Sri Gurubhyo Namaha

Online Room Reservation Facility

### Sri Sri Jagadguru Shankaracharya Mahasamsthanam Dakshinamnaya Sri Sharada Peetham, Sringeri 577139

The Sringeri Math has many guest houses to accommodate pilgrims. These are

1. Bharathi Theertha Kripa
2. Shankara Kripa
3. Bharathi Vihara
4. Sharada Kripa
5. Yatri Nivas - Old
6. Yatri Nivas - New
7. Shankara Vijaya
8. Shankara Sadana
9. Srinivasa Niketan (TTD)
10. Rishi Valley Cottage
11. (Dorms available in some of the above guest houses)

**Primary Requirements:**

1. The administration of the Math wishes to introduce a facility for online booking for incoming devotees.
2. A need has also been expressed to present a facility to book rooms for staff in various departments of the Math, both for official and personal visits of people known to them. Some of these rooms may be given for free for visiting officials, while some may be paid for.
3. Some number of the rooms in every building will be available for direct over-the-counter reservation.

**Rooms in 3 Pools**

The Rooms will be placed into 3 pools namely,

1. Those available for Public online booking
2. Those available for internal staff (inclusive of quota for reception department)
3. Those available only in person over-the-counter at the Reception.

**Operating Modes for the Reservation System:**

Taking into consideration that the demand for rooms varies during the course of the year, there will need to be a facility to change the number of rooms in each of these pools i.e. number of rooms will be made available for direct over-the-counter reservation at Reception as well as for Internal staff, while lesser number of rooms will be made available for online booking. This can be done by choosing a pre-defined “Mode” for the Reservation System such as:

1. Festival\_Season Mode: (used during Navaratri, Vyasa Puja, Vardhanti, Mahashivaratri or any special major event such as Kumbhabhishekas at Sringeri) - 300 over-the-counter, 50 internal, 150 public\_online
2. Holiday\_Season Mode: (such as mid-Dec to mid-Jan) 250 over-the-counter, 50 internal, 200 public\_online
3. Normal\_Online\_Mode: (this can be the default mode) 200 over-the-counter, 30 internal, 270 public\_online
4. High\_Online\_Mode: (this can be used when more rooms began to get booked online) 100 over-the-counter, 30 internal, 370 public\_online

Facilities will also be provided to customize and add new Modes.

**Types of Users of the Reservation System:**

The proposed solution is to provide a web-browser based application that will cater to different kinds of users:

1. Online Users: Anyone on the internet who wishes to book rooms
   1. Be able to book a room for a maxium of 3 days, in advance of 60 days from the check-in date *(having a 60 day advance reservation limit rather than providing an open ended advance reservation system, will help in tune the Math’s requirements based on festivals or peak seasons or special events)*
   2. Be able to choose guest house, floor, toilet type, AC etc.
   3. Be able to view current booking status in every floor of every guest house. This ensures Transparency to the people. Rooms that have actually been booked by others online, will also show as “Booked”. It must be noted here that those rooms that are reserved for internal staff reservations and those that are dispensed over-the-counter will be shown as “Reserved” for the online\_public user.
   4. Be able to cancel reservation at any time before the actual check-in date.
   5. Be able to change reservation at any time - to extend (if possible) or reduce the number of days of stay.
   6. Be able to walk into the Reception on arrival with an ID Proof, receive the room allocation, and checkout early or at stipulated time

(Terms and conditions of acceptance for online booking to be written)

1. Receptionists:
   1. Services Performs check-in, check-out, cancellations for online bookings
   2. Handles over-the-counter (direct) reservations
   3. Should have the ability to extend reservation for a particular room even after 3-day max period
   4. Should be able to allocate a different room under same reservation (for instance, if a person gets the key to a room booked online, but finds some problem in the room and wants a different room.)
   5. Coordinates booking for staff in various departments of the Math by receiving a filled room-request-form, book a room and return the form to the concerned staff along with room no. allotted for the expected visitor
   6. Reports to the Reception\_Admin
2. Reception\_Admin
   1. Can view/monitor operations of all receptionists - i.e. see which receptionist has checked-in, checked out, etc. for every reservation, either online or internal or over-the-counter.
   2. Can set Predefined Modes for the Reservation System in advance over a specified date range. For instance, “Navaratri Mode” will be set for the Reservation System. *(This is a very important task that the Reception\_Admin must do well in advance, so that only so many rooms are available for public\_online booking during festival and holiday seasons. Otherwise people may book rooms online and not get serviced because the number of rooms available for online booking may get reduced during such seasons. Hence it is essential to set the pre-defined Festival\_Mode and Holiday\_Season modes well in advance. For this, it is recommended that the Interface itself throw up pop-up reminders such as* 
      1. Reminder from Dec 10 to Dec 15 every year for setting Festival\_Mode for Shivaratri, Vardhanti, Vyasa Puja, Navaratri.
      2. The Reservation System can automatically be set in Holiday\_Season Mode for certain periods such as Dec-Jan or April-May etc.
      3. It has to be noted that if the Jagadgurus are on a Vijaya Yatra, certain Festival periods such as Shivaratri or Vardhanti or Vyasa Puja need not be on Festival mode. Hence once the Vijaya Yatra programme is known, modes will have to be manually changed to Normal\_Online Mode or High\_Online Mode.
   3. Can add, modify and remove Modes
   4. When creating a new mode, can also change which room in which floor belongs to which poo
   5. Should be able to load a predefined (existing) Mode, changing some rooms in the pools and save it as a New Predefined Mode.
3. Administrative User using the Control Panel
   1. Can add, modify and delete details of buildings, rooms etc.
   2. Will have access to all the information that the Reception\_Admin has, and do all functions that the Reception\_Admin can do.

