# FIRA - Event Organising & Management Platform

## - Aptcode

# 1. Introduction

## 1.1 Purpose

The Event Organising & Management Platform is a **full-stack web platform** that enables:

- Venue owners to list and monetize venues

- Users to book venues and organize events

- Event organizers to sell tickets or host free events

- Users to attend events (public or private)

- Brands and bands to build audiences through verified profiles

The platform **fully manages bookings, payments, ticketing, approvals, notifications, and tracking** in a secure and transparent way.

## 1.2 Scope

The system manages:

- Venue listings & bookings

- Event creation (public & private)

- Ticket sales and free events

- Private event invitation system

- Payment gateway integration

- Refunds and organizer payouts

- Admin dashboard & verification workflows

- Location-based discovery (Google Maps)

# 2. User Roles & Access Levels

## 2.1 User (Common Role)

A single user account can:

- Book venues

- Create events

- Sell tickets

- Buy tickets

- Attend events

- Follow brands/bands

## 2.2 Venue Owner

Venue owners can:

- List venues

- Set prices & availability

- Accept or reject booking requests

- Receive payments for bookings

A venue owner is also a user but with **venue management privileges**.

## 2.3 Verified User (Brand / Band / Organizer)

Verified users receive:

- Verification badge

- Dedicated public page

- Followers & notification system

- Higher trust visibility

## 2.4 Admin

Admins control platform governance:

- Verification approvals

- Event monitoring

- Payment oversight

- Dispute handling

- Platform analytics

# 3. Registration, Profiles & Verification

## 3.1 Registration

Users register using:

- Email & password
- (Optional) social login

## 3.2 Verification Application Flow

Users can apply for verification by submitting:

- Brand/Band name
- Description
- Supporting documents or links
- Social media profiles

## 3.3 Verification Status

- Pending
- Approved (verified badge shown)
- Rejected (reason recorded)

# 4. Venue Management (Owner Side)

## 4.1 Venue Listing

Venue details include:

- Name & description
- Images/videos
- Capacity
- Pricing
- Amenities
- Rules
- Location via Google Maps

## 4.2 Availability & Booking

- Owners define availability slots

- Users request booking

- Owner can:

    - Accept

    - Reject

    - Modify dates

# 5. Venue & Event Discovery (User Side)

Users can search:

- Nearby venues

- Upcoming events

- Verified brand events

Filters include:

- Location

- Date

- Price

- Event type

# 6. Event Creation & Types

## 6.1 Event Types

**Public Events**

- Visible to all users

- Free or paid tickets

**Private Events**

- Access controlled by private code

- Approval-based joining

**6.2 Event Creation Details**

Event creator provides:

- Event name

- Description

- Date & time

- Venue

- Ticket type (free/paid)

- Max attendees

# 7. Ticketing System

## 7.1 Ticket Generation

Each ticket includes:

- Unique ticket ID

- QR code

- Buyer details

- Event reference

## 7.2 Ticket Usage

- Tickets stored in user account

- QR code used for entry validation

- Attendance tracked

# 8. Payment Gateway Integration (Critical Feature)

## 8.1 Payment Gateway Scope

The platform **fully manages all payments**, including:

- Venue booking payments

- Ticket purchases

- Refunds

- Organizer payouts

- Platform commissions

## 8.2 Supported Payment Methods

- UPI

- Debit / Credit Cards

- Net Banking

- Wallets (future scope)

# 9. Payment Flow – Venue Booking

## Venue Booking Payment Flow

1. User selects venue and booking date

2. Booking request sent to owner

3. Owner accepts booking

4. User is redirected to payment gateway

5. Payment success:

   o Booking confirmed

   o Amount held in platform escrow

6. Payment failure:

   o Booking cancelled

# 10. Payment Flow – Ticket Purchase

## Ticket Purchase Flow

1. User selects event

2. Chooses ticket quantity

3. Redirected to payment gateway

4. On success:

- o Ticket generated

- o Ticket stored in user profile

- o Event attendance updated

# 11. Platform Commission & Payouts

## 11.1 Commission Model

- Platform deducts a configurable percentage

- Remaining amount credited to organizer/venue owner

## 11.2 Organizer Payout Flow

1. Event completed

2. Admin/system triggers payout

3. Amount transferred to organizer's bank account

4. Payout status updated

# 12. Refund Management

## 12.1 Refund Scenarios

Refunds can occur due to:

- Event cancellation

- Venue booking cancellation

- Admin-enforced refunds

## 12.2 Refund Flow

1. Refund request initiated

2. Eligibility checked

3. Amount refunded via payment gateway

4. Refund status updated

# 13. Private Event Access System

## 13.1 Private Event Code

- Auto-generated unique code

- Shareable externally

## 13.2 Approval Flow

1. User enters private code

2. Request sent to event owner

3. Owner approves or rejects

4. Access granted only on approval

# 14. Notifications System

Notifications sent for:

- Booking approvals

- Payment success/failure

- Event reminders

- New events from followed pages

- Verification status updates

# 15. User History & Tracking

## 15.1 User Dashboard

Users can view:

- Created events

- Booked venues

- Tickets purchased

- Events attended

- Payment history

## 15.2 Organizer Dashboard

Organizers can view:

- Ticket sales

- Revenue

- Attendee lists

- Event performance

# 16. Admin Dashboard (Detailed)

## 16.1 Verification Management

Admin can:

- View verification applications

- Review documents

- Approve or reject

- Assign verified badge

## 16.2 Event Monitoring

Admin dashboard displays:

- Ongoing events

- Upcoming events

- Past events

- Event details:
  - Organizer
  - Venue
  - Tickets sold
  - Revenue

## 16.3 Payment & Finance Panel

Admin can view:

- Total platform revenue

- Pending payouts

- Completed payouts

- Refund requests

- Failed payments

## 16.4 Venue Moderation

Admins can:

- Approve/reject venue listings

- Suspend venues

- Handle disputes

# 17. External Integrations

- Google Maps API (location & nearby search)

- Payment Gateway API

- Notification service (email/SMS/push)