Travel Booking System

Project Objective:

To develop a comprehensive travel booking system that facilitates user registration, account management, search and booking functionality for various travel services, and accommodation options, ensuring a seamless and user-friendly experience.

Key Deliverables:

1. User Registration and Account Management
2. Search and Booking Functionality
3. Accommodation Options
4. Flight Booking

Technologies:

- **Frontend**: React.js, Tailwind CSS
- **Backend**: Php laravel
- **Database**: Mysql
- **Authentication**: OAuth for social logins, JWT for session management
- **Payment Gateway**: Razorpay
- **APIs**: Third-party travel APIs for flight, accommodation, and car rental information

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Users

Detailed Feature Breakdown

1. User Registration and Account Management

Features:

- **User Registration and Login**
  - Enable registration using email, social media (Facebook, Google), and mobile number.
  - Implement secure authentication methods (OAuth, JWT).
- **Profile Management**
  - Allow users to update personal details, preferences, and travel history.
- **Password Recovery and Reset**
  - Provide secure methods for users to recover or reset their passwords.
- **User Dashboard**
  - A personalized dashboard displaying upcoming trips, past bookings, saved preferences, and loyalty points.

2. Search and Booking Functionality

Features:

- **Advanced Search Filters**
  - Filters for destination, travel dates, number of guests, property type, amenities, price range, etc.
- **Multi-City and Multi-Destination Search**
  - Options for booking complex itineraries with multiple stops.
- **Flight Booking**

- ○ Search and book domestic and international flights with options for one-way, round-trip, and multi-city.
- **Car Rentals**
  - ○ Search and book rental cars with filter options for car type, rental company, and location.
- **Tour Packages and Experiences**
  - ○ Curated packages including guided tours, local activities, and themed experiences.
- **Last-Minute Deals**
  - ○ Special offers for last-minute travel plans.
- **Flexible Date Search**
  - ○ Show best prices within a range of dates.

4. Flight Booking

Features:

- **Airline Comparison**
  - ○ Compare flights from multiple airlines on price, duration, and layovers.
- **Real-Time Availability and Pricing**
  - ○ Up-to-date flight schedules and prices.
- **E-Ticket Generation**
  - ○ Instant electronic ticket issuance.
- **Seat Selection**
  - ○ Choose preferred seats during booking.
- **Baggage Allowance Information**
  - ○ Clear details on baggage policies and fees.

4. Transport Services

Features:

Book Airport Pickup and Drop-Off Services

- Allow users to book transportation to and from the airport.
- Provide options for different types of vehicles (sedan, SUV, van, etc.).

5. Accommodation Options

Features:

- **Wide Range of Properties:** Search and book hotels, resorts, apartments, villas, hostels, and unique stays like treehouses and houseboats.
- **Property Details:** View comprehensive property descriptions, high-quality photos, amenities list, room types, and availability.
- **Guest Reviews and Ratings:** Read verified user reviews, ratings, and detailed feedback.
- **Interactive Maps:** See property locations with nearby points of interest and transport options.

6. Tour Packages and Activities

Features :

- **Pre-Planned Tour Packages:** Browse ready-made itineraries for popular destinations.
- **Customizable Itineraries:** Customize tour packages based on personal interests.
- **Local Experiences:** Book unique local experiences like cooking classes, cultural tours, and adventure activities.
- **Adventure Activities:** Book activities like trekking, scuba diving, and paragliding

7. Payment and Transactions

Features:

- **Multiple Payment Methods:** Pay using credit/debit cards, net banking, digital wallets, and UPI.
- **Secure Payment Gateway:** Ensure secure transactions with SSL encryption and PCI-DSS compliance.
- **Currency Converter:** Display prices in the user's preferred currency.
- **Payment History and Invoices:** Access past payment details and download invoices.
- **EMI Options:** Opt for easy installment payment options for high-value bookings.

7. User Reviews and Ratings

Features :

- **Verified Reviews:** Only allow reviews from users who have completed bookings.
- **Rating System:** Rate properties, flights, and services on a 1-5 star scale.
- **Comment and Feedback Section:** Provide detailed feedback on experiences.
- **Review Moderation:** Policies to manage and filter inappropriate reviews.

8. Customer Support

Features :

- **24/7 Customer Service:** Access round-the-clock support via phone, email, and chat.
- **Chat Support:** Get real-time assistance through live chat.
- **Email and Phone Support:** Use dedicated customer service email and helpline numbers.
- **FAQ and Knowledge Base:** Browse a comprehensive section addressing common questions and issues.
- **Resolution Center:** Use a platform for handling disputes and complaints.

