SE MINI-PROJECT REPORT ON

TRAVEL AGENCY SYSTEM

Submitted in partial fulfillment of the requirements

of the degree of bachelor's in engineering

by

NIDHI DAULAT	SE-6 10
AKSHEE SHAH	SE-6 46
MISHKAT SHAIKH	SE-6 49

Under the guidance of

MRS. THERES BEMILA JENET

DEPARTMENT OF INFORMATION TECHNOLOGY

SHAH & ANCHOR KUTCHHI ENGINEERING COLLEGE

CHEMBUR, MUMBAI-400088.

2020-2021

Mahavir Education Trust's

SHAH & ANCHOR KUTCHHI ENGINEERINGCOLLEGE

Mahavir Education Trust Chowk, W.T. Patil Marg, Chembur, Mumbai 400 088

Affiliated to University of Mumbai, Approved by D.T.E. & A.I.C.T.E.

UG Pragrams accredited by NBA FOR 3years w.e.f.1st July, 2019

Certificate

This is to certify that the report of the mini project entitled

"TRAVEL AGENCY SYSTEM"

is a bonafide work of

NIDHI DAULAT	SE-6 10
AKSHEE SHAH	SE-6 46
MISHKAT SHAIKH	SE-6 49

submitted to the

UNIVERSITY OF MUMBAI

during semester III in partial fulfilment of the requirement for the award of the degree of

BACHELOR OF ENGINEERING

in

INFORMATION TECHNOLOGY

_____
(Mrs. Theres Bemila Jenet)
Guide

_____
(Dr/Mr/Ms. Co-guide Name)
Co-Guide

_____
(Ms. Swati Nadkarni)
I/c Head of Department

_____
(Dr. Bhavesh Patel)
Principal

Approval for Mini Project Report for S. E. semester III

This project report entitled "**Travel Agency System"** by *Nidhi Daulat, Akshee Shah and Mishkat Shaikh* is approved for semester III in partial fulfilment of the requirement for the award of the degree of Bachelor of Engineering.

Guide:

Mrs. Theres Bemila Jenet

Examiners:

1._____

2._____

Date: 18th December 2020.

Place: Mumbai

DECLARATION

I declare that this written submission represents my ideas in my own words and where others' ideas or words have been included, I have adequately cited and referenced the original sources. I also declare that I have adhered to all principles of academic honesty and integrity and have not misrepresented or fabricated or falsified any idea/data/fact/source in my submission. I understand that any violation of the above will be cause for disciplinary action by the Institute and can also evoke penal action from the sources which have thus not been properly cited or from whom proper permission has not been taken when needed.

Nidhi Daulat (SE6-10)	
Akshee Shah (SE6-46)	
Mishkat Shaikh (SE6-49)	

(Name and Roll no) (Signature)

Date: 18th December 2020.

Table of Contents

Description	**Page No.**
Abstract	i
List of Figures	ii
List of Tables	iii
Chapter 1 Introduction	1
Chapter 2 Review of Literature	2
Chapter 3 Comparative Analysis (Proposed System)	4
Chapter 4 Design Details (Database Design)	5
Chapter 5 Summary	14
Chapter 6 References	16
Acknowledgement	17

ABSTRACT

The globalization of the world changed the situation of travel industry by presenting fastest internet revolution. The online travel Portal (OTP) is additionally known by Online Travel agents, E-travel planners and virtual travel agents (VTA's). The idea of travel agents drenched as an interfacing join among provider and customer. In a last 5-10 years techno friendly visitors prefer more towards online travel services like shopping online for physical goods. The OTP has served huge possibilities for travellers to buy their travel directly online thereby sidestepping the traditional travel systems. There are two different kinds of travel agencies providing sort kind of travel products on different playground, namely traditional travel agency and online travel agency.

The Online travel services are the after-effect of Internet revolution in the 21st century, when a client has the decision to analyse the administrations and buy the best deal. The information on computer and Internet improves and promotes the openness of online travel services. Today, tourists can organize their own travel by booking directly from the suppliers themselves through the web. Another master for utilizing an online travel planner site is the wide assortment of items that they offer. Not just a client can peruse airfare, vehicle rental, and lodging alternatives yet travel protection, air terminal transports, and visit tickets are likewise accessible for procurement. This is exceptionally useful to an online travel organizer, as they can cover the majority of their movement arranging needs in a single visit to these online travel organizations. Thus expanding their viewpoints of what type of movement plans are accessible to them.

