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Platform for touristic booking

Presented Publicly, in **30/06/2025**, before the following committee:

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Introduction:

General Introduction:

Despite its unrivaled cultural, historical, and natural diversity, Algeria's tourism industry lags greatly below its true potential as compared to other countries. Algeria has unmatched diversity in its scenery from the towering Sahara Desert to Mediterranean shores, dense mountains, Roman ruins, and rich Amazigh and Arab heritage.

Nevertheless, Algerian tourism continues to face a series of longstanding issues: weak foreign visibility, a lack of investment in terms of infrastructure, dispersed services, and a severe deficit of up-to-date digital solutions adapted to the needs of travelers today.

Over the past two years, international travel and tourism has experienced rapid digitalization. Digital platforms have become a key enabler for travelers to investigate, organize, and book their activities with ease and security. Algeria, while growing more and more appealing as a destination to local and international tourists alike, lags behind in adequate digital infrastructure to meet these new demands.

On the one hand, international platforms have robust booking engines and global reach but do not have strongly localized content and partnerships to provide authentic

Algerian experiences. On the other hand, domestic platforms, though core to domestic tourism, are stifled by aging interfaces, poor functionality, and overall inadequate digital maturity.

Among the many challenges is the lack of digitalization. At a time when the majority of tourists across the globe rely on online platforms and tools to discover and plan trips, Algeria is behind. There is no one modern digital platform that effectively aggregates tourism services such as tours, experiences, guides, or cultural events, with the focus being Algeria. As a result, consumers often struggle to find reliable and current information, compare offers, or book in a secure and seamless way.

The other major concern is tourists' disconnect from tour providers. Most local agencies, and tourism players operate informally or offline, and this disadvantages them to a large extent to access their potential clients. Thus, micro-tourism stakeholders are marginalized, but tourists, especially foreigners, lack or have limited direct access to localized experiences, which typically spread through personal networks or word-of-mouth.

Lastly, the absence of an integrated platform also hampers data collection, user feedback, and tourism performance analysis, which makes it difficult for stakeholders and policymakers to make informed decisions in order to improve the industry.

In the light of this background, it is necessary to come up with a new solution that fills the loopholes in the Algerian tourism system. In this regard, we propose creating RihlaDZ, a modern online portal that is designed to modernize and revolutionize the Algerian tourism sector.

RihlaDZ, as a tourist marketplace, seeks to balance international standards and strong local foundations in order to offer consumers a secure, structured, and highly diverse cultural experience that presents the very best of Algeria. The platform would bridge the gap between tourists and local tour operators, support small tourism businesses, and facilitate the unearthing of Algeria's secrets through cutting-edge technology tailored to the needs of today's users.

Thesis Structure:

The thesis is structured as follows:

- ❖ A general introduction where we present the background of Algerian tourism, state the principal problem, and introduce our project.
- ❖ Chapter One « **Similar Systems Analysis** » is therefore devoted to the analysis of existing digital solutions in the tourism industry local and foreign and making a comparative synthesis.
- ❖ Chapter Two « **Requirements Analysis and Design** » is devoted to modeling our solutions. We will define functional and non-functional requirements, user roles, and present principal UML diagrams (use case, sequence, and class diagrams).
- ❖ Chapter Three « **Development and Software Presentation** » provides an overview of the tools, technologies, and frameworks used in the process of creating the RihlaDZ platform. We will describe our technical choices and the most important implemented features.
- ❖ Lastly, the thesis concludes with a general conclusion and provides recommendations for further enhancements to the platform.

Chapter 1:

Similar Systems Analysis

1.1 Introduction:

Online travel platforms are one of the drivers of contemporary travel business, enabling users to discover, plan, and book experiences globally. With a sufficient variety of services, they suit various traveler preferences, ranging from adventure tours and cultural experiences to city experiences. The research conducts a comparative review of major travel platforms through a comparison of their main features, booking experience, flexibility, and additional benefits to gain comprehensive insights into their contribution to digital tourism.

1.2 Similar Systems:

1.2.1 Viator:

Viator ^[1] is a travel booking platform that specializes in tours, activities, and experiences worldwide. It offers travelers the ability to discover and book excursions, sightseeing tours, cultural experiences, and outdoor adventures in various destinations.

Viator, a subsidiary of Tripadvisor, provides user reviews, ratings, and detailed descriptions to help customers choose the best experiences. The platform covers a wide range of activities, including skip-the-line tickets for attractions, private guided tours, food and wine tastings, and adrenaline-filled adventures. ^[2]

Users can book directly through the website or mobile app, often with flexible cancellation policies and instant confirmation for many activities. ^[2]



Why book with Viator?

Figure 1.1: Viator Home Page [1]

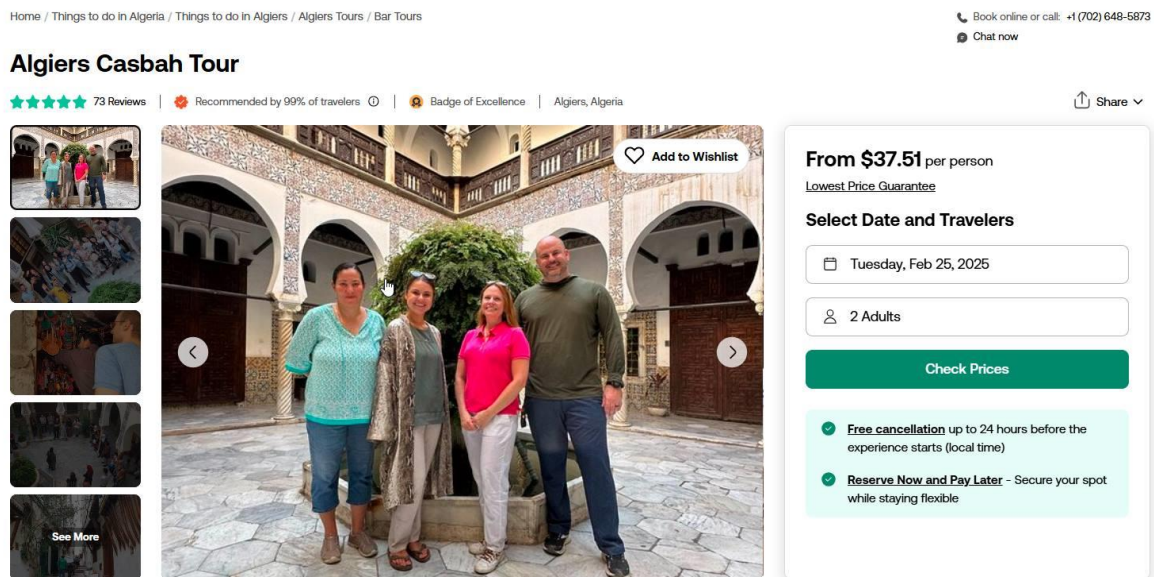


Figure 1.2: Viator Booking Page [1]

1.2.2 Rakuten Travel Experiences:

Rakuten Travel Experiences [2] is an online booking platform for tours, activities, and attractions, operated by Rakuten, one of Japan's largest e-commerce companies. Primarily focuses on Japanese destinations but also offers experiences in select international locations.

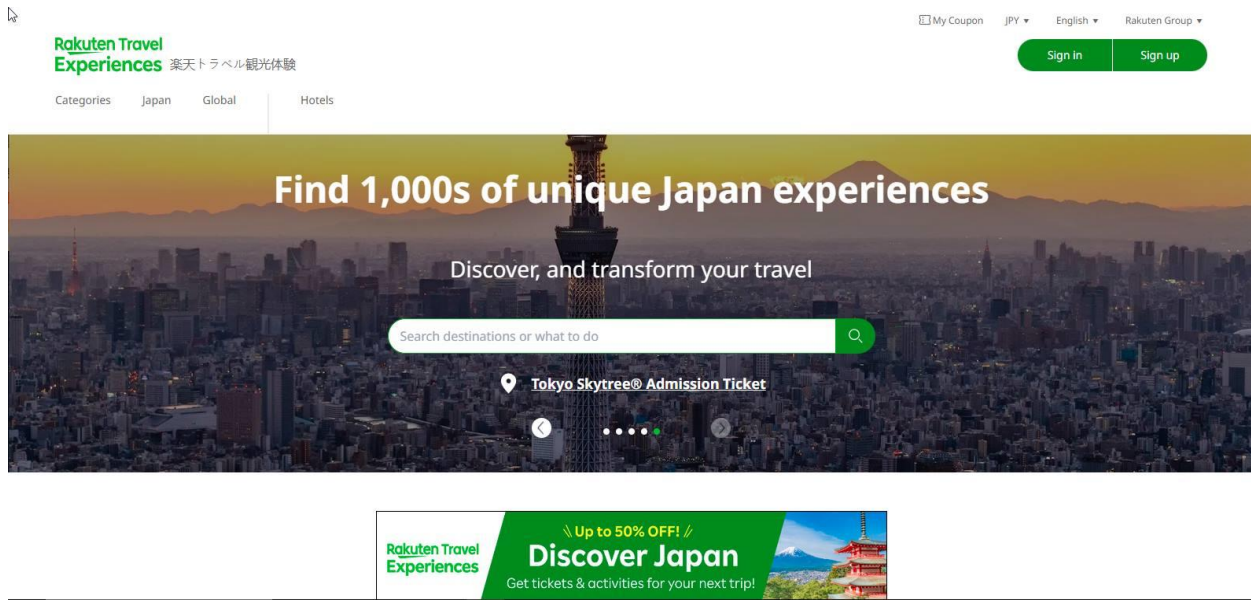


Figure 1.3: Rakuten Travel Experiences Home page [2]

