

Abstract.

It is often difficult to book a bus when you are to travel for long distance i.e within the country especially during the festive season. This is due to the long queues of people experienced at the booking office. It leads to a lot of time wastage and causes frustration when you are at the queue and an announcement is made that the bus is full. The attendants at the booking station tend to be very busy only at certain periods of time and then relax when customers have finished booking. People tend to book earlier to avoid this but by so doing tend to travel twice to the booking office. I.e. During booking and the actual day of travel. Once the vacation period is over its difficult to get a return bus to your destination. Thus one ends up extending the period planed for the vacation unexpectedly.