An Online Travel Agency/portal/ website (OTA) is an intermediary agent selling travel products and services such as the airlines, car rental, Hotels Accommodation etc. on behalf of suppliers using internet as a medium. They establish an online market place and earn profits on the discounts. The online travel service has been fruitful and nearly outperforming because of its worldwide accessibility and 24x7 client assistance. Today, the online travel industry is the driving force in the e-commerce segment and its importance is likely to increase in the future. Indian online travel market is developing at a consistent rate because of expansion in mindfulness combined with certainty among the clients to make online exchanges. The Indian client knows about online travel entries also, is prepared to pay for the accommodation and better help. Today, the online travel industry is the main driving force in the internet business fragment furthermore, its significance is probably going to increment in the future. Different offers and arrangements from the OTAs have made the market worthwhile for the clients.

Chapter 1

INTRODUCTION

The project is designed for travel agency system. When planning a trip, a tourist may start by contacting different airlines, hotels or tourist centres in finding flights, accommodation, etc. To simplify the quest, it is convenient to come in interaction with travel organizations, which will choose the most ideal choices for guests. The function of the travel agency is to therefore set up tours for their clienteles, beginning from advising them about the destination, its attractions, activities, accommodation, and transport means.

A system has been developed of a travel agency which enables the customers to book their flights for traveling and hotels for accommodation. Users can create an account by entering the required credentials or if the already have an account they can directly login by entering their username and password. After logging in, the system displays the login id of the particular customer which has to be entered before booking a flight or a hotel. The user is then taken to the homepage where they get a choice to book a flight or a hotel as per their requirement.

For traveling, the customers get options of two flights to choose from. The fares are based on the timings of the particular flight.

For accommodation, choices among three and five star hotels in various cities like Mumbai, Delhi etc, are available for customers. The system also displays the various services and facilities provided by each hotel including the fares. After each booking, the users have to enter their debit card details for payment. The flight ticket or the hotel bill which includes the personal details of the customer along with the final amount will be printed then and there.

Chapter 2

REVIEW OF LITERATURE

A **literature survey** or **literature review** is a type of review article. A literature review is a scholarly paper that presents the current knowledge including substantive findings as well as theoretical and methodological contributions to a particular topic. Literature reviews are secondary sources and do not report new or original experimental work. Literature reviews are a basis for research in nearly every academic field. A narrow-scope literature review may be included as part of a peer-reviewed journal article presenting new research, serving to situate the current study within the body of the relevant literature and to provide context for the reader.

Different explores have indicated importance of web-administrations on the travel industry administrations. With the ascent of the web-benefits, the system of quick information move can be tended to proficiently easily. The voyagers would now be able to get complete, ideal and critical data in a mimicked climate to help their dynamic system. Likewise the travel industry is fluctuated, with abundance of various specialist co-ops that capacities independently, even as explorers envision venturing out to be entire experience. To choose this uniqueness, the Internet offers a productive route for arising single and serviceable e-foundation for information assortment and business exchange for the two vacationers and providers. Traveller decisions have been expanding at a dramatic rate. Prepared with PCs, mobiles and tablets, customers are utilizing various gadgets and looking through countless locales to design their trips. Hotel appointments are driven by online examination. Inn audits by nearby are a driving component in choosing a specific property. It is fascinating to see that 30% of India's TripAdvisor clients are going to the site utilizing their cell phones. Such an analysis was obtained by analysing and studying peoples' behaviour and focus of new generation towards an online travel agency system.

We have provided the tabular literature survey of the following papers:

Sr. No.	Title	Author	Publisher And Year	Aim of the paper	Implemented features
1	**Investigating the dilemmas of online travel agencies on India: An Exploratory View.**	Arvin Kumar Saraswati, Asif Ali Syed and Shamsher Singh	IJMRBS 3, July 2016.	This paper aims at the difficulties faced by travel agencies for online service.	The idea of booking flights and hotels was adopted. Travel planner and the design of making a travel agency site was implemented.
2	**Analysis of OTA impact on Hotel Reservations.**	Joaquim Majó Fernández, Laura Vall – Llosera and Daissy H. Moya	Turismo y Sociedad, July2020.	The paper aims at the impact created by Online Hotel Booking on people.	The comparative studies of different hotels and what a customer needs for its efficient economical booking was executed.
3	**An exploratory study on online travel trends and travel behavior of employees working in I.T. organizations in Bengaluru, India**	Narayan B. Prabhu M	Online International Research Journal (ISSN: 2311-3189), 2014.	The travel trends across platforms and the behaviour of people working in IT sector is focused here.	The strategy of making travel agency available for both flights and hotels catches the eye of the customers in IT sectors as not much effort is needed to book them traditionally.
4	**How Does India Travel? Decoding the decision-making process for Indian travellers.**	Bain & Company Group	Google, 2018.	The analysis and statistics of Indian people's travel methods and convenience are aimed.	Adapting the needs of online customers and influencing their decision making process by keeping the travel site simple and ease at use.
5	**Online Travel Portal and their effect on travel agency: A study on outbound visitors of Varanasi.**	Sujay Vikram Singh and Rajeev Ranjan	Research Gate, May 2019.	An outbound of Varanasi is aimed where the effects of online travel systems are studied.	The paper helps us understand on the trust building of customers by keeping their data safe, journey better and short term stays in hotel.