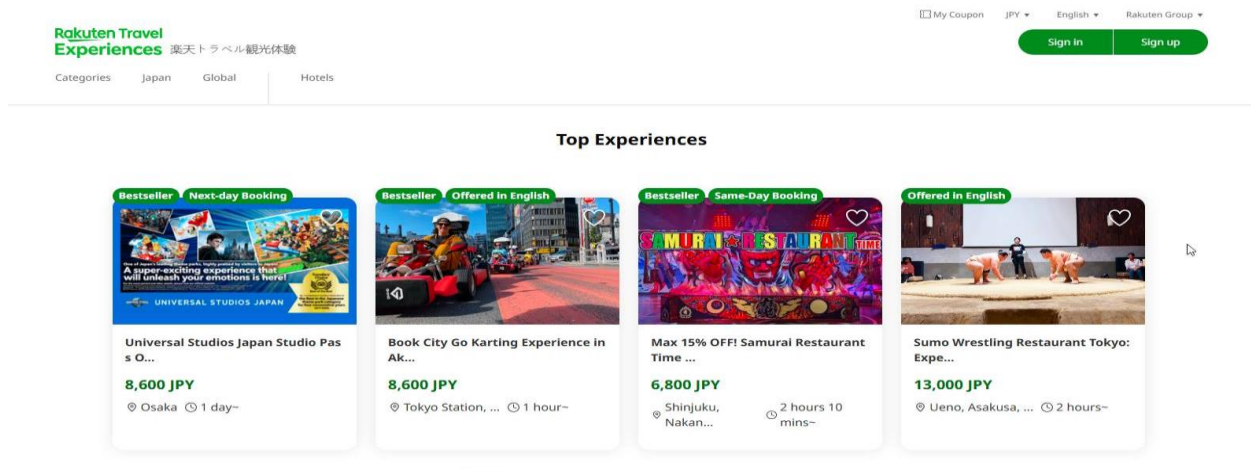


Figure 1.4: Rakuten Travel experiences Tours Page [2]

1.2.3 Tahwissa:

Tahwissa^[3] is an Algerian e-tourism platform that offers a wide range of activities and outings for individuals seeking adventure, discovery, and entertainment within Algeria. The

platform provides a user-friendly and easy-to-use interface to help users find events, excursions, outdoor activities, festivals, and cultural events across the country.

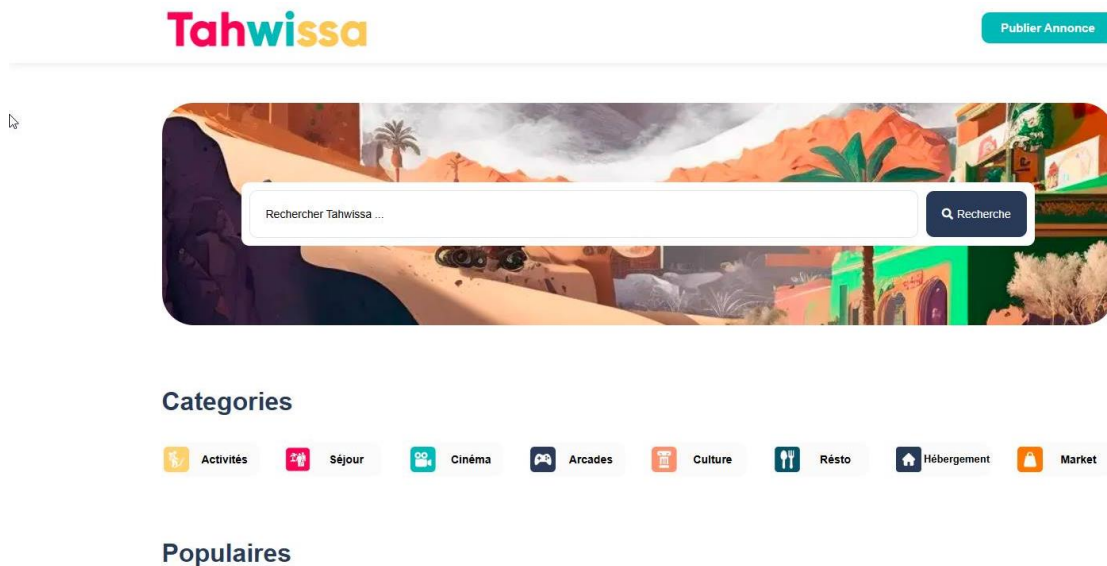


Figure 1.5: Tahwissa Home Page [3]

1.2.4 Tourisme Algerie:

The website [Tourisme_Algerie_](#)^[4] is dedicated to promoting tourism in Algeria. It provides comprehensive information about the country's cultural, historical, and natural attractions, aiming to showcase Algeria as a diverse and captivating travel destination.



Figure 1.6: Tourisme Algerie Home page [4]

1.3 Comparison of Travel Platforms :

This section compares the features of several well-known platforms and local ones, including Viator, Rakuten Travel Experiences, Tourisme Algérie, Tahwissa.

The table 1.1 below highlights the key features of each platform

Feature	Rakuten Travel Experiences	Viator	Tourisme Algérie	Tahwissa
Type of Service	Online marketplace for tours, activities & attractions	Online marketplace for tours, activities & attractions	Official tourism website of Algeria	Online platform for discovering and booking activities in Algeria
Ownership	Subsidiary of Rakuten	Subsidiary of Tripadvisor	Government-affiliated	Independent
Destinations Covered	Primarily Japan & some international locations	Worldwide, including cities & landmarks	Focused on Algeria	Focused on Algeria
Tour Duration	Day trips & short activities	Day trips & short activities	Not a booking platform	Day trips, multi-day trips
Booking Process	Online & mobile app booking with instant confirmation	Online & mobile app booking with instant confirmation	No booking service, only informational	Online booking for events and excursions

Customization Options	Some customizable options	Some customizable options	Not applicable	Limited customization
User Reviews & Ratings	Verified customer reviews & ratings	Verified customer reviews & ratings	No user review system	User reviews and recommendations
Flexibility & Cancellation	Flexible cancellation (varies by provider)	Flexible cancellation (varies by provider)	Not applicable	Cancellation policies vary by activity
Special Features	Focus on Japanese culture & experiences, Rakuten Points integration	Tripadvisor-backed platform, extensive tour options	Information hub for Algeria's tourism attractions	community engagement, personalized recommendations
Supported Languages	English, Japanese	Multiple languages (English, French, Spanish, German, etc.)	French	French, Arabic
Pricing	Varies by provider; some experiences start at \$5	Varies by provider; activities start from \$10	Free (informational website)	Varies by activity
Best For	Travelers interested in Japanese cultural & local experiences	Tourists looking for highly rated guided tours	Visitors seeking information on Algerian tourism	Algerians seeking to discover and enjoy local activities and events

Table 1.1: Comparison Table

1.3.1 Features Descriptions:

- **Type of Service** – Defines whether the platform is an adventure travel agency or an online booking marketplace for tours and activities.
- **Ownership** – Specifies whether the platform is independently operated or a subsidiary of a larger company.
- **Destinations Covered** – Indicates the geographic range of services, from urban cities to remote adventure locations.
- **Types of Activities** – Outlines the different experiences offered, such as trekking, cultural tours, or attraction tickets.
- **Tour Duration** – Differentiates platforms offering multi-day expeditions from those focusing on shorter experiences.
- **Booking Process** – Describes whether bookings are made via agency consultation, website, or mobile app with instant confirmation.
- **Customization Options** – Highlights whether tours can be tailor-made or if they follow predefined itineraries.
- **User Reviews & Ratings** – Indicates whether travelers can access verified customer reviews to evaluate experiences.
- **Flexibility & Cancellation** – Covers policies on cancellations, refunds, and itinerary changes.
- **Special Features** – Unique advantages each platform offers, such as sustainability focus, mobile-friendly options, or Tripadvisor integration.
- **Best For** – Identifies the target audience, whether adventure seekers, casual tourists, or structured tour enthusiasts.
- **Pricing:** The cost of booking tours and activities, varying by experience, provider, and offers.
- **Supported Languages:** Languages available for content, booking, and customer support.

