Hotel Reservation System

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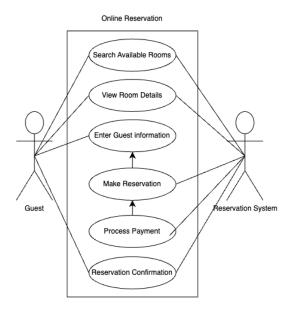
22407 Ethical System Moral Dilemmas

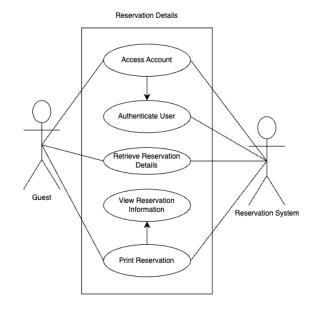
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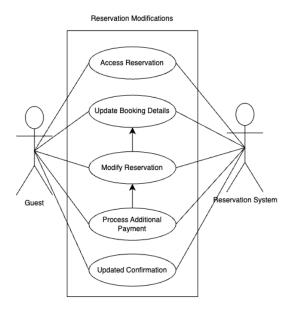
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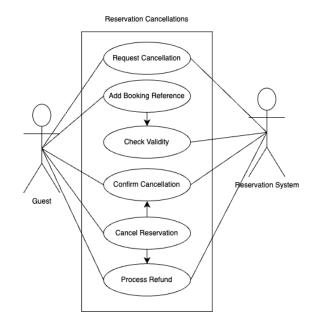
Hotel Reservation System

Use-Case Diagrams:









Use-Case Descriptions:

Scenario: Room Availability

Use Case:	Search Available Rooms
Actors:	Guests and Hotel Reservation System
Trigger:	Guests want to book a room, so they start by searching for available rooms from the hotel's system
Preconditions:	The rooms are available on the hotel's reservation system
Main Scenarios:	 Guests are searching on the online reservation system of the hotel Guests would enter their criteria or preferences through the filter bar (e.g., dates, room type, number of guests). The hotel's system would process the query. The hotel's system would retrieve and display the available rooms based on the guest's preferences.
Exceptions:	
4a.	No rooms available that match the guest's preferences
	 The system informs the guest. The system suggests modifying the search criteria.

Scenario: View Room Details

Use Case:	View Room Details
Actors:	Guests and Hotel Reservation System
Trigger:	Guests select a specific room they are interested in from the list available and view the rooms' detailed information
Preconditions:	The guest has performed a room search, and room information is displayed in the hotel's system.
Main Scenarios:	 The guests select their preferred room and view the details. The system retrieves the information of the room (i.,e price, photos, bed size, and other amenities) The system would display that to the guests.
Exceptions:	

3a.	The selected room is no longer available.
	 The system informs the guest of the misfortune. The system suggests going back and searching for the other available rooms.

Scenario: Enter Guest Information

Use Case:	Enter Guest Information
Actors:	Guests and Hotel Reservation System
Trigger:	Guests found a suitable room and proceeded to check out.
Preconditions:	The guests have to select rooms and proceed with check-out
Main Scenarios:	 The guests would enter their personal information (special requests, full name, email address, and contact information). The guests would review the information. The system would validate the information by sending a confirmation email. The guest would authenticate it via email.
Exceptions:	
3a.	Information is not valid (e.g., incorrect email address) or incomplete (e.g., missing phone number)
	The system would prompt the guest to correct the information.

Scenario: Make Reservation

Use Case:	Make Reservation
Actors:	Guests and Hotel Reservation System
Trigger:	The guest confirmed their selected room and wrote their information.
Preconditions:	The guest selected a room and entered their valid information.
Main Scenarios:	 The guest confirms the room they have selected with their details. The system reserves the room for the guests and confirms the reservation.
Exceptions:	

2a.	The room becomes unavailable during the reservation process.
	 System notified guest The process is halted.

Scenario: Process Payment

Use Case:	Process Payment
Actors:	Guests and Hotel Reservation System
Trigger:	The guest finalizing their booking process with payment for the reservation.
Preconditions:	The guest successfully made the reservation after room selection and personal information.
Main Scenarios:	 The guest selects their preferred payment method (PayPal, credit card, etc). The guest enters their payment details (card number, full name, CVS). The system would process the payment The system would send an authentication code to the guest to verify. The guest enters the authenticated code that was sent by the bank. The system confirms the payment was successful and sends a receipt to the guest
Exceptions:	
5a.	Payment fails due to insufficient funds or card errors.
	3. The system notifies the guest.4. The system asks the user to retry or use a different method.

