Feature list

Of the

Hotel Booking Application

For

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User Flow of the Mobile Application

🔸 **Homepage:**

- Users arrive on the Booking.com homepage.

🔸 **Search and Filters:**

- User-friendly search functionality to find hotels based on location, dates, and preferences.
- Advanced filters for refining search results (e.g., star rating, guest rating, facilities).

🔸 **User Sign-up Prompt:**

- As users initiate a search, a prompt appears encouraging them to sign up for personalized experiences and additional features.

🔸 **User Registration:**

- Users click on the sign-up prompt or navigate to the "Sign Up" section.
- Provide a user-friendly registration form, asking for essential information such as email, password, and preferred display name.
- Include an option for users to sign up using social media accounts for a quicker registration process.

🔸 **Email Verification:**

- Upon registration, users receive a verification email with a link to verify their email address.
- Users click on the verification link to confirm their account.

🔸 **Account Creation:**

- After email verification, users are directed to create their personalized accounts.
- Add optional profile details such as profile picture, contact information, and preferences.

Search and Filters (Logged-in):

- With a registered account, users can log in to the platform.
- The search and filter functionalities now include saved preferences from the user's profile.

Saved Favorites:

- Users can now save favorite hotels during the search process.
- A "Favorites" section in the user's account allows them to revisit and manage their saved hotels.

Booking History:

- The user's account includes a "Booking History" section.
- Users can view details of past bookings, including hotel information, dates, and pricing.

Real-time Availability:

- Logged-in users experience a seamless booking process with instant confirmation of room availability.

Pricing Information and Room Rates:

- Transparent pricing is displayed, including details on taxes, fees, and additional charges.
- Users can easily view different room rates (non-refundable, flexible, etc.) based on their preferences.

Cancellation Policies:

- The user's account allows them to manage booking preferences, including choosing between refundable and non-refundable bookings.

Map Integration:

- Maps displaying hotel locations and nearby points of interest are personalized based on the user's account information.

Guest Reviews and Ratings:

- Logged-in users can contribute their own reviews and ratings for hotels.
- The user's profile showcases their contributed reviews and ratings.

Deals and Discounts:

- Personalized deals and discounts are presented based on the user's preferences and past booking history.
- Seasonal promotions and limited-time offers are highlighted for logged-in users.

Best Price Guarantee:

- The "Best Price Guarantee" is emphasized, providing reassurance to users during the booking process.

AI Chatbot for Hotel Booking:

- **Welcome and Introduction:**
  - Greet users and introduce the AI chatbot's capabilities.

- **Preferences Gathering:**
  - Ask users about their preferred hotel type (e.g., luxury, boutique, budget-friendly).
  - Inquire about the preferred location or specific landmarks.
  - Request information on the customer's budget for accommodation.
  - Explore the type of discounts or promotions the customer is interested in.

- **Discount Preferences:**
  - Ask users about their preferred discount types (e.g., early booking, last-minute deals, loyalty rewards).
  - Inquire if they have any specific discount codes or memberships to apply.
  - Provide information on ongoing promotions or exclusive discounts available.

- **Recommendations:**
  - Provide personalized hotel recommendations based on gathered preferences.
  - Suggest options that align with the user's budget, location choices, and discount preferences.

- **Discount Offers:**
  - Present exclusive discounts or promotional offers based on the user's input.
  - Clearly communicate the terms and conditions of the offered discounts.
  - Inform users about any additional perks (free breakfast, room upgrades, etc.) associated with the discounts.

- **Booking Assistance:**
  - Assist users in making reservations by guiding them through the booking process.
  - Provide information on available rooms, amenities, and policies.
  - Clarify how the selected discounts will be applied during the booking.

- **Discount Verification:**
  - Ask users to verify their eligibility for specific discounts or promotions.
  - Guide users on how to apply discount codes or use loyalty points during the booking process.

- **Confirmation and Follow-up:**
  - Confirm the booking details with the user.
  - Provide a breakdown of the applied discounts and final pricing.
  - Offer assistance with any additional requests or modifications.

- **Post-Booking Discounts:**
  - Inform users about any post-booking discounts or loyalty rewards they might be eligible for.
  - Provide details on how users can earn and redeem loyalty points for future bookings.

- o **Feedback and Additional Assistance:**
  - Encourage users to provide feedback on the booking process and the assistance received.
  - Offer additional assistance or information related to the booked hotel or upcoming stay.

Timeline & Commercial for Mobile Application

- **Development: 130 Business Days**
- **Commercial Figure: 20,000 Euros Approx.**