1.3.2 Comparative Analysis:

Comparing global websites such as Viator and Rakuten Travel Experiences with local websites such as Tourisme Algérie and Tahwissa in our evaluation, our future website RihlaDZ has distinctive competitive advantages. These advantages position RihlaDZ to better meet the needs of both local and global tourists who are interested in visiting Algeria.

- **Geographic Emphasis:**

Viator and Rakuten Travel Experiences are international websites offering a great variety of destinations and activities. Yet, their Algeria-related offerings are minimal or non-existent. Tourisme Algérie and Tahwissa are purely Algeria-focused; nonetheless, RihlaDZ will have a deeper and more structured focus—coupling the countrywide scope of Tourisme Algérie

with the community-oriented approach of Tahwissa, along with adding the professional booking system lacking in both.

- **Booking process:**

Viator and Rakuten provide online booking directly with immediate confirmation but without personalized advice or consultation, particularly for Algeria. Tourisme Algérie does not provide any booking, while Tahwissa only advertises events or excursions without any structured booking system. RihlaDZ will aim to bridge this gap by providing direct and secure booking procedures, along with personal consultations with agencies or clubs, all designed to suit Algeria's tourism industry.

- **Personalization and Flexibility:**

Viator and Rakuten provide standardized packages with little room for customization. By contrast, Tahwissa does not support the design of customized itineraries. On the contrary, RihlaDZ allows travelers to tailor their experiences with local guides, thus providing responsiveness to particular individual needs. In addition, RihlaDZ has intentions to introduce flexible cancellation policies, a service that neither Tourisme Algérie nor Tahwissa offers.

- **Local Integration:**

Viator and Rakuten work often with major vendors or international operators. RihlaDZ will emphasize giving top priority to local clubs, agencies, and small-scale tourism businesses to ensure authenticity, support local economies, and provide immersive experiences. Tahwissa interacts with local communities; it is not, though, a marketplace focusing mainly on business. Tourisme Algérie lacks mechanisms that allow travelers to connect with authenticated local service providers.

- **User Experience and Technology:**

RihlaDZ will provide an intuitive and localized user interface tailored to Algerian agencies and tourists. Where Viator and Rakuten are polished but not localized to local needs, RihlaDZ focuses on simplicity and easy booking. As opposed to the outdated UI of Tourisme Algérie and Tahwissa's informal installation, RihlaDZ shines by combining professional design with full-fledged digital amenities like booking, reviews, and agency consoles—making it both modern and practical for the local market.

- **User Reviews and Transparency:**

Viator and Rakuten both have good review systems for customers, enabling travelers to make informed choices. Tourisme Algérie and Tahwissa do not have organized review systems. RihlaDZ aims to have authenticated customer reviews to establish trust and transparency.

- **Target Audience:**

Viator and Rakuten are intended for tourists on an international level. Tourisme Algérie is aimed at informing international tourists, while Tahwissa serves local populations looking for adventure activities more adequately. RihlaDZ is well-placed to serve both international tourists looking to discover Algeria and Algerian residents seeking organized, secure, and diverse experiences.

1.3.3 Conclusion:

In this chapter, we carried out a detailed comparative analysis of leading travel platforms, examining their features, booking systems, and user engagement. By analyzing international platforms like Viator and Rakuten, and local websites such as Tourisme Algérie and Tahwissa, we identified key strengths and limitations. These insights will guide the development of RihlaDZ, a platform that merges global standards with a deep focus on Algerian tourism, aiming to deliver a more complete, user-friendly, and culturally relevant travel experience.

In the Next Chapter, we'll dive into the Functional Specification and Modeling to provide a closer look at how RihlaDZ works.

Chapter 2:

Requirements Analysis and Design

2.1 Introduction:

This chapter focus on the functional specification and modeling of our system, providing a clear breakdown of its requirements and functionalities. For system modeling, we will utilize UML.

UML ^[5] short for Unified Modeling Language, is a standardized modeling language consisting of an integrated set of diagrams, developed to help system and software developers for specifying, visualizing, constructing, and documenting the artifacts of software systems, as well as for business modeling and other non-software systems.

Using UML diagrams, specifically class, sequence, and case diagrams, we illustrate the system's structural and behavioral aspects, ensuring effective communication among stakeholders.

2.2 System Actors:

2.2.1 Primary Actors:

Tourist: A client who registers on the platform to view and book tours. The client is able to view the available options, compare packages, book, make payments, receive alerts, and give feedback in the form of ratings and reviews.

Agency / Club: A business organization that creates and manages tour offers on the website. It may register, create new offers, manage bookings, modify or delete offers, and deliver quality service to its customers.

Admin: An administrator who oversees the operations of the platform. They confirm agency registrations, monitor user-generated content, manage promotions, deal with customer complaints, and implement platform policies to facilitate smooth and equitable interactions.

2.2.2 Secondary Participants:

Server: Acts as the intermediary between the database and front-end user interface. It accepts API requests, implements business logic, validates data, manages authentication, and ensures smooth communication between users and system parts.

2.3 System Requirements:

In the system development life cycle, defining system requirements is a crucial step that translates client needs into detailed specifications for the software project. System requirements specify the functionality that must be implemented to meet customer expectations. They encompass both functional and non-functional aspects, guiding the design, development, and deployment processes to ensure the final product aligns with stakeholder needs.

2.3.1 Functional Requirement:

Here, we define the system requirements and make precise specifications for each, adhering to the given headings.

User Management:

- The system will allow tourists to login, register and update their profiles.
- The system permits agencies to register and maintain their accounts.
- The system should allow admins to verify and authorize agency registration.

Tours Listing:

- Agencies will be able to design, edit, and delete tour advertisements.
- The system should support search and filtering functions to assist tourists in locating appropriate offers.
- Each tour listing displays details such as price, itinerary, destination, and availability.

Bookings and Reservations:

- Visitors will be capable of reserving a tour or adding it to their favorites using the website.
- The system should provide a confirmation message when the reservation is successful.
- Agencies will be able to accept, reject, or amend bookings.

Notification and Communication:

- The system should provide automatic electronic mail or application notification for reservations, cancellations, and updates.

Assessments and Evaluations:

- Visitors will be able to review and rate tours they have visited.
- The system will show mean ratings along with comments for every tour posting.

Administrative Controls:

- The admin will be able to manage users, agencies, and reported content.
- The system will permit the administrator to approve and view agency listings prior to publishing.

2.3.2 Non-Functional Specifications:

Non-functional requirements define the overall quality and behavior of the system alongside its fundamental functionalities. For RihlaDZ, they ensure the platform is efficient, secure, user-friendly, and adaptable.

Performance: The system is expected to maintain effective operation even under concurrent access by several users. Page loading, processing of booking functionality, and user interactions should display a responsive and quick nature under normal usage conditions.

Security Requirements: User data, especially passwords and user information, must be protected using industry-standard encryption algorithms. Role-based access control has to be strictly implemented on the platform so that users can view only the features that are meant for their role.

Usability Requirements: RihlaDZ seeks to ensure user-friendliness for both tourists and travel agents. The interface must be straightforward, easy, and intuitive to navigate by individuals possessing basic digital competencies. Additionally, the website must exhibit tolerance to different screen sizes, thereby providing an acceptable experience on both desktops and mobile devices.

Maintainability and Scalability: The system architecture should demonstrate modularity and flexibility, making it easier for developers to add new features or make changes in a linear fashion without affecting the whole platform. As the number of users and tours grow, the platform should have the ability to scale accordingly without facing serious performance issues. In addition, the codebase must be structured and well-documented to allow for long-term maintenance and development.