Chapter 3

PROPOSED SYSTEM

This Travel Agency System will be developed on JAVA and MySQL. A system is to be developed of a TRAVEL AGENCY, named BLUETICK TRAVELS.
BLUETICK TRAVELS provides a space for customers to BOOK their FLIGHTS and HOTELS.
The customers can create an account or if they already have one, they can directly login using their username and password in BLUETICK TRAVELS homepage.
The account will maintain their personal details like name, email id, address and phone number.
BLUETICK TRAVELS enables users to book their flights and hotels to travel to places within India like Mumbai, Delhi and Jaipur.
The customers have the access to book a flight or a hotel, or both as per their requirements from the homepage itself.
The customers are provided with the facility to choose among Spicejet, AirIndia and Indigo flights.
The fares of flights can be compared based on timings.
Also, the fares of Three star and Five star hotels can be compared and chosen for the stay.
Payment details of customer consists of card number, card validity and cvv which will help them for booking tickets.
The tickets will be printed individually for flights and hotels calculating their total amount.

TECHNOLOGY USED:

Front End:

- ECLIPSE IDE FOR JAVA
- JDK 14.0 KIT

Backend:

- WORKBENCH
- MY SQL 8.0

Chapter 4

DESIGN DETAILS

Part-1) DATABASE DESIGN

❖ *BASIC STRUCTURE:*

1] ENTITIES:

1. travel_account
2. person
3. flights
4. hotels

2] ENTITIES with their ATTRIBUTES:

1. travel_account(login_id,username, password)

2. person(phone_no,fname,mname,lname,email_id, address, login_id)

3. flights(fbooking_no, source_, destination, journey_type, departure_date, return_date, age, flight_time, flight_name, fcard_no, fcvv, fvalidity, famount, login_id)

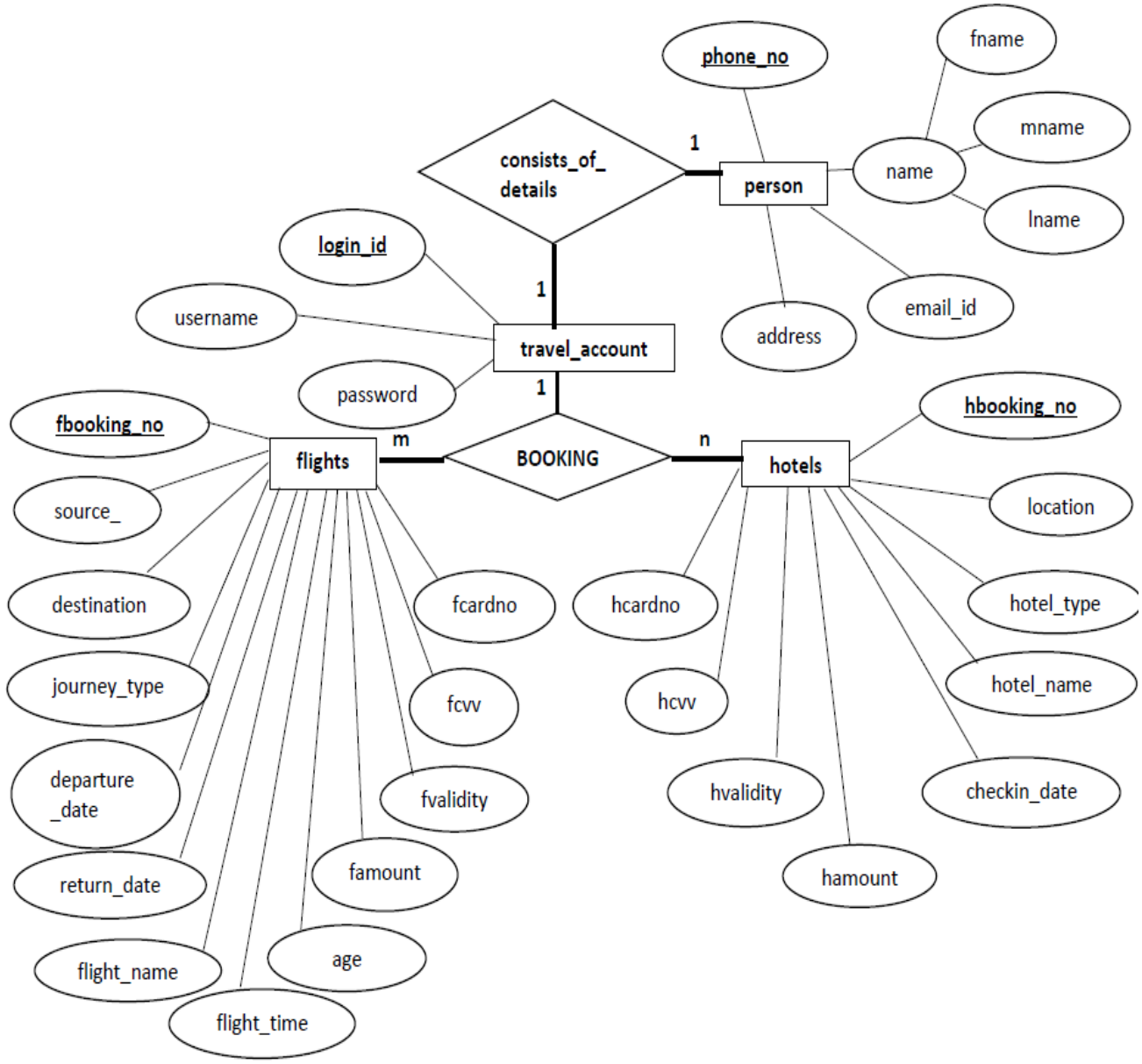
4. hotels(hbooking_no, location, hotel_name, chechkin_date, hcard_no, hcvv, hvalidity, hamount, login_id)