Scenario: Reservation Confirmation

Use Case:	Reservation Confirmation
Actors:	Guests and Hotel Reservation System
Trigger:	The guest completes their payment successfully.
Preconditions:	The payment has been processed.

Main Scenarios:	 The system generates a reservation confirmation with the booking details for the guest. The system would also generate a booking reference with the guest's details. The system sends the invoice and the booking reference to the guest (via email).
Exceptions:	
3a.	Confirmation has not been sent due to technical issues.
	 The guest would contact support to inform the system's customer support that the email was not sent. The system logs the issue.

Scenario: Access Account

Use Case:	Access Account
Actors:	Guests and Hotel Reservation System
Trigger:	The guest wants to view or manage their reservation
Preconditions:	The guest has a registered account and is logged in
Main Scenarios:	 The guest clicks on the account login page. The guest enters their valid login details (email address/username and password). The system authecticates this and successfully logs into the guests account. The system displays the guest's account details.
Exceptions:	
3a.	Incorrect login
	1. The system prompts the guest to retry or reset their password.

Scenario: Authenticate User

Use Case:	Authenticate User
Actors:	Guests and Hotel Reservation System

Trigger:	The guest tries to log into the reservation system
Preconditions:	The guest has to have an account.
Main Scenarios:	 The guest enters their username/email and their password. The system validates this. The system logs the guests into their accounts,.
Exceptions:	
2a.	Incorrect login
	2. The system prompts the guest to retry or reset their password.

Scenario: Retrieve Reservation Details

Use Case:	Retrieve Reservation Details
Actors:	Guests and Hotel Reservation System
Trigger:	The guest wants to view the details of their current reservation.
Preconditions:	The guest is logged into their account and has a reservation
Main Scenarios:	 The guest selects the menu to view their reservation. The system retrieves that reservation with its details from the database. The system displays the reservation for the guest to view.
Exceptions:	
2a.	The system cannot retrieve the reservation details due to a system error.
	 The system notifies the guest of the issue and asks them to refresh or try again later. If the problem persists, the system would suggest the guest to contact costumer support.

Scenario: Retrieve Print Reservation

Use Case:	Print Reservation
Actors:	Guests and Hotel Reservation System
Trigger:	The guest wants to print/save the invoice of their reservation to their

	desktop or as a hardcover.
Preconditions:	The guest has to have access to their reservation
Main Scenarios:	4. The guest selects the menu to view their reservation.5. The system retrieves that reservation with its details from the database.6. The system displays the reservation for the guest to view.
Exceptions:	
2a.	The system cannot retrieve the reservation details due to a system error.
	3. The system notifies the guest of the issue and asks them to refresh or try again later.4. If the problem persists, the system would suggest the guest to contact costumer support.

Scenario: Update Booking Details

Use Case:	Update Booking Details
Actors:	Guests and Hotel Reservation System
Trigger:	The guest wants to update/modify their reservation
Preconditions:	The guest has to have access to their account and their reservation
Main Scenarios:	 The guest clicks on the option on their reservation to update their booking. The system displays the booking details and a bar where the guests can edit (e.g., room type, date, etc). The guests edit their booking where it is allowed.
Exceptions:	
3a.	The update conflicts with the availability of the room or the hotel's policy.
	1. The system notifies the guest of that and would suggest a different timeline or contact the hotel.

Scenario: Modify Reservation

Use Case:

Actors:	Guests and Hotel Reservation System
Trigger:	The guest wants to make changes to their booking
Preconditions:	The guest has updated their booking details.
Main Scenarios:	 The guest confirms the updated booking. The system processes the modification. The system updates the reservation The system confirms the updated reservation.
Exceptions:	
4a.	The update conflicts with the availability of the room or the hotel's policy.
	2. The system notifies the guest of that and would suggest a different timeline or contact the hotel.