2.4 Modeling:

Using UML diagrams, we will describe how the system meets user needs by illustrating interactions between actors through a use case diagram. Next, we will represent the sequence of interactions for selected use cases using a sequence diagram. Finally, we will conclude with a class diagram, which defines the system's structure in terms of its classes, attributes, operations, and associations.

2.4.1 Modeling and Diagramming Tools:

We utilized these tools for modeling and diagramming purposes, as illustrated in Figure 2.1 below.



LUCIDE CHART



MODELIO

Figure 2.1: List of Modeling and Diagramming Tools

Modelio: Modelio^[6] is a modeling solution offering a wide range of functionality based on commonly used standards for Enterprise Architecture, Process Modeling, Software Development, and Systems Engineering.

Lucidchart: Lucidchart^[6] is a web-based diagramming application that allows users to visually collaborate on drawing, revising, and sharing charts and diagrams, as well as improve processes, systems, and organizational structures. It is produced by Lucid Software Inc. ^[7]

2.4.2 Use Case Diagram

As shown in **Figure 2.2 below**, the system involves three primary actors: **Tourist**, **Tour Agency/Adventure Club**, and **Admin**. Each actor has access to specific functionalities in the system based on their roles and responsibilities.

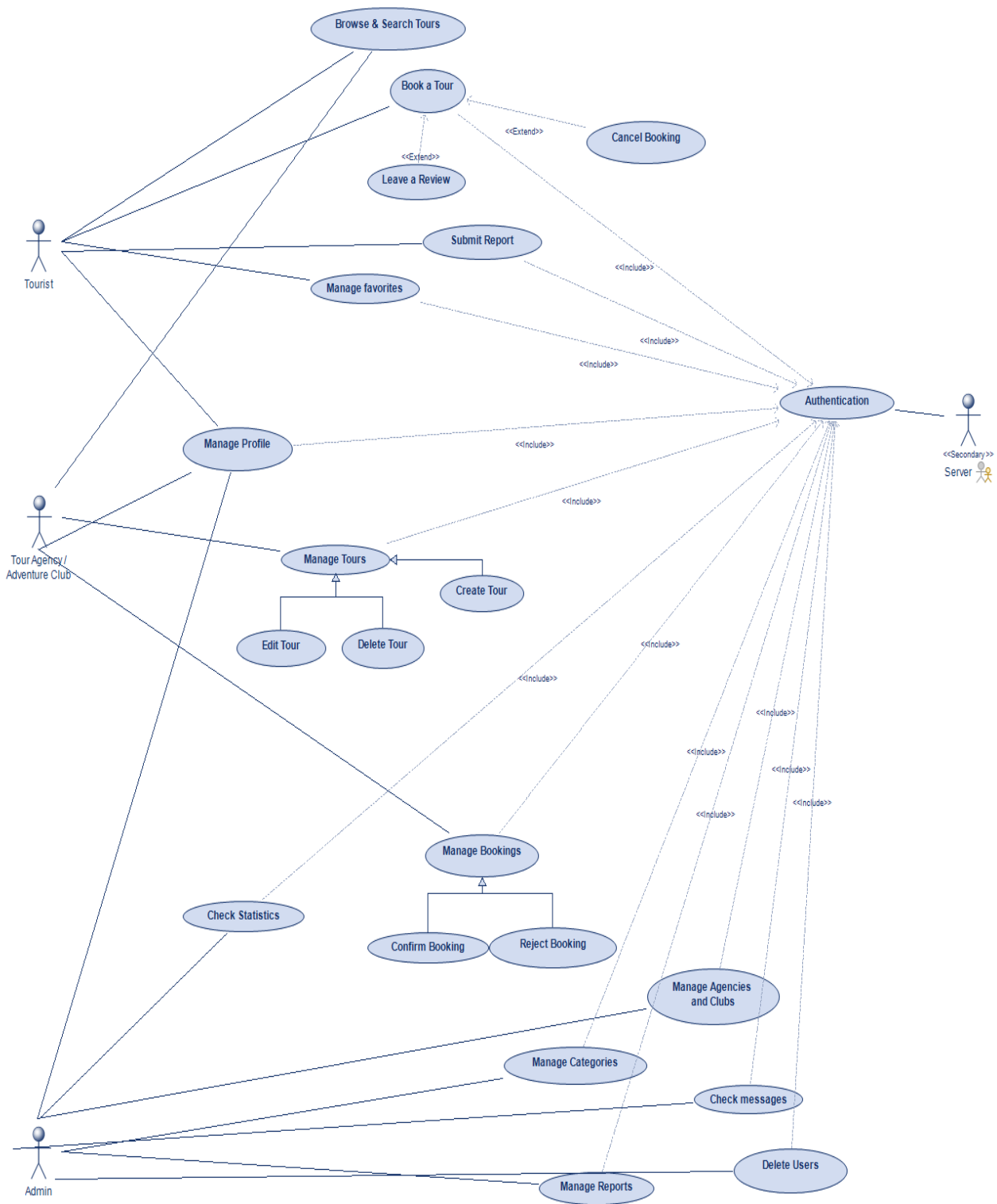


Figure 2.2: RihlaDz Use Case Diagram

Actors and Their Use Cases:

1. Tourist:

The tourist starts interacting with the system by [Browse & Search Tours] based on a couple of filters like category, price, and location. After finding the appropriate tour, the tourist proceeds with [Book a Tour]. The system takes care of user authentication, whereupon the tourist can finalize the booking. If there is a change of plans, the tourist can [Cancel Booking]. Following the tour, the user can give feedback in the form of a rating and comment via [Leave a Review]. Profile control can also be managed under [Manage Profile], including the editing of personal information, password, or account removal. The user can also personalize their experience by deleting or adding tours to their favorites via [Manage favorites].

2. Agency / Adventure Club:

The agency or club can maintain its account details through [Manage Profile], like updating the profile, changing the password, and deleting the account. It is also tasked with [Manage Tours], so that it can [Create Tour], [Edit Tour], or delete obsolete provisions through [Delete Tour]. In addition, the agency deals with booking operations under [Manage Bookings], where it can either [Confirm Booking] or [Reject Booking], especially in instances where contact is made with the tourist, but the booking is not completed.

3. Admin:

The administrator has complete control of the platform. Using [Check Statistics], the administrator can keep track of important statistics like registered agencies, adventure clubs, visitors, and bookings. The admin also handles [Manage Agencies and Clubs], wherein accounts of agencies and clubs are added, edited, or deleted. The admin also manages content classification by handling categories under [Manage Categories], where categories can be added, edited, or deleted. The admin may also see the messages sent by platform visitors [check messages], reviews the reports submitted by users [Manage Reports]. He can [Delete Users] when needed to ensure the integrity and security of the platform.

4. Server:

The server hosts the site and contains all the data. All functions — login, account management, bookings, upload of listings — are done via the Server. It also manages authentication processes (Authentication) and secure handling of the data exchanged between all stakeholders.

2.4.3 Sequence diagrams

In this section, we focus on the following use cases: **Booking a Tour**, **Creating Tour Listings**, and **Verifying Agencies**, as illustrated in Figures 2.3, 2.4, and 2.5, respectively. These use cases represent key interactions within the system, involving tourists, travel agencies, and administrators, each performing specific actions to ensure smooth operation and management of tours.

