


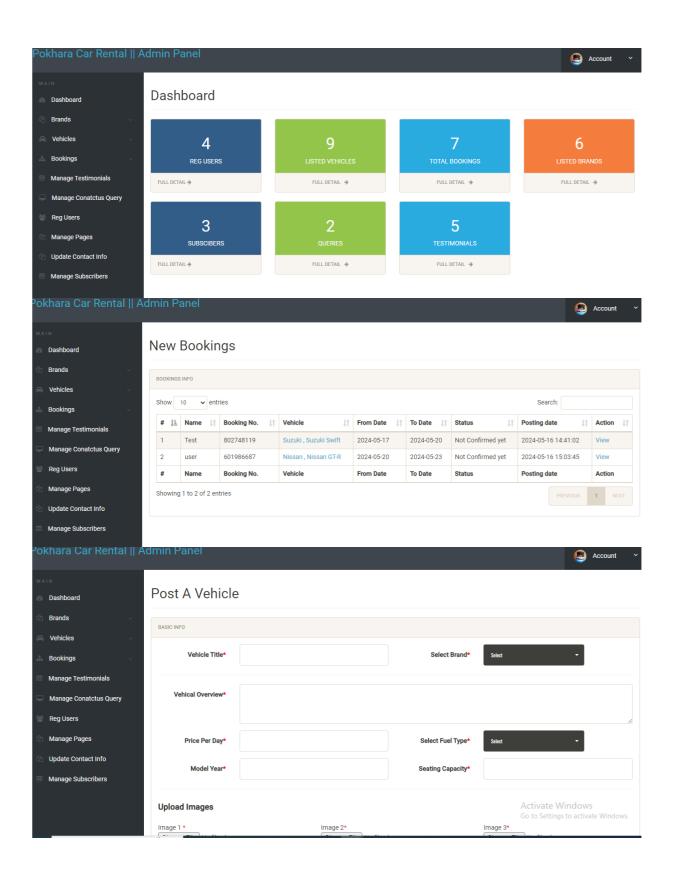


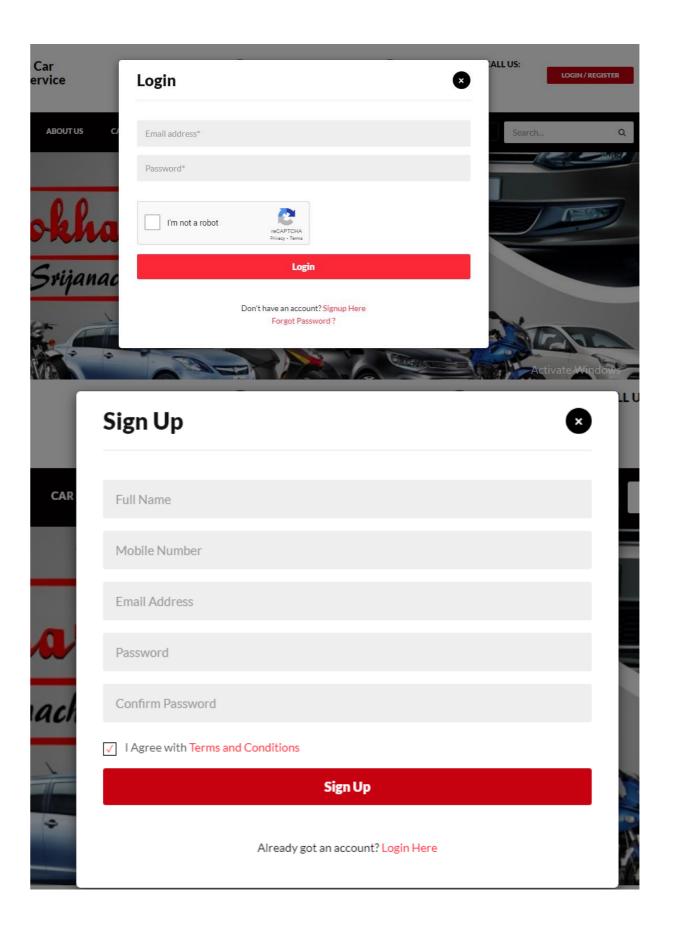


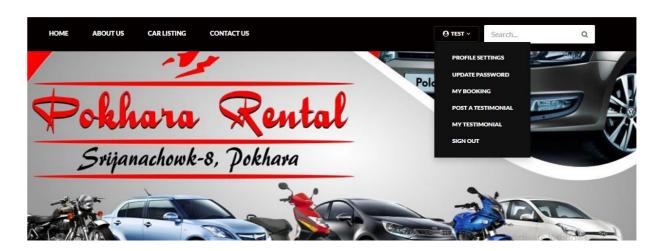
About Us

At **Pokhara Car Rental**, we're more than just a car dealership; we're your trusted partners in finding the perfect vehicle. With a commitment to exceptional service and a passion for matching drivers with their dream cars, we strive to make every experience seamless and satisfying. Our knowledgeable team is here to guide you through every step of the process, ensuring that you drive away happy in the ideal car for you. Discover the difference with Pokhara Car Rental today. We offer a varied fleet of cars, ranging from the compact. All our vehicles have air conditioning, power steering, electric windows. All our vehicles are bought and maintained at official dealerships only. Automatic transmission cars are available in every booking class. As we are not affiliated with any specific automaker, we are able to provide a variety of vehicle makes and models for customers to rent. Our mission is to be recognised as the global leader in Car Rental for companies and the public and private sector by partnering with our clients to provide the best and most efficient Cab Rental solutions and to achieve service excellence.











Profile Settings
Update Password
My Booking
Post a Testimonial
My Testimonials
Sign Out

MY BOOIKNGS

Booking No #790312091



Maruti , Maruti Suzuki Wagon R

From 2024-05-24 To 2024-05-25

Message: book this car

Not Confirm yet

Activate Wir

Hyundai, Hyundai Venue











Vehicle Overview

What do you get when you combine advanced technology, incredible connectivity, and new-age style? The Lit SUV, Introducing the new Hyundai VENUE. The lit life is all about setting the trends, being connected to everything, and stealing the show wherever you go. The new Hyundai VENUE is the perfect addition to do all that and more.