Scenario: Process Additional Payment

Use Case:	Process Additional Payment
Actors:	Guests and Hotel Reservation System
Trigger:	The guests need to make an additional payment for the reservation modification.
Preconditions:	The guest successfully modified their reservation.
Main Scenarios:	 The system would calculate the additional charge based on the modification. The guest selects their payment method. The guest enters their payment details (name, card type, CVS). The systems process the payment. The system confirms the payment is successful.
Exceptions:	
5a.	The payment is insufficient due to fund issues or gateway issues.
	3. The system notifies the guest of that and suggests trying or using a different method.

Scenario: Request Cancellation

Use Case:	Request Cancellation
Actors:	Guests and Hotel Reservation System
Trigger:	The guest wants to cancel their reservation.
Preconditions:	The guest is logged in and has a current reservation.
Main Scenarios:	 The guest selects the option to cancel the reservation. The system asks the guest to enter their booking reference The system retrieves the reservation for cancellation.
Exceptions:	
3a.	The reservation does not meet the hotel's cancellation policy.
	The system notifies the guest that this does not meet the hotel's policy.

Scenario: Add Booking Reference

Use Case:	Add Booking Reference
Actors:	Guests and Hotel Reservation System
Trigger:	The guest enters the booking references to cancel their reservation.
Preconditions:	The guest requested the cancellation of the reservation.
Main Scenarios:	 The guest enters their booking reference to the system. The system validates the booking reference
Exceptions:	
2a.	The reservation booking is invalid, or the system cannot find it.
	The system would ask the guest to retry/ provide a valid booking reference.

Scenario: Confirm Cancellation

Use Case:	Confirm Cancellation
Actors:	Guests and Hotel Reservation System

Trigger:	The guests accept that they want to proceed with the cancellation.
Preconditions:	The booking reference is entered correctly and is valid.
Main Scenarios:	 The system asks again if the guest wants to proceed with their cancelation request. The guest confirms that they want to cancel the reservation. The system processes the cancellation.
Exceptions:	
1a.	The guest changes their mind and does not want to cancel their reservation.
	The system exits the cancellation prompt and does not process the cancellation.

Scenario: Cancel Reservation

Use Case:	Cancel Reservation
Actors:	Guests and Hotel Reservation System
Trigger:	The guests accept the reservation cancellation
Preconditions:	The guest confirmed their intent to cancel the request, and the system validated it.
Main Scenarios:	 The system cancels the reservation The system goes back to the database and updates that the canceled room is now available for others to book. The system sends a cancellation confirmation to the guest via email.
Exceptions:	
3a.	The system cannot cancel the reservation due to technical issues within the hotel's system.
	The system informs the guest that there was an error in the system and asks them to try again later or contact customer support.

Scenario: Process Refund

Use Case:	Process Refund
Actors:	Guests and Hotel Reservation System
Trigger:	The guest canceled their reservation and is allowed/eligible to get their refund.
Preconditions:	The reservation was canceled successfully, and the guest is in the process to get their refund.
Main Scenarios:	 The system calculates the refund amount based on the hotel's policy. The system processes the refund for the guest via their payment method. The system sends an email to the guest with their refund confirmation.
Exceptions:	
3a.	The refund process fails due to technical issues or payment gateway errors.
	2. The system informs the guest that there was an error in the system and asks them to try again later or contact customer support.

UML Class Diagram:

Guest

- guestID: Int
- name: string
- email: string
- phonenum: string
- name: string
- password: string
- + set_guestID(int)
- + get_guestID(): int
- + set_name(string)
- + get_nameID(): string
- + set_email (string)
- + get_email (): string
- + set_phonenum (string)
- + get_phonenum (): string
- + set_password (string)
- + get_password (): string

Reservation

- reservationID: int
- checkInDate: string
- numGuests: int
- specialRequests: string
- status: string
- + set_reservationID(int)
- + get_reservationID(): int
- + set_checkInDate(string)
- + get_checkInDate(): string
- + set_numGuests(int)
- + get_numGuests(): int
- + set_specialRequests(string)
- + get_specialRequests(): string
- + set_status(string)
- + get_status(): string