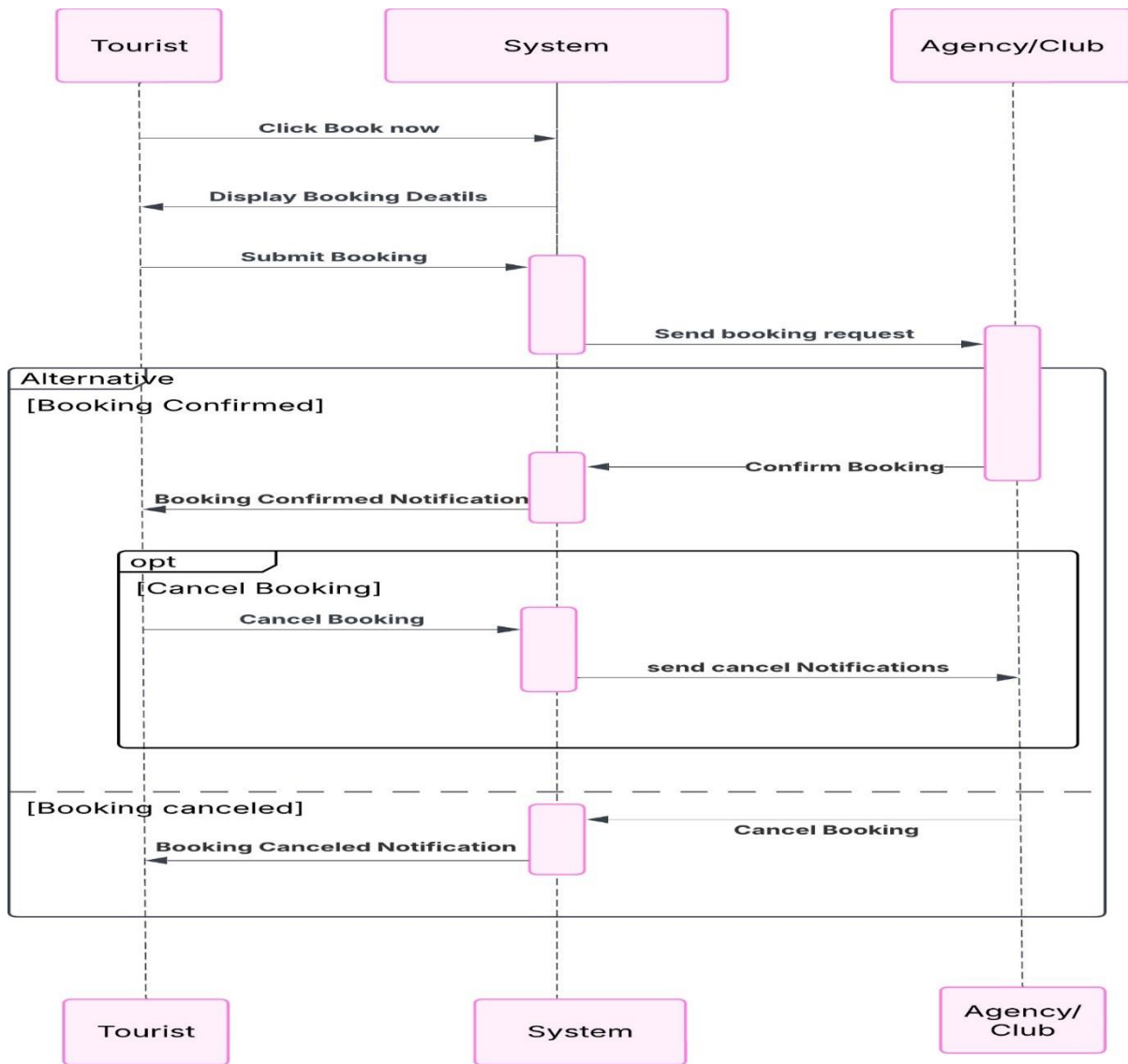


Figure 2.3: Booking a Tour Sequence diagram

Figure 2.3 illustrates the sequence of actions involved in booking a tour.

The process begins when the Tourist clicks on Book now. The System responds by displaying the booking informations. The tourist submits booking request.

The System sends a booking request to the Agency/Club. The agency/club then either confirms the booking—triggering a **Booking Confirmed Notification**—or cancels it, resulting in a **Booking Canceled Notification** being sent back to the tourist.

If a tourist chooses to cancel the booking, a **Booking Canceled Notification** is sent to the agency/club.

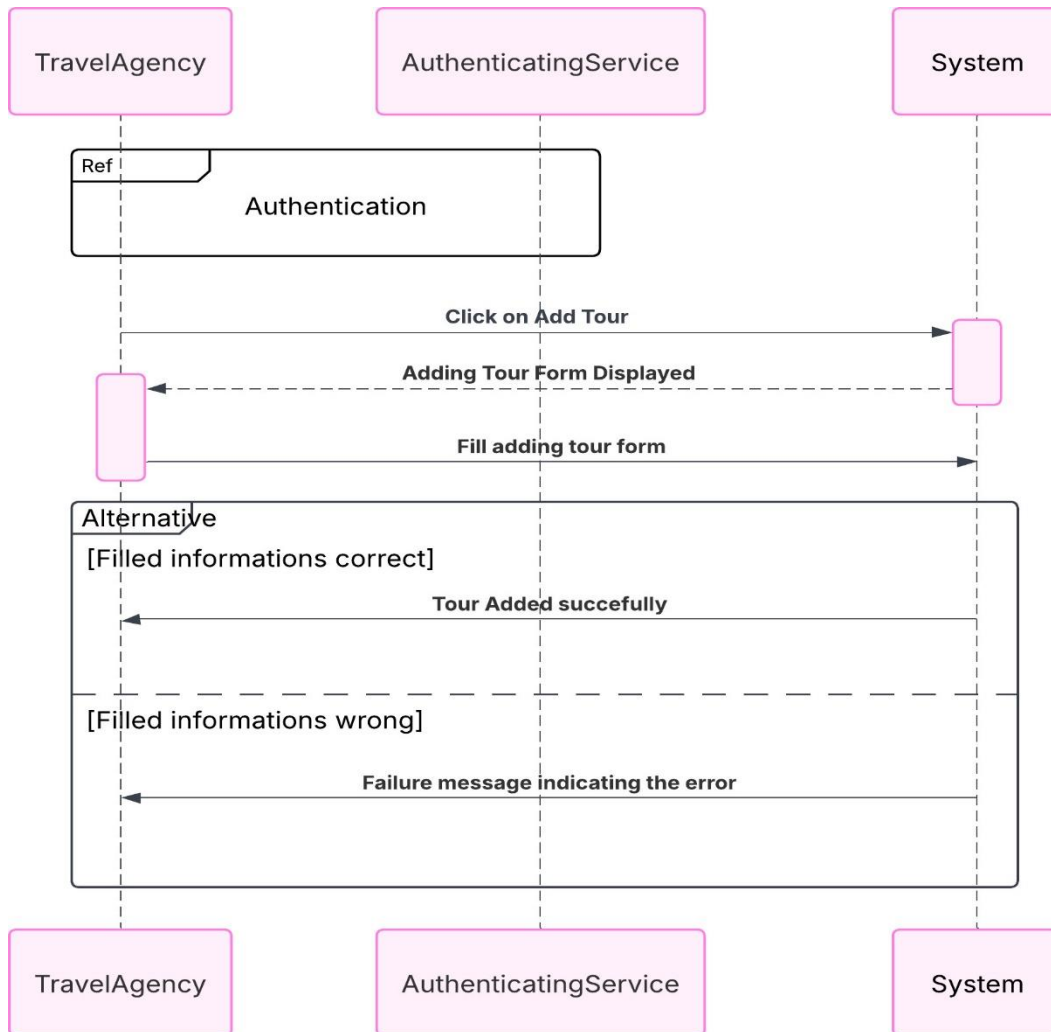


Figure 2.4: Create Tour Listings Sequence diagram

Figure 2.4 illustrates the process of creating a new tour listing by a travel agency.

The system starts with the Travel Agency, which interacts with an Authenticating Service to handle authentication.

After authentication, the agency/club clicks on "Add Tour", which triggers the display of an Add Tour Form. The agency/club fills out the form with the required tour details.

Alternative Paths:

Correct Information: If the form is filled in correctly, the system confirms a "Tour Added successfully" message.

Incorrect Information: if there are errors in the form, the system displays a failure message indicating the specific issue(s).

