

# ONLINE EVENT VENUE BOOKING SYSTEM

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**Abstract**—The purpose of our project is to build an interactive web interface that helps people to easily find and book a venue for their event through the internet according to their requirements. It deals with speeding up the process of locating, selecting & booking a venue for an event. The main function of the system is to register the user event requirements and the available venue details so as to provide an easy interface between the two. System input includes user event requirements, venue details and venue organizers details while the system output includes booking details of the venue. In addition, the user can locate the venue; interact with the venue organizer & administrator; keep a track of every booking. This application will be accessible to the end user via a web application developed using JavaScript libraries like Node Js.

**Keywords**—Online venue booking, self-service protocols, track booking status, locate venues online, chatbot, bulk emails, hassle free.

## I. INTRODUCTION

Consumer behavior has changed over time to adapt to the evolving technologies in the digital era. Our world today is undeniably digitalized. These digital platforms which make use of the latest technologies help businesses to enhance their interaction with prospective customers, dealers and deliver excellent customer experience at the same time. Having an online website allows customers to find out more about you, your product and gather any information they need. Having an online presence lets the potential customer build greater trust with the more information you are providing. The existing system of physically visiting different venues and selecting one venue for an event according to our requirement is quite time consuming and there are many difficulties faced by the customer to get information and locate a perfect venue for their event according to their preference and choices. Presently, most of the event venue bookings are done physically by visiting various venues and making tons of phone calls etc. This process not only is time consuming but also quite inconsistent. For many countries, in response to the coronavirus pandemic having an online booking system can be invaluable tool to protect the health staff, customers and the population as a whole.

## II. OVERVIEW

This web based application aims to provide functionalities for finding and booking event venues online hassle-free through a single click. It eases the task of the administrator, customer, venue organiser and visitors.

Whenever, a visitor searching for a suitable venue for his/her event accesses our web application, they will be able

to see various facilities provided by our system. They can also read through various testimonies of our previous customers who had booked venues for their events through our system. They will be asked to sign up on our system through a pop-up form, so that they can proceed with the selecting, finalizing and booking the venue.

Once, the visitor signs up on our system. Their data will be stored in the database which will be accessible to the administrator only. Now the visitor turned customer can search for various venues according to his/her preferred location and event type. Based on their preferences, the system will display the relevant Venues to the customer. Once a customer, clicks on the venue he/she will be able to view the details of that particular venue, along with various event pictures, their cost, the facilities that they provide, venue availabilities and the venue organizer contact details. The customer will also be able to interact with the venue organizer as well as the system administrator via a chatbot feature provide on the system. The customer can keep a track of his/her bookings with the help of an embedded calendar. After successfully booking a venue, the customer can also send e-invites to all the invitees of the event. It will save their time and money involved in physically inviting every invitee for the event.

The venue organizer show case their venue availability information to online, which in turn helps them to attract more customers who would opt for their venue for an event.

The administrator manages to make the customer get in touch with various venue organizers available in the desired location and according to the customer's specific requirements and budget through this system.

## III. LITERATURE SURVEY

The online booking industry has experienced a major transformation in the past three years. According to Statistic Brain Research Institute analysis, more than 148.3 million people use the Internet to make reservations for their accommodations, tours & activities.

From the past three years, there are lots of booking websites that let the customer book slot for appointment booking or for rentals. People usually seek to find a website

that offers a seamless booking experience to them. Customers always look for a streamlined booking process. That's why it is crucial to design an organized self-service portal for an online booking system.

- Let's look into some of the effectual benefits of having an organized Self-Service Portal:
- It empowers your potential customers to request for any service.
- Customers have all the time to explore the things on your booking website.
- Allow personalization.
- Instant access to all the needful information on your website.
- Gain happy customers!!!

Whether one runs a banquet hall or wedding venue or manage banquet sales for a hotel, restaurant or club, one is in the business. And a big part of creating these experiences is to be able to take their input and ideas and turn them into a smooth-running event that is the realization of their vision.

Many banquet venues start out by using spreadsheets and off-the-shelf e- because they simply were not built to 1) handle larger event loads, 2) work together seamlessly and 3) respond to the very specific needs of the customers.

The need of this literature survey was to identify the improvements needed in the existing time consuming methods of finalising and booking an event venue as required by the customer.

That's where our system comes into picture. Our system assists in the smooth interaction between potential customers and venue organisers while Speeding up the activities to overcome the problems associated with physically going and booking the venue.

#### IV. PROBLEM STATEMENT

The existing system of physically visiting different venues and selecting one venue for an event according to our requirement is quite time consuming and there are many difficulties. Presently, most of the event venue bookings are done physically by visiting various venues and making tons of phone calls etc. This process not only is time consuming but also quite inconsistent.