Room

- roomID: int
- RoomType: ENUM
- price: float
- availabilityStatus: boolean
- roomCapacity: string
- bedType: ENUM
- + set_roomID(int)
- + get_roomID(): int
- + set_RoomType(ENUM)
- + get_RoomType(): ENUM
- + set_price(float)
- + get_price(): float
- + set_ availabilityStatus(boolean)
- + get_ availabilityStatus(): boolean
- + get_ roomCapacity(): string
- + set_ roomCapacity(string)
- + get_ bedType(): ENUM
- + set_ bedType(ENUM)

Payment

- paymentID: Int
- reservationID: int
- amount: float
- paymentDate: string
- paymentStatus: string
- + set_paymentID(int)
- + get_ paymentID(): int
- + set reservationID(int)
- + get_reservationID(): int
- + set paymentDate (string)
- + get_ paymentDate(): string
- + set_paymentStatus(string)
- + get_paymentStatus(): string

Hotel

- hoteIID: Int
- address: string
- city: string
- country: string
- rating: string
- contactNumber: string
- + set_hoteIID(int)
- + get_hoteIID(): int
- + set_address(string)
- + get_address(): string
- + set_city (string)
- + get_city (): string
- + set_country (string) + get_country (): string
- + set_rating (string)
- + get_rating (): string
- + set_ contactNumber(string)
- + get_ contactNumber (): string

Amenities

- amenityID: Int
- amenityName: ENUM
- availability: boolean
- cost: float
- description: string
- + set_amenityID(int)
- + get_amenityID(): int
- + set_amenityName(ENUM)
- + get_amenityName(): ENUM
- + set_availability(boolean)
- + get_availability(): boolean
- + set_cost(float)
- + get_cost(): float
- + set description(string)
- + get_description(): string

UML Class Description:

1. Guest Class:

a. Attributes:

- i. guestID: int
- ii. name: string
- iii. email: string
- iv. phonenum: string
- v. password: string

b. Methods:

- i. + set_guestID(int)
- ii. + get_guestID(): int
- iii. + set_name(string)
- iv. + get_name(): string
- v. + set_email(string)
- vi. + get_email(): string
- vii. + set_phonenum(string)
- viii. + get_phonenum(): string
- ix. + set_password(string)
- x. + get_password(): string

2. Room Class:

a. Attributes:

- i. roomID: int
- ii. RoomType: string
- iii. price: float
- iv. availabilityStatus: boolean

- v. roomCapacity: int
- vi. bedType: ENUM

b. Methods:

- i. + set_roomID(int)
- ii. + get_roomID(): int
- iii. + set_RoomType(ENUM)
- iv. + get_RoomType(): ENUM
- v. + set_price(float)
- vi. + get_price(): float
- vii. + set_availabilityStatus(boolean)
- viii. + get_availabilityStatus(): boolean
- ix. + set_roomCapacity(boolean)
- x. + get_roomCapacity(): boolean
- xi. + set bedType(ENUM)
- xii. + get_bedType(): ENUM

3. Hotel Class:

a. Methods:

- i. hoteIID: int
- ii. address: string
- iii. city: string
- iv. country: string
- v. rating: string
- vi. contactNumber: string

b. Methods:

- i. + set_hotelID(int)
- ii. + get_hotelID(): int

- iii. + set_address(string)
- iv. + get_address(): string
- v. + set_city(string)
- vi. + get_city(): string
- vii. + set_country(string)
- viii. + get_country(): string
- ix. + set_rating(string)
- x. + get_rating(): string
- xi. + set_contactNumber(string)
- xii. + get_contactNumber(): string

4. Reservation Class:

a. Attributes:

- i. reservationID: int
- ii. checkInDate: string
- iii. numGuests: int
- iv. specialRequests: string
- v. status: string

b. Methods:

- i. + set_reservationID(int)
- ii. + get_reservationID(): int
- iii. + set_checkInDate(string)
- iv. + get_checkInDate(): string
- v. + set_numGuests(int)
- vi. + get_numGuests(): int
- vii. + set_specialRequests(string)

- viii. + get_specialRequests(): string
- ix. + set_status(string)
- x. + get_status(): string

5. Payment Class:

a. Attributes:

- i. paymentID: int
- ii. reservationID: int
- iii. amount: float
- iv. paymentDate: string
- v. paymentStatus: string

b. Methods:

- i. + set_paymentID(int)
- ii. + get_paymentID(): int
- iii. + set reservationID(int)
- iv. + get_reservationID(): int
- v. + set_paymentDate(string)
- vi. + get_paymentDate(): string
- vii. + set_paymentStatus(string)
- viii. + get_paymentStatus(): string