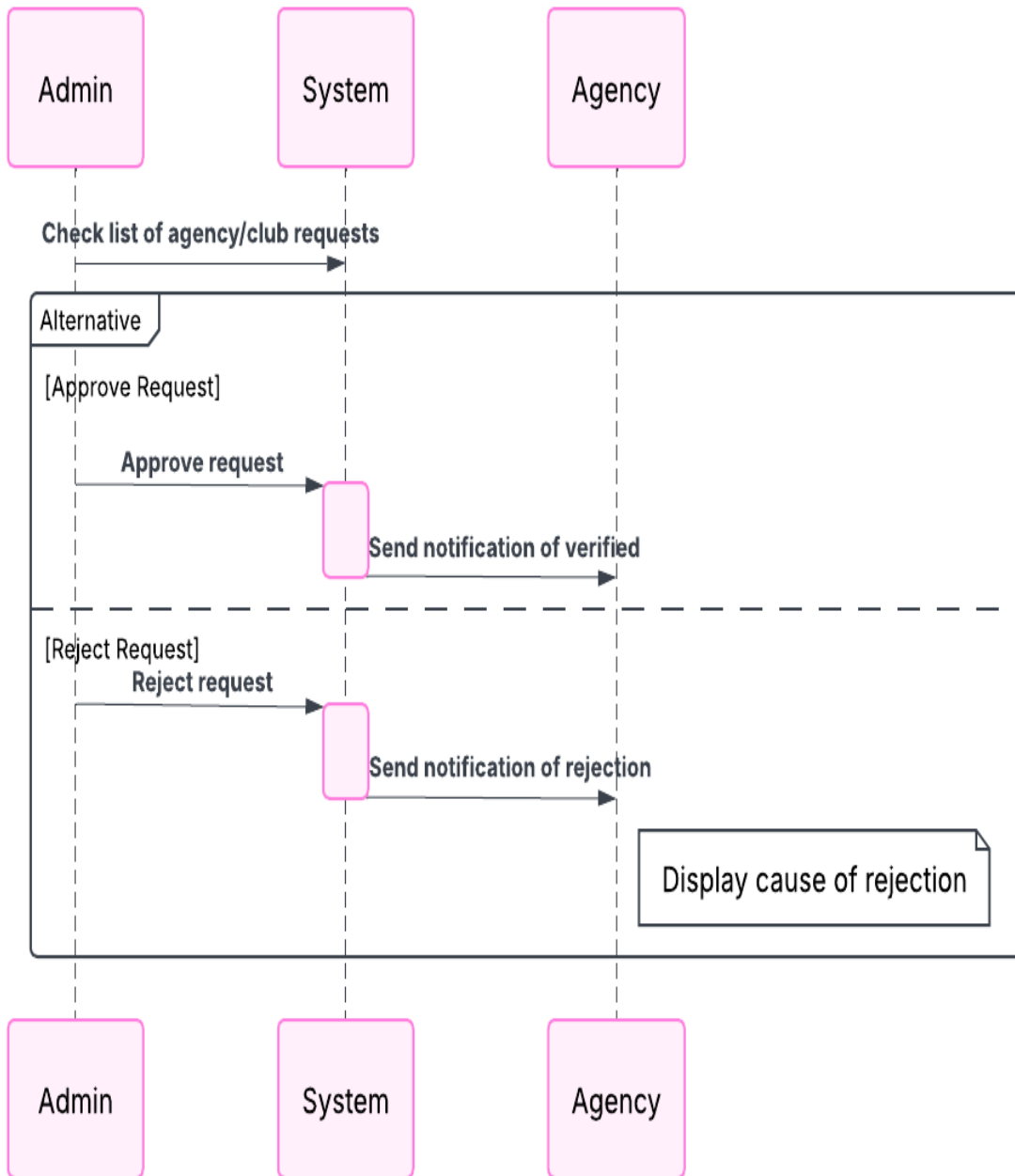


Figure 2.5: Verify Agencies Sequence diagram

Figure 2.5 illustrates the process of verifying an agency or club request by the administrator. The process begins with the admin checking the list of pending requests through the system. At this point, the admin is presented with two options: to approve or reject the request.

If the admin decides to approve the request, the system processes the approval and sends a notification of verification to the agency, informing them that their request has been successfully validated. On the other hand, if the admin chooses to reject the request, the system processes the rejection and sends a notification of rejection to the agency. After receiving this notification, the agency is shown the specific cause of the rejection for transparency and further clarification.

2.4.4 Class diagram:

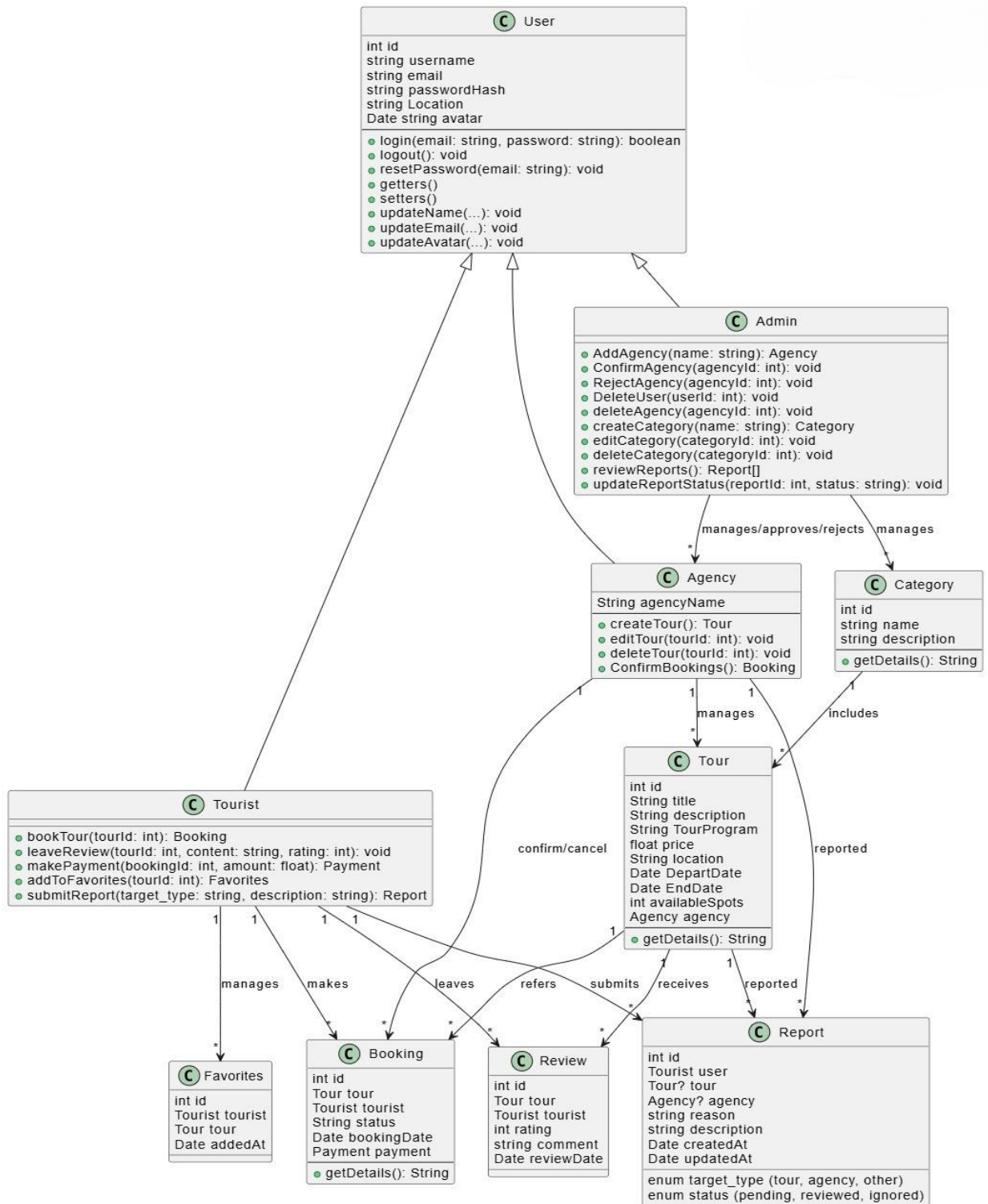


Figure 2.6: RihlaDz Class diagram

Figure 2.6 illustrates the class structure and relationships within the tourism management system:

At the core, the User class serves as the foundational base for all user roles in the system, including Admin, Agency, and Tourist. Each user possesses attributes such as username, email, passwordHash, location, and avatar, along with methods for authentication (login/logout), profile updates, and password recovery.

The Admin subclass is tasked with managing the overall platform. Admins can create, edit, and delete Category entries, manage user and agency accounts (add, confirm, or reject agencies), and now handle user-generated reports through features like reviewing reports and updating their status (pending, reviewed, ignored).

The Agency subclass represents travel agencies or clubs that manage their own tour offerings. Each agency can create, edit, or delete Tour entries and confirm bookings submitted by tourists. Agencies may also be the subject of reports submitted by users.

Each Tour is created and managed by one agency and belongs to a single category. It includes comprehensive details such as title, description, program, price, location, departure and end dates, and the number of available spots. Tours can also be reported by tourists if necessary.

The Tourist subclass allows regular users to interact with the platform in several ways: booking tours, submitting reviews, making payments, and adding tours to a list of favorites.