This web application provides a solution to all these problems. It provides an interactive interface and helps customers to get information regarding any venue immediately at any instant of time. The different users of the system are administrator, venue organizer, customer and visitors. These users are assigned with different privileges based on the level of administration.

If a user wants to book a venue for his/her event. Traditionally, they will have to visit various venues and then select one of them. Many-a-times one may not be knowing various available good venues in the desired location. This

can be overcome in our system. The user will be able to view all the available venues in a particular region which they select. They will also be able to view various pictures of events organized at that venue, the facilities which they provide, their cost and also the contact details of the venue organizer.

When we book a venue for our event, we need to make tons of phone calls and visits in order to finalize the venue and see to it that our requirements of the event are being fully filled by the venue organizer. This process is quite time consuming and hectic. Through our online system, the customer can connect with the venue organizer in a hassle-free manner without wasting much time and efforts.

Physically it's impossible to keep your venue booking service on for 24 hours. But having an online system allows the venue organizers to keep their business open 24 hours, seven days a week. Venue organizers can maximize their reservations which in turn will give them more business.

Customers who book their own reservations are more likely to show up, making no-shows a thing of the past.

If a customer does need to cancel, the spot automatically opens online, giving another customer the chance to book it. By maximizing the reservations, one won't leave unused activity spots or rentals on the table.

With this online system the venue organizers can request customers to prepay activities and rentals. This makes sure that on the day of the event there is no worry about the payments.

The customers as well as the venue organizers can easily manage their calendars. Through this system the customers can check their reservations as well as the availability of the venue. The venue organizers can know the status of their business and can manage their schedules accordingly. This system provides a dashboard to the venue organizer as well as the administrator where they can view the analytics, which in turn will help them grow their business.

#### V. PROPOSED SYSTEM

##### 5.1 Login/Registration

The customer/venue organizer/visitor has to enter all the information mentioned to register on the website. This information is then stored in the database. After which all the registered users will have their accounts created on the system.

##### 5.1 Adding Venue

The venue organizer /administrator can add venue by filling out the required information such as name, location (Google AI maps), document. Once the venue is added its data will be updated in the database. Whenever, a customer books a venue the venue organizer and the administrator will get notified about it. The database will get updated accordingly.

### 5.2 Searching a venue

The user can search for various venues available on the system through the Search Bar. One can apply filters like location, date, type of event, cost while searching for the venue. According to the filters applied, the user will then be shown the appropriate venues.

### 5.3 Booking a venue.

Once the user has finalized the venue, there will be an option of booking. They will have to fill out a form in order to go ahead with the booking process. Once the user books a venue, he will also be able to get in touch with the venue organizer of that venue for further processes.

### 5.4 Tracking Booking

The venue organizer's as well as the users can keep a track of the booking in the system through embedded calendar functionality. This will help to avoid any void in the booking process.

### 5.5 Chatbot

The users can interact with the venue organizers as well as the administrator using the chatbot facility which will be available 24\*7.

## VI. APPLICATIONS

1. It assist's in the smooth interaction between potential customers and venue organisers.
2. It speeds up the activities to overcome the problems associated with physically going and booking the venue.
3. It allows venue organizers to showcase information regarding the availability of their venues for events & get the appropriate customers.
4. The customer can search and access information regarding the availability of venues according to the location through Google AI maps, date, time, capacity, facility, budget etc.
5. The customers as well as the venue organizers can keep a track of their bookings.
6. Customers once book the venue can send invitation to the invitees through the system.

## VII. CONCLUSION

The Online Event Venue Booking System is a web application for booking event venues online through the Internet. It eases the task of the administrator, venue-organizer, customer & visitor.

The administrator has control over the full backend & front end of the website. He assigns specific privileges to the customer, venue organizer & the visitor. He is responsible for handling most of the tasks such as making sure whether venue organizers upload correct information about the availability of the venues; to check whether the customers are shown the required venues and are properly connected with the respective venue organizer for booking the venue; to check and speed up the process of turning visitors into customers; to check if the customer is satisfied with all the services offered on the website.

The venue organizer creates his own account on the website. He is given the rights to upload the information about his venues which can be booked for events by the customers. The venue organizer is also responsible for updating the booking status of each of their respective venues booked.

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The visitors are treated as prospective customers on the website. They can access the homepage of the website and read about our services, testimonials and also get in touch with us for more details. The visitor is always prompted to sign up on our website to become a customer and start with hid first booking.

This web application facilitates the customers to find the perfect venue for their event online without any hassle.

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