3] RELATIONSHIPS & CARDINALITIES:

1. consists_of_details(travel_account, person) →1:1

2. booking:
   - booking(travel_account, flights) →1:m
   - booking(travel_account, hotels) →1:n

❖ ***ER/EER DIAGRAM:***



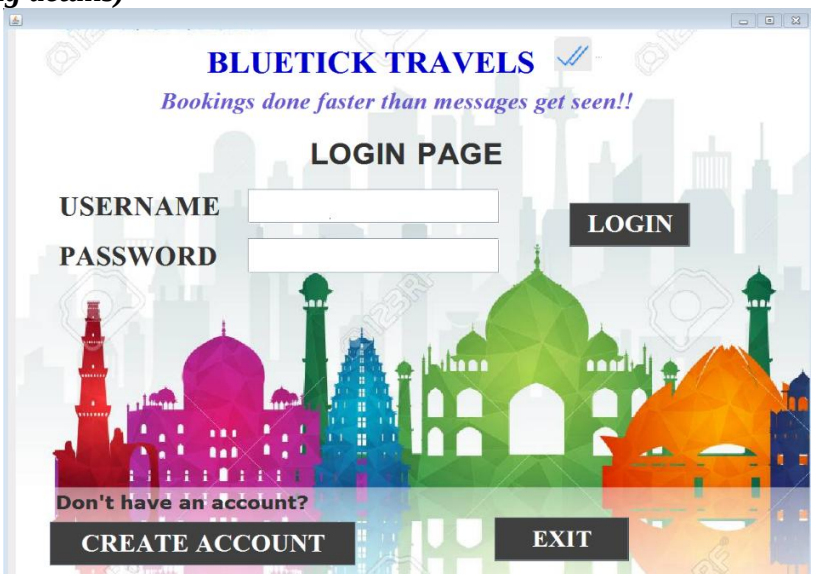
Part-2) IMPLEMENTATION

This section describes the implementation of our project, and gives an overview of the user interface and the functionality of the project. The user is first greeted with the login form before other functionalities which are explained as follows:

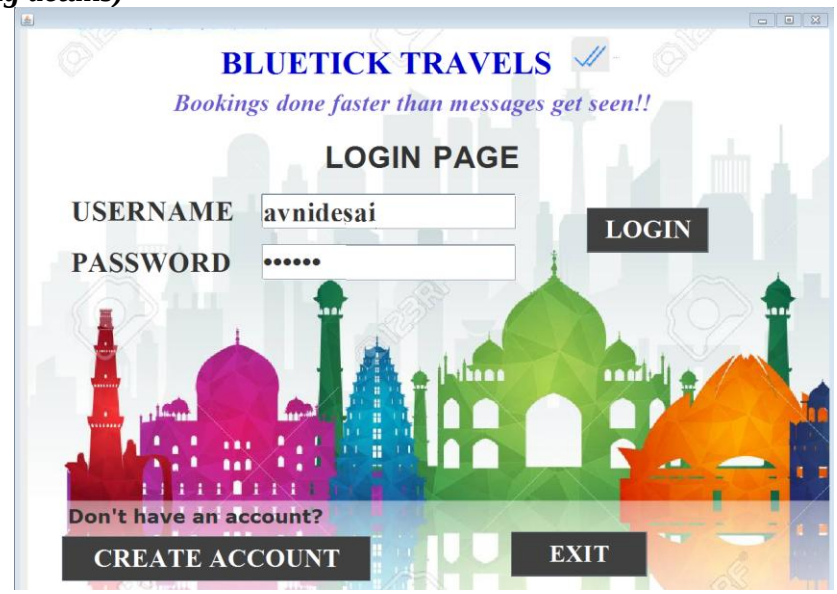
1. Login Page:

The 'BLUETICK TRAVELS' login page is the first thing that the user sees. The page provides the registered members to directly log into their accounts by entering their username and password. In case of not being a registered user, they can create an account of their own by clicking on 'CREATE AN ACCOUNT BUTTON'.