**Major Requirement of Constant Internet Connectivity and Server Duplication and Synchronization:**

1. Since the Reservation System is an online one, and all rooms inclusive of those booked over the counter, are completely part of the system, Internet availability is a must 24x7x52 at the Reception for the receptionist.
2. In the event of a loss of internet connection, the system must still be able to function as a direct over-the-counter reservation system. The system must also enable the receptionist to service online bookings, and also do operations such as Check-in and Checkout. For this to happen, a copy of the data at the entire Main Server (in the Math’s website) must be replicated on a local server (a computer in the reception). Once the Internet Connectivity is restored at the Reception, a Synchronization must happen between the Main Server and Local Server that will
   1. Pull data of all online reservations made by outside users on the Main Server into the local server,
   2. Push from local server to the Main server, all operations done during the internet-down-time by the receptionist such as check-in and check-out.

**Current Status**

1. A pilot project is up, and details of various buildings and rooms have been collected from and incorporated into the pilot.
2. Public\_Online User Interface is up, and a person who wishes to book can choose buildings, floors, facilities, view current bookings, chose a particular room (like KSRTC type reservation).
3. Admin Interface is Up.
4. Receptionist and Reception\_Admin interface is being worked on.

**Two Possible Ways Forward:**

1. Extend Existing Pilot Phase with current developer in Tamil Nadu and take it all the way to finish
   1. Complete Pilot phase with current
   2. Incorporate Local Server functionality and Synchronization functionality so that the Reservation System does not fail when there is no Internet.
   3. Perform Rigorous Testing (Current developer is not well versed, so we will have to hire a different team)
   4. Train Reception Staff (Tamil-Kannada Language Problems expected. Future support will also not be easy given the distance from Sringeri and the language issues)
   5. Do Trial Run for few months by exposing the system to select known devotees. Fix errors and issues.
2. Choose a Sophisticated Developer inside Karnataka and do the Project
   1. Such a developer would already have a ready-made solution, including the ability to handle Internet-down time, and having Main and Local Servers.
   2. Use Pilot phase project as inputs
   3. Rigorous Testing will be done more professionally.
   4. Train Reception Staff (No Language Problems expected. Also support in future will be quick and easy)
   5. Do Trial Run for few months by exposing the system to select known devotees. Fix errors and issues.

**Terms and Conditions to be agreed upon for Online Booking**

* Pilgrim can book rooms between minimum of 2 days and maximum of 20 days in advance from the date of arrival.
* Pilgrim can book maximum of 3 rooms on a single booking and not more than 3 people are allowed in a single room.
* Booking is non-transferable and Cancellation/Refund/pre-postponement will not be allowed.
* Check-in time between 7 AM to 9 PM (as per the selection made during booking).
* In case of delays in arrival/Check-in, we will wait for a maximum of 2 hours from the selected check-in time, after which booking will be automatically cancelled without any notification.
* Rooms can be booked for a maximum of 24 hrs from the check-in time as per the selection made during booking.
* Pilgrim can book only one Accommodation. Subsequent booking can be done only after 30 Days from the last accommodation date.
* The person booked accommodation through online should submit the printed confirmation copy along with original ID Proof used for booking.
* Refundable advance to be paid during check-in and Room rent is to be paid during check-out at the reception counter.
* Consumption of Alcohol, Non-Veg, Smoking and usage of explosive materials is strictly prohibited.
* Pets are not allowed.
* Marriages are not allowed inside the Guest house.
* Manager reserve right to cancel/modify devotee bookings in case of any non-disciplinary behavior or any illegal activities.
* Room service is not available.
* Management does not accept responsibility for any damage, accidents or loss.
* Management has exclusive rights to cancel booking without notice.
* No darshan arrangements will be made.
* This booking facility is under testing phase, kindly co-operate.