6. Amenities Class:

a. Attributes:

- i. amenityID: int
- ii. amenityName: ENUM
- iii. availability: boolean
- iv. cost: float
- v. description: string

b. Methods:

- i. + set_amenityID(int)
- ii. + get_amenityID(): int
- iii. + set_amenityName(ENUM)
- iv. + get_amenityName(): ENUM
- v. + set_availability(boolean)
- vi. + get_availability(): boolean
- vii. + set_cost(float)
- viii. + get_cost(): float
- ix. + set_description(string)
- x. + get_description(): string

Code Cell:

```
from enum import Enum
class RoomType(Enum): #boolean statement for the room type
  SUPERIOR ROOM = "Superior Room"
class BedType(Enum): #boolean statement for the bed type
  KING = "King"
class AmenityType(Enum): #boolean statement for the amenity
  POOL = "Pool"
```

```
def init (self, guestID, name, email, phonenum, password):
   self.__phonenum = phonenum
   self. password = password
   return self.__guestID
def get name(self):
```

```
return self.__phonenum
def get password(self):
   return self.__password
def set password(self, password):
   self. password = password
def reservationDisplay(self):
def detailUpdated(self):
```

```
class Room:
       def __init__(self, roomID, roomType, price, availabilityStatus,
roomCapacity, bedType):
      self. roomType = roomType
      self. availabilityStatus = availabilityStatus
      self. roomCapacity = roomCapacity
      self. bedType = bedType
      self. description = ""
  def set roomType(self, roomType):
      self. roomType = roomType
  def get roomType(self):
      return self.__roomType
```

```
def get_price(self):
  def set availabilityStatus(self, availabilityStatus):
      self. availabilityStatus = availabilityStatus
  def get availabilityStatus(self):
     return self. availabilityStatus
  def set roomCapacity(self, roomCapacity):
      self. roomCapacity = roomCapacity
  def get roomCapacity(self):
     return self. roomCapacity
  def set bedType(self, bedType):
     self. bedType = bedType
  def get bedType(self):
      return self.__bedType
      return f"Room[ID: {self. roomID}, Type: {self. roomType.value}, Price:
[self.__price], Available: {self.__availabilityStatus}]"
```

```
self. roomType(RoomType.JUNIOR SUITE)
   self. bedType((BedType.QUEEN))
    self. description = "A large and spacious junior suite with a separate
def set deluxe suite(self):
    self.set roomType(RoomType.DELUXE SUITE)
   self. roomCapacity = 4
    self.set bedType(BedType.KING)
def set superior room(self):
    self.set roomType(RoomType.SUPERIOR ROOM)
   self. roomCapacity = 2
   self.set bedType(BedType.QUEEN)
    self. description = "A superior room with great comfort."
    self.set roomType(RoomType.DELUXE GUESTROOM)
    self. roomCapacity = 2
    self.set bedType(BedType.KING)
```

```
self. description = "A deluxe guestroom with extra space and premium
bedding."
      self.set roomType(RoomType.GUEST ROOM)
      self. roomCapacity = 2
      self.set bedType(BedType.TWIN)
      self. description = "A comfortable guest room suitable."
      self.set bedType(BedType.KING)
      self.set bedType(BedType.TWIN)
  def set queen bed(self):
      self.set bedType(BedType.QUEEN)
class Reservation:
   def init (self, reservationID, checkInDate, numGuests, specialRequests,
status):
```

```
self. specialRequests = specialRequests
def get reservationID(self):
def set numGuests(self, numGuests):
def set specialRequests(self, specialRequests):
   self. specialRequests = specialRequests
def get specialRequests(self):
    return self. specialRequests
```

```
def Reservemodify(self): # Modifying the existing reservation made by the
guest
  def cancelreserve(self): # Cancels a reservation
```

```
paymentStatus):
      self. paymentID = paymentID
      self. paymentDate = paymentDate
      self. paymentStatus = paymentStatus
  def set paymentID(self, paymentID):
      self. paymentID = paymentID
  def get paymentID(self):
      return self. paymentID
  def set reservationID(self, reservationID):
```

```
def set paymentDate(self, paymentDate):
      self. paymentDate = paymentDate
  def get paymentDate(self):
      return self. paymentDate
  def set_paymentStatus(self, paymentStatus):
      self. paymentStatus = paymentStatus
  def get paymentStatus(self):
      return self. paymentStatus