(Before filling details)



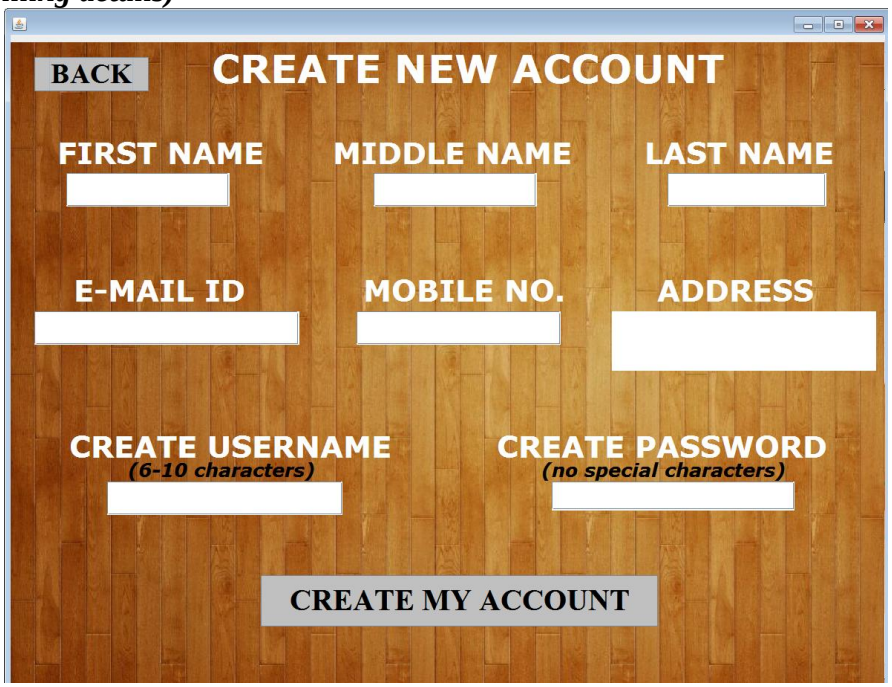
(After filling details)



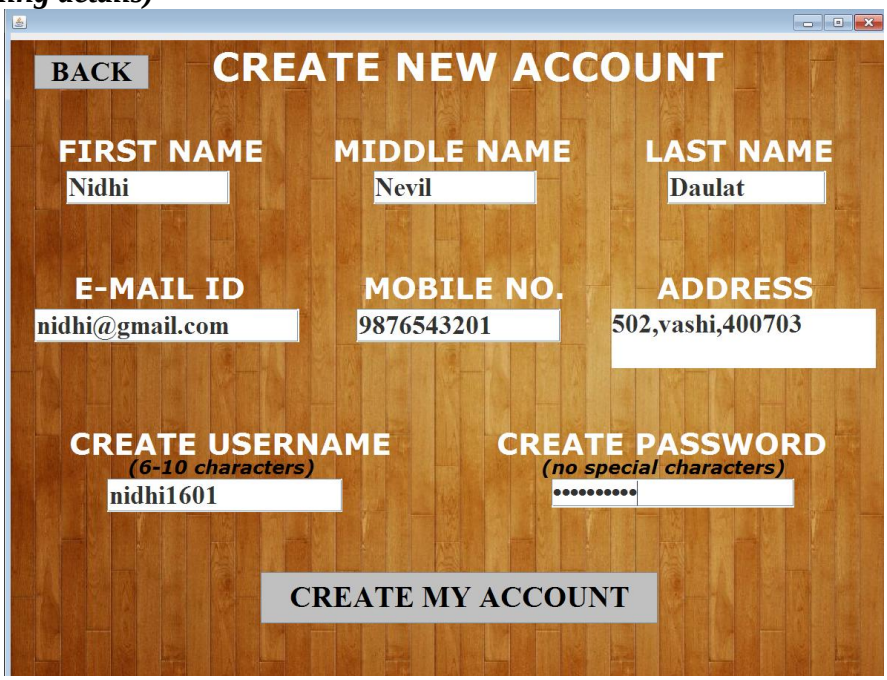
2. Create New Account Page:

The new user can create an account by entering their personal details and completing their registration part. First name, middle name, last name, phone number, address and email-Id are mandatory to enter. A unique username and password has to be created. These details will then be stored in the database after clicking on the 'create my account' button. However the user needs to login again from the login page after creating the account.