Additionally, tourists can now submit reports regarding either a tour, an agency, or other concerns, providing a reason and detailed description.

A Booking entity links a tourist to a specific tour, containing information such as the booking date, status, and an optional reference to a Payment.

Tourists can also leave a Review for each tour they attended, including a rating, comment, and the date of the review.

The Favorites class enables tourists to save tours they're interested in, storing the tourist-tour link and the addedAt timestamp.

The newly added Report class enables tourists to submit reports about tours, agencies, or other concerns. Each report contains a target type, reason, description, and status. Reports are linked optionally to a tour or an agency and are reviewed by the admin for further action.

The relationships between these classes reflect real-world interactions: a tourist can have multiple bookings, reviews, favorites, and reports; an agency can manage several tours and receive reports; a tour can belong to one category and be reviewed, booked, or reported; and an admin oversees the entire system.

2.5 Conclusion:

Here in this chapter, we carried out the overall Requirements Analysis and Design phase, determined the key actors, and described the overall system requirements of our project. We utilized modeling tools such as Modelio and Lucidchart and made some UML diagrams, such as class diagrams, sequence diagrams, and use case diagrams, to model and analyze the system architecture.

In the following chapter, we are going to enter the development process and more precisely define RihlaDz.

Chapter 3:

Development and Software Presentation

3.1 Introduction:

This chapter presents the development phase of our system, RihlaDZ, a web platform dedicated to connecting tourists with travel agencies and adventure clubs throughout Algeria. The primary objective of RihlaDZ is to streamline the process of exploring, selecting, and booking tourism packages and adventure activities. Initially, we will outline the tools and technologies adopted for the realization of this project, followed by a concise description of the system architecture. Subsequently, we will detail the design of the user interfaces, highlighting the core features and functionalities offered by the platform.

3.2 Development Environnement and Tools :

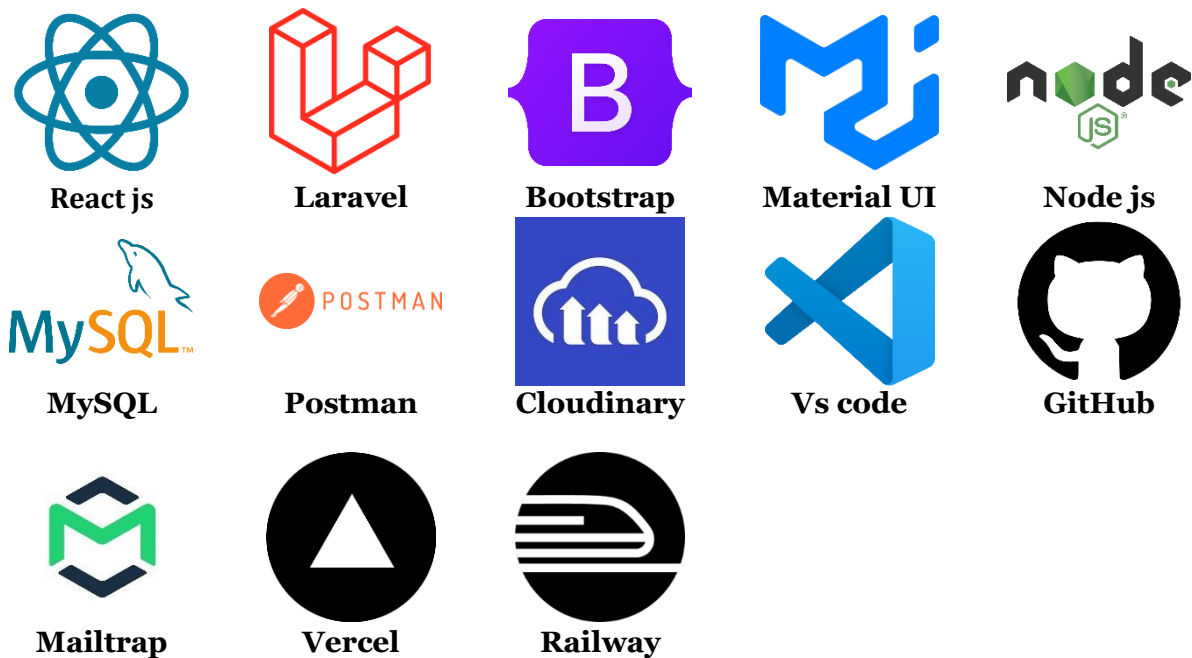


Figure 3.1: List of tools and programming languages used in our system

3.3.1 React.js:

React.js ^[8] is a popular JavaScript library developed by Meta (formerly Facebook) that is used for building user interfaces, especially for single-page applications. It allows developers to create large web applications that can update and render efficiently in response to data changes.

- **Reusable Components:** React encourages the creation of reusable UI components, making the development process more organized and efficient, especially for large-scale applications.
- **Virtual DOM:** Instead of updating the entire page, React creates a Virtual DOM that selectively updates only the parts of the page that have changed, leading to improved performance.
- **Strong Ecosystem and Community Support:** With a massive number of libraries, tools, and a vibrant community, React offers strong support and frequent updates, enhancing developer productivity.

3.3.2 Laravel:

Laravel ^[9] is a robust and elegant PHP framework designed for building full-featured web applications. It emphasizes simplicity, readability, and a clean coding style, making web development tasks such as routing, authentication, and caching much easier.

- **Elegant and Expressive Syntax:** Laravel's syntax is clean and expressive, allowing developers to write readable and maintainable code with minimal effort.
- **Rich Built-in Features:** Laravel provides built-in tools like Eloquent ORM, Blade templating engine, authentication systems, and queue management to streamline common development tasks.
- **MVC Architecture:** Following the Model-View-Controller pattern, Laravel enforces good coding practices, leading to better organized and scalable applications.

3.3.3 Bootstrap:

Bootstrap ^[10] is a powerful, open-source front-end framework for faster and easier web development. Originally created by Twitter, it offers a responsive grid system and pre-designed components that significantly speed up the UI development process.

- **Prebuilt Components:** Bootstrap comes with a comprehensive library of ready-to-use components like modals, buttons, navigation bars, and forms, which reduces the need to design elements from scratch.
- **Responsive Design:** It includes a responsive, mobile-first grid system that automatically adapts layouts to various screen sizes, ensuring a consistent user experience.
- **Easy Customization:** With the use of Sass variables and utility classes, developers can easily customize Bootstrap's default styling to better match the project's design requirements.

3.3.4 Material UI:

MUI (formerly Material-UI) ^[11] is a comprehensive React component library that implements Google's Material Design guidelines, giving developers a rich set of production-ready UI components and tools to build modern, responsive web applications quickly.

- **Pre-built Component Library:** Hundreds of accessible, battle-tested components (buttons, dialogs, data grids, etc.) help teams ship features faster while maintaining design consistency.
- **Theming & Customisation:** A powerful theming system lets you adapt colours, typography, and spacing—or even build an entirely bespoke design system—without leaving React.
- **Accessibility & Responsiveness:** Components follow a11y best practices and are responsive out-of-the-box, ensuring a great UX across every device and user need.

3.3.5 Node.js:

Node.js ^[12] is an open-source, cross-platform JavaScript runtime environment that executes JavaScript code outside of a web browser. It is built on Chrome's V8 JavaScript engine and is widely used for building scalable network applications.

- **Non-blocking, Event-driven Architecture:** Node.js uses asynchronous I/O and event-driven programming, allowing it to handle a large number of simultaneous connections with high throughput.
- **Scalability:** Node.js is particularly well-suited for applications that require real-time communication, such as chat apps and streaming services, due to its ability to efficiently manage concurrent operations.
- **Extensive Package Manager (npm):** The Node Package Manager (npm) provides access to millions of open-source libraries, simplifying the development of complex applications.

3.3.6 XAMPP:

XAMPP ^[13] is a free and open-source cross-platform web server solution stack package developed by Apache Friends, primarily used for local development and testing of PHP-based web applications.

- **All-in-One Package:** XAMPP includes Apache (web server), MySQL/MariaDB (database), and interpreters for PHP and Perl, allowing developers to quickly set up a local server environment.
- **Cross-Platform Support:** Available on Windows, macOS, and Linux, making it accessible for a wide range of developers.

- **Local Testing & Debugging:** Ideal for developing and testing PHP/Laravel projects locally before deploying them to production environments.

3.2.7 Postman:

Postman ^[14] is a popular collaboration platform for development that allows users to design, test, and document API's.

