**Hotel Booking System**

**Team #38**

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**Introduction**

* Hotels are places where you can rent rooms with certain sizes, luxuries and services for a certain amount of time by paying money.
* Booking is when you reserve something for someone in advance by paying money ahead of time.

**Team Methodology**

* Traditional Waterfall method.

**Project Management Process**

1. Initiation
   1. Designer : Mohammed Waleed
   2. System Analyst : Esraa El-Saadawy
   3. Programmer : Mustafa Zaki
   4. Quality Assurance : Ghada Magdy
   5. Tester : Amr Ayman

**Interview Questions & Answers**

* The system acquire online service?
  + Yes
* What will be the application type?(Desktop/Web/Mobile/..)
  + Website
* User Login is required?
  + If looking up on prices not required
  + If reserving it will be required
* Who will manage system?
  + There will be an admin to handle reservations
* How many users on the website at the same time slot?
  + We can begin with 100 user and we may increase them after that, in system further enhancements.
* Minimum requirements of security?
  + User name , e-mail , age and identity number
  + User credit card data if he will pay with it no cash.
* GUI constraints?
  + It must be easy to use and user can understand it easily
* There will be any limitations on time or memory?
  + No
* Hotels prices will be by dollars?
  + Yes
* Can the user reserve more than 1 hotel at the same time?
  + Yes
* Any other features?
  + Make offers to users reserve using the system frequently
  + That will acquire each user history?
    - Yes for sure
  + Feedback from user on each room so as to keep it or remove it from the system
  + Put penalty on user who leave room after check out date
  + Put Ads to user based on user interest
  + Rate each room.

**Problem Definition**

Hotel booking manual system is a paper based work depending completely on individual efforts,which in turn consume time , money and effort.

Besides,absence of central database make it very difficult to keep track of everyday guests and the hotel status as a whole, such as rooms availability, which leads to inconsistency in information and rising of errors.

**Objectives**

we are seeking for an automated Booking system with central database for all hotels to facilitate keeping track of the available hotels & reservation process, so avoiding information inconsistency, errors ,and saving time ,money and effort as well.

**User Requirements**

1. System shall allow user to search for certain hotels, apartments by name or address.
2. System shall allow user to book different hotels, apartments, villas and hostels all over the world online.
3. System shall allow user to show rating and feedback for each hotel, allow user to add his own review and view other users’ feedback.
4. System shall enable to pay by secure payment methods to confirm reservation.
5. System shall offer free cancellation booking.
6. System shall build a profile for each user containing all previous bookings and his favourite list.
7. System shall confirm user reservation by sending confirmation mail.
8. System shall notify user before 1 or 2 days with his booking and alert him on his mobile calendar.

**System Requirements**

1. System shall allow user to search for certain hotels, apartments by name or address.
   1. System should provide user with a list of available hotels, apartments, villas and hostels.
   2. System should provide complete information for each hotel, apartment, villa or hostel.
2. System shall allow user to book different hotels, apartments, villas and hostels all over the world online.
   1. System should confirm user authentication.
      1. System should ask user to login or to create a new account.
   2. System should send reservation information to reserved place.
3. System shall allow user to show rating and feedback for each hotel, allow user to add his own review and view other users’ feedback.
   1. System should provide the user with other users feedback and rating.
   2. System should allow the user to add his own feedback and rate the place.
4. System shall enable to pay by secure payment methods to confirm reservation.
   1. System should ask the user to choose his payment method.
      1. If the user choose online payment method system should validate his credit card.
      2. If the user choose to pay in cash system should ban this user if he did not pay before reservation end date.
5. System shall offer free booking cancellation .
   1. System should allow the user to cancel his reservation before 3 days form the starting day.
6. System shall build a profile for each user containing all previous bookings and his favourite list.
   1. System should save user information and all reservations in database.
   2. System should save user database, and depend on it in further recommendations and in his profile Ads.
7. System shall confirm user reservation by sending confirmation mail.
   1. System should be automated to send mail after reservation done to confirm it.
8. System shall notify user before 1 or 2 days with his booking and alert him on his mobile calendar.
   1. System should request access on user’s mobile calendar.
   2. System should be automated to alert user before 1 or 2 days with his booking.

**Function Requirements**

1. User can navigate available hotels , apartments ,etc.
2. User can review chosen place information.
3. User can see feedback about chosen place, rating and can add his own.
4. User can create an account and book different hotels, apartments, villas and hostels all over the world.
5. User can confirm his reservation information.
6. User is notified about his reservation start date 3 days before.
7. User can choose his payment method.

**Non-Function Requirements**

1. System must be easy to use and understand.
2. System must be reliable.
3. System must be robustness.
4. System security must be high so no unauthenticated user allowed to reserve and no one is allowed to show reservation data other than admin and reserving user.

**Domain Requirements**

1. Check that internet is connected successfully.

**Usability Requirements**

1. System response time must be as fast as possible.
2. System must be easy to maintenance.
3. System must be easy to be modified.
4. System must be learnability.
5. System must be consistent.
6. System must be familiar.