(Before filling details)



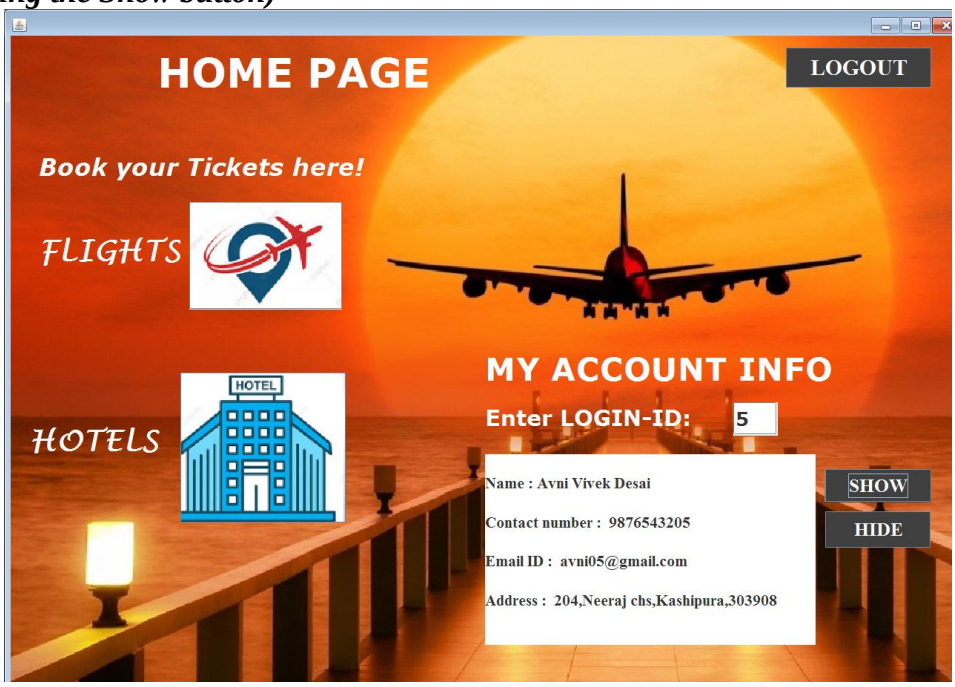
(After filling details)



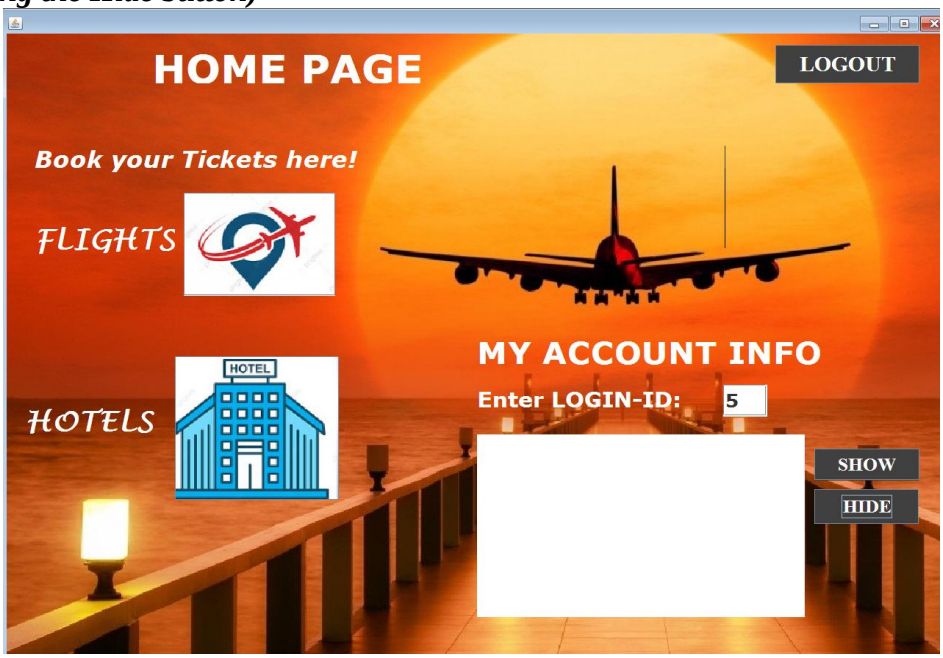
3. Home Page:

The user has now logged into the 'BLUETRICK TRAVELS' page. Now the user has the privilege to either book a flight or choose to stay in a hotel by clicking on their image buttons. Also there is a facility which helps user to view their personal information by Show button and click on Hide when they are done viewing it. Home page is the key connection for all the pages ahead as they will all lead to it once completed booking. Logout button can be used to come back to the login page and out of their personal accounts.

