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SELECTIVE TICKET CANCELLATION IN ONLINE TICKET BOOKING PLATFORMS

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ABSTRACT :

In contemporary online booking systems, users often face challenges when attempting to cancel specific tickets within a group booking, as many platforms lack the functionality for selective cancellation. This project addresses this limitation by introducing a feature that enables users to individually select and cancel specific tickets from their bookings. The implementation utilizes a combination of front-end and back-end technologies, including HTML, CSS, JavaScript, and Node.js, to create a seamless user experience. The system allows users to choose the type of ticket, select timing, book seats, and subsequently cancel selected seats as needed. This enhancement aims to provide greater flexibility and control to users, improving overall satisfaction with online booking services.

Keywords: Selective ticket cancellation, Online booking systems,User-controlled cancellations, Partial booking cancellations, Ticket management flexibility

INTRODUCTION :

Online booking systems have revolutionized the way users reserve tickets for various services such as transportation, events, and entertainment. These platforms offer convenience and efficiency, allowing users to book tickets from the comfort of their homes. However, a common limitation in many existing systems is the inability to cancel specific tickets within a group booking. Typically, users are forced to cancel the entire booking, even if they only wish to cancel certain tickets. This inflexibility can lead to inconvenience and dissatisfaction among users. The motivation behind this project is to enhance online booking systems by introducing a selective cancellation feature, enabling users to cancel individual tickets without affecting the entire booking.

LITERATURE REVIEW :

Several online booking platforms have recognized the importance of flexible cancellation policies. For instance, Bookeo offers a comprehensive booking system that streamlines client scheduling and processes bookings and payments, but it does not explicitly mention selective cancellation features. [1]. Similarly, Bookitit allows clients to book through various platforms and manage reservations but lacks detailed information on selective cancellation capabilities. [2]. SimplyBook.me focuses on reducing no-shows and double bookings by sending tailored reminders and charging deposits upfront; however, it does not address the selective cancellation of individual tickets within a booking. [3]

Previous research has explored various aspects of online booking systems, particularly focusing on cancellation policies and user satisfaction. For instance, Sadreddini (2020) proposed a Cancellation Protection Service (CPS) that enables customers to receive refunds under certain terms upon ticket cancellation. This approach emphasizes enhancing user experience by offering flexible cancellation options. [4]. Similarly, studies have highlighted the importance of features like appointment reminders and the ability to cancel or reschedule bookings in reducing missed appointments and improving system efficiency. [5]

METHODOLOGY :

The project employs a full-stack development approach, integrating both front-end and back-end technologies to achieve the selective cancellation feature.

Front-End Development:

- **HTML and CSS:** The user interface is designed using HTML and CSS, ensuring a responsive and user-friendly experience. The layout includes pages for selecting ticket types, choosing timings, booking seats, and managing cancellations.

- **JavaScript:** Client-side scripting is implemented using JavaScript to handle user interactions, such as selecting seats and initiating booking or cancellation processes.

Back-End Development:

- **Node.js and Express.js:** The server-side is built using Node.js with the Express.js framework, providing APIs to handle booking and cancellation requests.
- **File System (fs) Module**: Data is stored in a JSON file (data.json), with read and write operations managed through Node's fs module.

Data Flow:

Booking Seats: Users select the type of ticket, timing, and specific seats. This information is sent to the server via a POST request to the /api/book endpoint, where it is stored in the data.json file.

Cancelling Seats: Users can view their bookings and select specific seats to cancel. A POST request is made to the /api/cancel endpoint with the selected seat numbers, and the server updates the data.json file accordingly.

RESULTS :

The implementation successfully introduces the selective cancellation feature in the online booking system.

- Book tickets by selecting the type, timing, and specific seats.
- View their current bookings and choose individual seats for cancellation.
- Receive real-time updates on the status of their bookings and cancellations.

This functionality enhances user flexibility and control over their bookings, addressing a significant limitation in traditional online booking systems.

CONCLUSION :

The project demonstrates that integrating a selective cancellation feature into online booking systems is both feasible and beneficial. By allowing users to cancel individual tickets within a booking, the system improves user satisfaction and adaptability to changing plans. Future work could involve integrating this feature into larger, database-driven systems and exploring additional functionalities such as partial refunds and automated notifications.

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