9.Affiliate and Partnership Programs

Features:

- **Affiliate Program for Travel Agents:** Earn commissions through a referral program for travel agents.
- **API Integration for Third-Party Services:** Allow third-party platforms to access booking services.

- **Business Partnership Opportunities:** Collaborate with hotels, airlines, and other travel service providers.

10.Customization and Personalization

Features:

- **Personalized Recommendations:** Suggest flights, hotels, and activities based on user preferences.
- **Saved Searches and Preferences:** Allow users to save searches and preferences for future use.
- **User-Specific Deals and Discounts:** Provide tailored offers based on user history and behavior.

11.Notifications and Alerts

Features:

- **Personalized Recommendations:** Suggest flights, hotels, and activities based on user preferences.

- **Saved Searches and Preferences:** Allow users to save searches and preferences for future use.
- **User-Specific Deals and Discounts:** Provide tailored offers based on user history and behavior.

Additional Services

Features :

Travel Insurance: Offer comprehensive travel insurance plans.

Currency Exchange Services: Assist with foreign currency exchange.

Emergency Contact Information: Provide local emergency contact details.

Travel Tips and Advisory: Provide up-to-date travel advisories and tips.

Local Guides and Translation Services: Book local guides and translators.

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Admin

Admin Authentication and Dashboard

Features:

- **Admin Login**
  - Secure login for administrators with two-factor authentication.
- **Admin Dashboard**
  - Overview of system statistics, recent activities, and quick access to management features.

2. User Management

Features:

- **View and Manage Users**
  - View a list of all users with search and filter options.
  - Edit user details, deactivate/reactivate accounts, and manage user roles.
- **User Activity Monitoring**
  - Track user activities, login history, and booking history.

3. Booking Management

Features:

- **View and Manage Bookings**
  - View all bookings with search and filter options.
  - Modify booking details, cancel bookings, and handle special requests.
- **Booking Analytics**
  - Generate reports on booking trends, occupancy rates, and revenue.

4. Flight Management

Features:

- **View and Manage Flights**
  - View flight schedules and manage flight details.
  - Handle flight cancellations, rescheduling, and special requests.

5. Reports and Analytics

Features:

- **Generate Reports**
  - Generate detailed reports on user activity, bookings, revenue, and system performance.
- **Analytics Dashboard**
  - Visualize key metrics and trends with charts and graphs.

6. Accommodation Options

Features:

- **Review Management:** Moderate guest reviews and ratings.
- **Property Analytics:** View statistics and performance reports of listed properties.
- **Location Management:** Update and manage property locations and nearby points of interest.

7. Tour Packages and Activities

Features :

- **Booking Analytics:** View statistics on bookings and popular activities.
- **User Feedback Management:** Review and respond to user feedback on tours and activities.

8. Notifications and Alerts

Features :

- **Notification Management:** Create and manage notifications and alerts.
- **Promotional Campaigns:** Launch and monitor promotional offers and campaigns.
- **Alert Scheduling:** Schedule travel reminders and alerts for users.
- **User Engagement Analytics:** Access reports on the effectiveness of notifications and alerts.

9. User Reviews and Ratings

Features :

Review Management: Moderate and approve user reviews.

Respond to Feedback: Reply to user comments and feedback.

Review Analytics: Analyze user ratings and feedback to improve services.

Inappropriate Content Filtering: Implement policies and tools to filter out inappropriate reviews

10. User Reviews and Ratings

Features :

- **Transaction Management:** View and manage all transactions.
- **Refund Processing:** Handle and process refund requests.
- **Invoice Management:** Generate and send invoices to users.
- **Payment Gateway Integration:** Integrate and manage different payment gateways.
- **Financial Analytics:** Access detailed reports and analytics on transactions.

11. Affiliate and Partnership Programs

Features :

- **Affiliate Program for Travel Agents:** Earn commissions through a referral program for travel agents.
- **API Integration for Third-Party Services:** Allow third-party platforms to access booking services.
- **Business Partnership Opportunities:** Collaborate with hotels, airlines, and other travel service providers.

11. Data Security

Features :

- **Data Security Management:** Implement and monitor data protection measures.
- **Compliance Management:** Ensure compliance with GDPR and other regulations.
- **Privacy Policy Updates:** Regularly update and communicate privacy policies.
- **Security Audits:** Conduct regular security audits and vulnerability assessments.

Extra Features for Admin

- Service Integration: Integrate and manage additional service providers.
- Insurance Policy Management: Update and manage travel insurance options.

- Emergency Contact Updates: Ensure emergency contact information is current.
- Content Management: Update travel tips and advisory information.
- Guide and Translation Services Management: Oversee local guide and translator bookings.