    def paymentprocess(self): # Processes the guest's payment for their
           return f"Payment[ID: {self.__paymentID}, Amount: {self.__amount},
Status: {self. paymentStatus}]"
class Amenities:
```

```
def init (self, amenityID, amenityName, availability, cost, description):
   self. description = description
def set amenityID(self, amenityID):
def get_amenityName(self):
def set availability(self, availability):
def get availability(self):
```

```
def get_cost(self):
def set description(self, description):
   self. description = description
def get description(self):
     return f"Amenities[ID: {self. amenityID}, Name: {self. amenityName},
   self.set amenityName(AmenityType.FREE INTERNET)
      self.__description = "Complimentary internet during your stay at our
def pool(self):
   self.set amenityName(AmenityType.POOL)
```

```
self. description = "Outdoor swimming pool available for guests."
   self.set amenityName(AmenityType.GYM)
    self. description = "24/7 access to the hotel gym for guests."
def parking(self):
   self.set amenityName(AmenityType.PARKING)
    self. description = "Parking for guests."
def spa service(self):
   self.set amenityName(AmenityType.SPA SERVICE.value)
      self. description = "Enjoy our spa services which includes massages,
    self.set amenityName(AmenityType.BREAKFAST)
```

```
self. description = f"Complimentary hot breakfast available for an
additional fee starting from {fee} EUR."
  def init (self, hotelID, address, city, country, rating, contactNumber):
```

```
def set city(self, city):
def get city(self):
def get country(self):
def set rating(self, rating):
def get_rating(self):
```

```
guest1 = Guest(guestID=101, name="Ahmed Abdulla", email="almoallaa@gmail.com",
phonenum="0507895455", password="Ahmed1234")
print(guest1)
# Object for Room
room1 = Room(roomID=501, roomType="", price=0.0, availabilityStatus=True,
roomCapacity=0, bedType="")
room1.set deluxe suite() # Setting room as a Deluxe Suite
room1.set king bed()  # Setting the bed type to King
print(room1)
#object for reservation
reservation1 = Reservation(reservationID=2133, checkInDate= "30-09-2024",
numGuests=3, specialRequests="Replace feather pillows and late check in",
status= "confirmed")
print(reservation1)
#object for payment
payment1 = Payment(paymentID=5400, reservationID=2133, amount=1200.0,
paymentDate="29-09-2024", paymentStatus="Completed")
print(payment1)
# Object for Amenities
amenity1 = Amenities(amenityID=5001, amenityName="", availability=False,
cost=0.0, description="")
amenity1.spa service() # Setting the amenity as Spa Service
print(amenity1)
```

```
# Object for Hotel
hotel1 = Hotel(hotelID=1, address="Bayerstraße 41", city="Münich",
country="Germany", rating=4, contactNumber="+498924220")
print(hotel1)
```

Summery:

Throughout this assignment I have implement object-oriented principles beginning with creating UML use-case diagrams and descriptions, and then creating UML Class Diagram and its descriptions; encompassing all that, created a code for the hotel reservation scenario.

I have defined several classes (Guest, Room, Hotel, Reservation, Payment, and Amenities) to represent different entities in an online hotel reservation system, and each having their own attributes (like guestID, room type, paymentID, etc) and behaviors with the methods. I have implemented the concept of encapsulation by using the setter and getter methods for each attributes to control the data. I have also implemented __str__method in each class to display each of the object's output. I have alos used ENUM for specific sets fo values like (room type, bed type, AmenityType) for making it a bit more structured in a way.

Throughout the code, I hope it is well-documented as I have included docstrings and comments, explaining the purpose of each class and functions, for ease of

understanding of the code. I have also structured the code that is readable and understandable.

I have stumbled upon sum errors on python, especially in the output where instead of displaying the room type "Deluxe Suite" it printed RoomType.DELUXE_SUITE. Therefore, to fix this bug, I had only to add .value to print "Delux Suite". In the end, I hope I designed a code that is free of errors and realistically emulates a real-world reservation system— in congruent to OOP practice.