

Fatiel App Overview

Introduction

Fatiel is an interactive hotel booking platform that connects travelers with hotel owners in an easy, organized, and secure way. The app provides a personalized experience for both visitors (travelers) and hotel owners (hosts), with the addition of a new admin management system to enhance service quality and oversight.

User Roles in the Application

1. Visitor (Traveler)

The visitor is the user looking to book a room. They can:

- Browse available rooms.
- Make bookings.
- Leave ratings and reviews.
- Manage their profile.

Visitor Interface

- **My Bookings:** Includes three tabs:
 - Pending
 - Completed (with review option)
 - Canceled
- **Favorites:** A list of favorite rooms.
- **Profile:** Account info, password update, language selection, and logout.

2. Hotel Owner (Host)

The host is the user managing a hotel or hotel rooms in the app. They can:

- Manage rooms.
- Monitor bookings.
- Respond to reviews.
- Update their profile.

Host Interface

- **Dashboard:** Overview of bookings, visitor reviews, and room availability.
- **Rooms:** Add, edit, delete rooms, and update availability status.
- **Bookings:** View bookings in all states (pending, completed, awaiting review) with options to cancel or mark as incomplete.
- **Reviews:** View and filter visitor ratings.
- **Profile:** Hotel information, images, contact details, map link, and account settings.

New Restrictions for Hotel Owners:

- New host accounts are not activated automatically.
- Until activated, they see a *"Account Under Review"* screen and cannot access app functionalities.
- Their hotels are not visible to visitors until approved by admin.

Admin Role

A new role for system administrators was introduced to improve supervision and control. Admins can:

1. Login and Dashboard

- Dedicated admin login page.
- Dashboard displaying general stats and reports.

2. Hotel Subscription Management

- View all registered hotels.
- Activate or deactivate hotel subscriptions.
- Non-subscribed hotels are hidden from visitors.

3. Booking Overview

- View all bookings in the system.
- Booking details: Visitor name, hotel name, amount paid, commission (10%), admin earnings.
- Filter bookings by date.
- Display summary of total earnings.

4. Hotel Management

- View each hotel's information: name, email, subscription status.
- Filter between subscribed and unsubscribed hotels.

5. Admin Management

- View all current admins.
- Add or remove admins.
- All admins have equal permissions (unified permission system).

6. Comprehensive Dashboard

Displays:

- Total bookings
- Total earnings (from commissions)
- Number of active hotels
- Revenue and performance charts
- List of top-performing hotels

The interface is professionally designed using a consistent color palette and features illustrative charts for easy analytics.

Registration and Login

- All users (visitors or hosts) use the same login interface.
- Login fields: Email + Password.
- *Forgot password?* Link available to reset via email.
- The registration screen shows different fields based on user type:
 - **Visitor:** First Name, Last Name, Email, Password, Confirm Password.
 - **Hotel Owner:** Hotel Name, Email, Password, Confirm Password.

Content Filtering Based on Subscription

Non-subscribed hotels are hidden from:

- Search results
- Favorites page
- Booking history

These filters are automatically applied in all backend services to ensure a clear and accurate user experience.

Summary of New Features

- Introduced admin management system for the first time.
- Full control over hotel subscriptions.
- Accurate performance statistics display.
- Access restriction screen for non-subscribed hotel owners.
- Overall improvements for admins, visitors, and hotel owners.