**(Following written by a devotee in Chennai)**

High Level Requirements

1. Features for ADMIN USER

1.1. Add New Building (Sharada Krupa, Yatri Nivas etc)

1.2. Delete a Building

1.3. Add Rooms in Building

1.4. Delete Rooms in Building

1.5. View Available and Allotted Rooms

1.6. Delete Room Allotment

1.7. Block Booking of Rooms

1.8. Disable room booking for Festival dates

1.9. Track all Operations done by Admin user in a table

2. Features for NORMAL (PUBLIC) USER/DEVOTEE (booking from anywhere via the internet)

2.1. Book Room

2.2. Cancel Room Booking

2.3. Manage User Profile

3. Features for NORMAL USER

2.1. Book Room

2.2. Cancel Room Booking

2.3. Manage User Profile

Specific details for every feature

1.1 ADMIN USER - Add New Building

- Enter Name of Building

- Enter Short Code for Building

- Enter Number of Floors

- Enter Total Number of Rooms

- Comments / Description of Building (Distance from Temple)

- Facilities

- Is Hot Water Facility Available in this Building?

- Is a lift available in this Building?

- Upload Building Photo

1.2 ADMIN USER - Delete a Building

- Pick a Building from a drop-down

- **Hit Delete**

1.3. ADMIN USER - Add Rooms in Building

- Pick Building

- Pick Floor

- Enter Room Number (which is currently being used)

- Enter number of people allowed in room

- Enter Room Charges

- Comments / Description

- Facilities

- Does room have Indian / western toilet?

- Upload Room Photo (this must be applicable for all rooms in the building of similar type (ie. number of beds in room) - essentially upload one photo and associate it with all rooms of this type)

1.4. ADMIN USER - Delete Rooms in Building

- Pick Building

- Pick Floor

- Enter Room Number (that has to be deleted) (or) do a multi-select of rooms and delete them

- Give options to delete the entire floor

1.5. ADMIN USER - View Available and Allotted Rooms

- View by Building

- View All

1.5.1 ADMIN USER - View Available / Booked Rooms By Building

- Pick Building

Result:

The floor names will appear as multiple segments (or) multiple tabs. Every room that is booked will have a grey BG. Free rooms in this building will be shown without the BG

At the top of every tab corresponding to a floor, we will also show a summary that reads similar to – “**Total Rooms: 65, Free Rooms: 20**”

1.5.2 ADMIN USER - View all Booked rooms

This option is to view all the booked rooms for the following. This will show data across all buildings & the table will be paginated. However, there will be a “filter” option above this table, that will let filtering by Building Name

- View “**bookings for tomorrow**” – if today is 30th October, this will show the data for 31st October

- View “**bookings for a given date**” – this will let the user pick a date & the reservations made by different devotees for that date alone will be visible

- Allow the user to EXPORT this data as a PDF

1.6. ADMIN USER - Delete Room Allotment

- Enter Reservation Reference Number

- Enter reasons for room deletion

1.7. ADMIN USER - Block Booking of Rooms

- Pick Building

- Enter number of rooms required

- Enter reason for Block booking

- Enter Comments

- Enter devotee name who is booking this (optional)

- Enter advance amount received (optional)

1.8. ADMIN USER – Disable room booking for festival dates

This will let the admin user block room booking for a date range

2.1. NORMAL (PUBLIC) USER/DEVOTEE - Book Room (booking from anywhere via the internet)

- Pick FROM DATE

- Pick TO DATE

- Enter Number of Persons

- Be able to choose Building, and further refine choice based on floor, facilities such as toilet type, AC.

- Purpose of Visit

- Pick ID card and Enter ID Card Details

2.2. NORMAL USER - Cancel Room Booking

- From the list of open reservations, select the reservation

- Enter reasons of cancellation

2.3. NORMAL USER – Manage User Profile

- Enter Name, Phone Number, Address

- Enter ID card details

3.1 RECEPTION-ADMIN

3.2 RECEPTIONIST

(Additional notes by Anand)

This document captures the requirements for rooms that will be marked as “internal” use

There will be multiple departments in the Mutt. Every department will have a certain number of rooms allocated. These rooms cannot be shared with others. Every department will have a department-head who will have a login-id / password. When the department-head logs-in, only those rooms allocated to him will be displayed. Any room for “internal” use will not be allotted for public consumption.

Internal\_Main - Admin\_Office, Peshkar, Khasa

Internal\_Other - ARC, Pathashala, Maintenance,

What all can a reception-admin do?

* Add departments
* Add / delete department-head user id / password for a department
* Add rooms to a department
* Take reports on a monthly basis for a department
* Block a certain number of rooms across buildings in a department. These rooms will not be available for general purpose booking
* Block a certain number of rooms for “receptionist” booking.
* View activity log for a receptionist

Different kinds of users in the browser app

The browser app should support the following kinds of users:

* Super-admins - who will have access to control panel
* Reception-admins - reception-admin interface
* Receptionists - receptionist interface