(By Clicking the Show button)



(By Clicking the Hide button)



4. Flights Page:

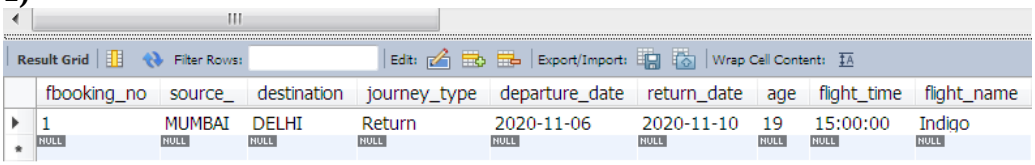
The booking of the flight can be done here by selecting the source and destination. The journey type of either single or return and to enter dates accordingly. Age is an important criteria needed about the user. Here the user has an advantage of choosing flights based on their comfort by comparing the fares of AirIndia and Indigo based on timings. This helps the user for better and economically correct selection. Payment details like the card number, validity and cvv are needed. By confirming the booking, the total amount with inclusion of taxes will be displayed. Once confirmed the booking the user cannot reset it again. Print ticket button will print the receipt of flight ticket for the user containing their personal as well as flight details.

(Before booking flight)

(After booking flight)

➢ **DATABASE TABLES (flights):**

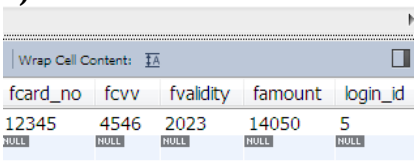
1)



Result Grid | Filter Rows: | Edit: | Export/Import: | Wrap Cell Content:

fbooking_no	source_	destination	journey_type	departure_date	return_date	age	flight_time	flight_name
1	MUMBAI	DELHI	Return	2020-11-06	2020-11-10	19	15:00:00	Indigo
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

2)



Wrap Cell Content:

fcard_no	fcvv	fvalidity	famount	login_id
12345	4546	2023	14050	5
NULL	NULL	NULL	NULL	NULL

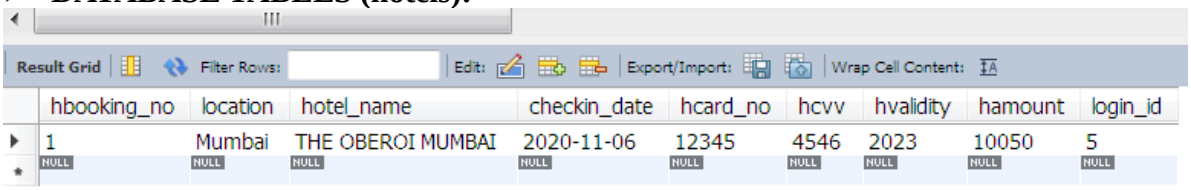
5. Hotels Page:

The booking of a hotel room can be done here by selecting the source i.e. Mumbai, Delhi or Jaipur. And accordingly write the check-in date. Here the user has an advantage of choosing a hotel based on their comfort by comparing the fares of 3 and 5 star hotels. This helps the user for better and economically correct selection. Also the other facilities provided by the hotel are mentioned. Payment details like the card number, validity and cvv are needed. By confirming the booking, the total amount with inclusion of taxes will be displayed. Once confirmed the booking the user cannot reset it again. Print bill button will print the bill of the stay in the hotel.

(Before booking hotel room)

(After booking hotel room)

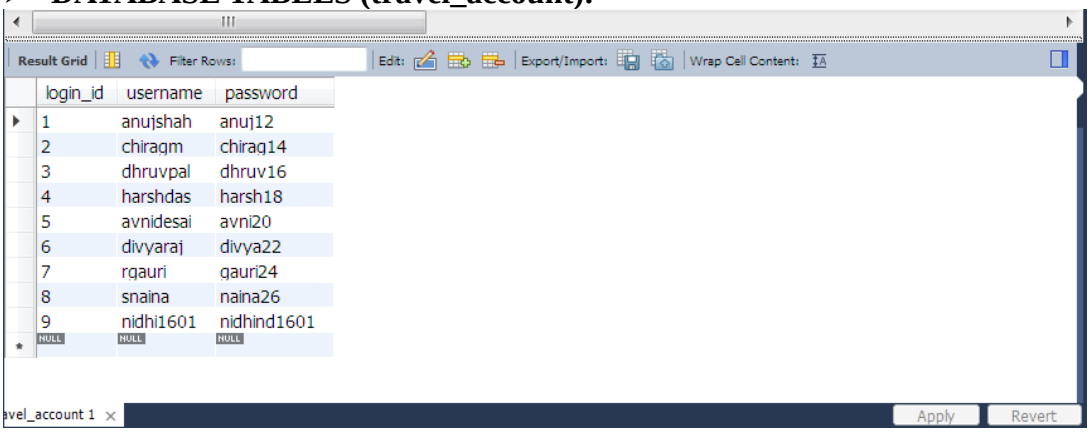
- **DATABASE TABLES (hotels):**



Result Grid | Filter Rows: | Edit: | Export/Import: | Wrap Cell Content:

