

Case Study Circuit Bungalow and Campsite Reservation System

A System to be used for reservation of Circuit Bungalows and Campsites closer to the National Parks has to be developed for the Department of Wildlife Conservation (DWC).

Currently all the reservations are done manually in the Head Office located in Colombo. The proposed system should have the facility to make reservations from the Head Office and also from seven Regional Offices. There are 10 National Parks each having several bungalows and campsites. In each Circuit Bungalow there are two (2) rooms with attached toilets, a veranda and a kitchen.

Reservations by paying the full amount are done through the ticketing officers. There are several ticketing officers attached to the Head Office and the Regional Offices. Reservations are done from 9.00 am to 5.00 pm. Directors of DWC want the proposed system to have the online payments facility so that visitors can reserve Bungalows or Campsites using credit cards. Ticketing officers do not accept foreign currency. Rates will be the same for foreigners and locals. Rates may change from time to time. Children under 5 years will not be charged and children between 5-12 will be charged half rate. Daily cash collections will be noted and are deposited to the bank at the end of each day.

At the time of reservation, the ticketing officer will take the following particulars from the customer, if customer wishes to proceed with the reservation.

Customer's name, Contact number, NIC No. if local, Passport Number if a foreigner, Country, Sex, No. of Adults, No. of Children, Local/Foreign, Type of accommodation, the period of stay, expected check in date and mode of payment.

A customer can cancel the reservation at any time thereafter. 10% will be charged if the cancellation is done 48 hours before the checking date and otherwise 50% will be charged. It can be done at the Head Office and Regional Offices through the ticketing officers. Customers who have cancelled their reservation can only collect the refund from the same office they made the reservation. It is not possible to cancel the reservations online.

The different payment modes and their discounts are as follows:

<u>Payment Modes</u>	<u>Discount</u>
Cash	No discount
Credit Card	3% eg. Diners, Master etc.

If the customer needs to extend the stay he/she may do so by applying to the person in charge of the Bungalow or Camp site. He will check the availability from the head office or the regional office. Person in charge of the Bungalows and Camp sites will collect the additional payments if any.

Reservations of Bungalows and Campsites may be cancelled due to bad weather. Certain Campsites and Bungalows may be flooded during rainy seasons. When such a situation arises the person in charge of the Bungalow or Campsite will inform the Head Office or the Regional Office. The ticketing officers will publish a message regarding the cancellation on their web site and inform the Customers who have already made reservations and all the other ticketing officers. They can collect the refund in such cases from the Head Office or the relevant Regional Office.

The proposed system should provide online reservations and have a facility for the ticketing officers, regional managers and directors to find out the reservations, availability of Bungalows and Campsites for a given day or period.