hbooking_no	location	hotel_name	checkin_date	hcard_no	hcvv	hvalidity	hamount	login_id
1	Mumbai	THE OBEROI MUMBAI	2020-11-06	12345	4546	2023	10050	5
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

- **DATABASE TABLES (travel_account):**



Result Grid | Filter Rows: | Edit: | Export/Import: | Wrap Cell Content:

login_id	username	password
1	anujshah	anuj12
2	chiragm	chirag14
3	dhruvpal	dhruv16
4	harshdas	harsh18
5	avnidesai	avni20
6	divyaraj	divya22
7	rgauri	gauri24
8	snaina	naina26
9	nidhi1601	nidhind1601
NULL	NULL	NULL

avel_account 1 | Apply | Revert

Chapter 5

SUMMARY

Part-1) CONCLUSION

We have successfully created a travel agency system named Bluetick Travels. The application of the project basically consists of a platform for users to book their flights for traveling at various timings and hotels for accommodation in certain cities. The details entered by the user are stored in the database of the system which can be displayed later.

The customers have the advantage of making their travel easy and at a reasonable price. They need not visit several other sites for flights and hotels separately. Both can be done at the same platform.

The literature survey helped us understand the lookout of people towards online travel agencies (OTA). Studies show that most people working in corporate sector prefer using websites and booking their tickets. Due to the increasing use of social media, people are more attracted towards tracking online travel places and hence can be influenced for decision making process. Nowadays shorter travel destinations and stays are found a booster for online booking as it is faster, convenient and at a glance usage available 24*7. With the increase of education and income level people are more acquainted in using OTA system. The design and booking from Bluetick travels is kept so convenient and simple to use as it can grab the attention for people of all age groups. Hence the perception of travelers towards online services has developed for the better and convenient usage of technology and internet.

Part-2) FUTURE PROSPECTS

The project is successfully developed for a travel agency system on JAVA window pane. As is the case with all applications, this application still has a lot of aspects that need to be improved. This application is a standalone application and does not support internet connectivity. If this application is made web based, it would add many advantages to it such as synchronizing of the application with all your connected devices. There can be more security of data in making websites as client side scripting are more secure. The database also can be improved by using normalisation to avoid duplication and storing multiple data. The project although gives a great comparative analysis of fares based on timings and hotel types. Hence for a large amount of data can be implemented in real time use.

With the increasing number of internet users, and next generation connectivity, web based applications are quickly gaining popularity. If this system is used at a large scale, it may be web based to enhance the usability of this application. The social media marketing strategies can also be used to grab the attention of the youth making it inclined towards Online Travel Services rather than the traditional methods.

Chapter 6

REFERENCES

[1] Investigating the dilemmas of online travel agencies on India: An Exploratory View written by Arvin Kumar Saraswati, Asif Ali Syed and Shamsher Singh of IJMRBS dated 3, July 2016.

[2] Analysis of OTA impact on Hotel Reservations written by Joaquim Majó Fernández, Laura Vall –Llosera and Daissy H. Moya of Turismo y Sociedad dated July2020.

[3] An exploratory study on online travel trends and travel behavior of employees working in I.T. organizations in Bengaluru, India written by Narayan B. Prabhu M of Online International Research Journal (ISSN: 2311-3189) on 2014.

[4] How Does India Travel? Decoding the decision-making process for Indian travelers written by Bain & Company Group of Google on 2018.

[5] Online Travel Portal and their effect on travel agency: A study on outbound visitors of Varanasi written by Sujay Vikram Singh and Rajeev Ranjan of Research Gate on May 2019.

ACKNOWLEDGEMENT

I would like to express my special thanks of gratitude to my mentor Mrs. Theres Bemila Jenet, our principal Mr. Bhavesh Patel and the faculty of Shah And Anchor Kutchhi Engineering College for this wonderful project on the topic Travel Agency System which also helped me in doing a lot of Research. It had been a great journey in analysing, understanding and realizing the implementation of a real time project in JAVA and SQL. It helped me grow a lot not only academically but also in a broader and knowledgeable aspect.

I would like to express my very great appreciation to my group members for their valuable and constructive execution and suggestions during the planning and development of this research work and in making of the project. The team building, managing and co-operative skills were also been imparted in us. Hence making us more professional and patient in work.