3.2.8 Cloudinary:

Cloudinary ^[15] is a cloud-based media management platform that enables developers to efficiently store, manage, and deliver images and videos at scale. It offers powerful APIs and tools for seamless integration with modern web and mobile applications.

- **Media Storage & Delivery:** Cloudinary provides scalable and secure cloud storage for media files, ensuring fast and reliable delivery through optimized CDNs.
- **Image & Video Transformation:** Developers can dynamically manipulate media (resize, crop, format conversion, etc.) via simple URL parameters or SDKs.
- **Performance Optimization:** By automatically compressing and adapting media to various devices and network conditions, Cloudinary significantly improves load times and user experience.

3.2.9 Visual Studio Code:

Visual Studio ^[16] Code (VSCode) is a source code editor and an integrated development environment (IDE) developed by Microsoft. It is open-source and cross-platform, meaning it is compatible with Windows, Linux, and Mac operating systems. Initially designed for web development, it also supports a wide range of programming languages such as C++, C#, Python, and Java, among others. VSCode offers a variety of features including syntax highlighting, code auto-completion, error detection, code navigation, debugging tools, version control management, and Git integration. Furthermore, it is highly extensible through a vast library of community-developed extensions, allowing developers to customize the editor according to their specific needs.

3.2.10 GitHub:

GitHub ^[17] is an online software development platform. It's used for storing, tracking, and collaborating on software projects. It makes it easy for developers to share code files and collaborate with fellow developers on open-source projects. GitHub also serves as a social networking site where developers can openly network, collaborate, and pitch their work.

3.2.11 Mailtrap:

Mailtrap ^[18] is an email testing tool designed for developers to safely inspect and debug emails sent from staging or development environments. It helps ensure that email functionality works correctly without sending real messages to end-users.

- **Safe Email Testing:** Mailtrap captures outgoing emails in a virtual inbox, preventing accidental delivery to real users during development and testing phases.
- **Detailed Email Inspection:** Developers can view both HTML and plain-text versions of emails, analyze headers, and debug issues related to formatting or deliverability.
- **Integrations & API Access:** It integrates easily with various frameworks (like Laravel, Rails, Django) and provides API access for automation and CI/CD workflows.

3.2.12 Vercel:

Vercel ^[19] is a cloud platform for frontend developers, providing an intuitive workflow for deploying and hosting modern web applications. It is optimized for frameworks like React, Next.js, Vue, and more, enabling fast and seamless deployment experiences.

- **Instant Deployments:** With seamless Git integration, Vercel automatically builds and deploys projects on every push, allowing for preview URLs and real-time collaboration.
- **Global CDN Delivery:** Applications hosted on Vercel are distributed via a global Content Delivery Network (CDN), ensuring low latency and fast load times for users worldwide.
- **Serverless Functions:** Vercel supports backend logic through serverless functions, enabling full-stack capabilities without managing traditional servers.

3.2.12 Railway:

Railway ^[20] is a modern deployment platform that allows developers to provision, deploy, and manage backend applications and databases with minimal configuration. It's designed to simplify backend development workflows and infrastructure management.

- **Easy Project Deployment:** Railway lets you deploy Node.js, Python, PHP (including Laravel), and other backends with just a few clicks or a simple Git push.
- **Database Hosting:** It offers built-in support for PostgreSQL, MySQL, Redis, and other databases, making it easy to spin up and manage development or production data.

- Environment Management: With intuitive environment variable management and real-time logs, developers can monitor and debug their apps efficiently.

3.3 System Architecture:

In our system, we have utilized a variety of environments and components to ensure robust functionality and seamless interaction between users, services, and the database. Each actor in the system — Tourist, Agency/Club, and Admin — communicates with the server through specific operations tailored to their role. These interactions are managed by the backend logic, with real-time updates reflected in the database and supported by third-party services such as Stripe for payment processing.

Here's a detailed breakdown of each component and how they contribute to the overall architecture, which is visually represented in Figure 3.2.

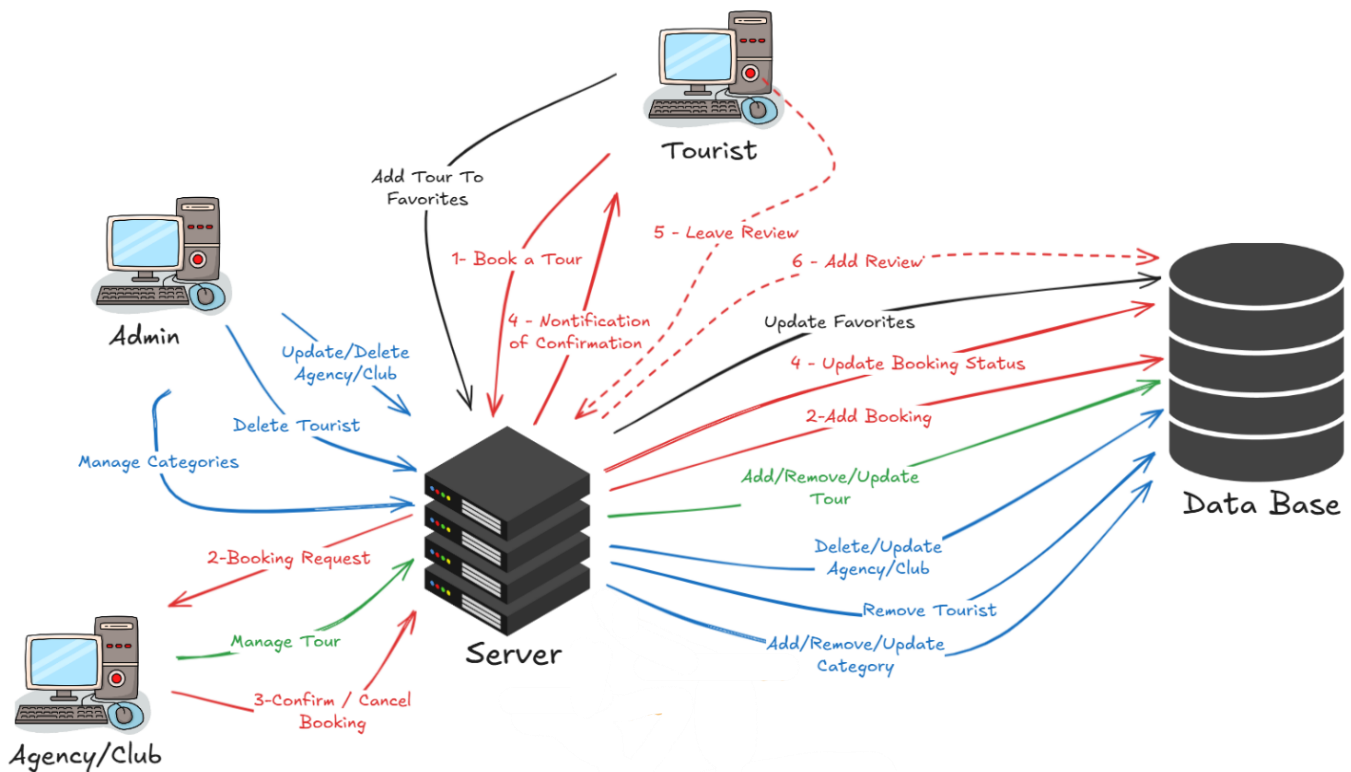


Figure 3.2: RihlaDz Architecture

The architecture is centered around a **server** that acts as the heart of the application, processing and routing requests to the appropriate components. Here's a breakdown of how each user interacts with the system:

Tourist

- **Book a Tour:** Sends a booking request to the server.
- **Add to Favorites:** Favorites are stored/updated in the database.
- **Get Notifications:** Receives confirmation or status updates for bookings.

Agency/Club

- **Manage Tours:** Add, update, or remove tour offerings.
- **Handle Bookings:** Confirm or cancel booking requests.
- **Booking Status:** Updates the server and database when bookings are accepted or rejected.

Admin

- **User Management:** Can delete tourist accounts and update/delete agency accounts.
- **Category Management:** Manages tour categories and ensures proper classification.

MySQL Database

- Acts as the persistent storage, maintaining records for:
 - Tours
 - Bookings
 - Users (tourists, agencies)
 - Categories
 - Favorites
 - Reviews
 - Ext.

3.4 Platform interfaces :

3.4.1 Login / Sign up:

Figure 3.3 displays the Login and Sign-Up pages of the RihlaDZ platform.

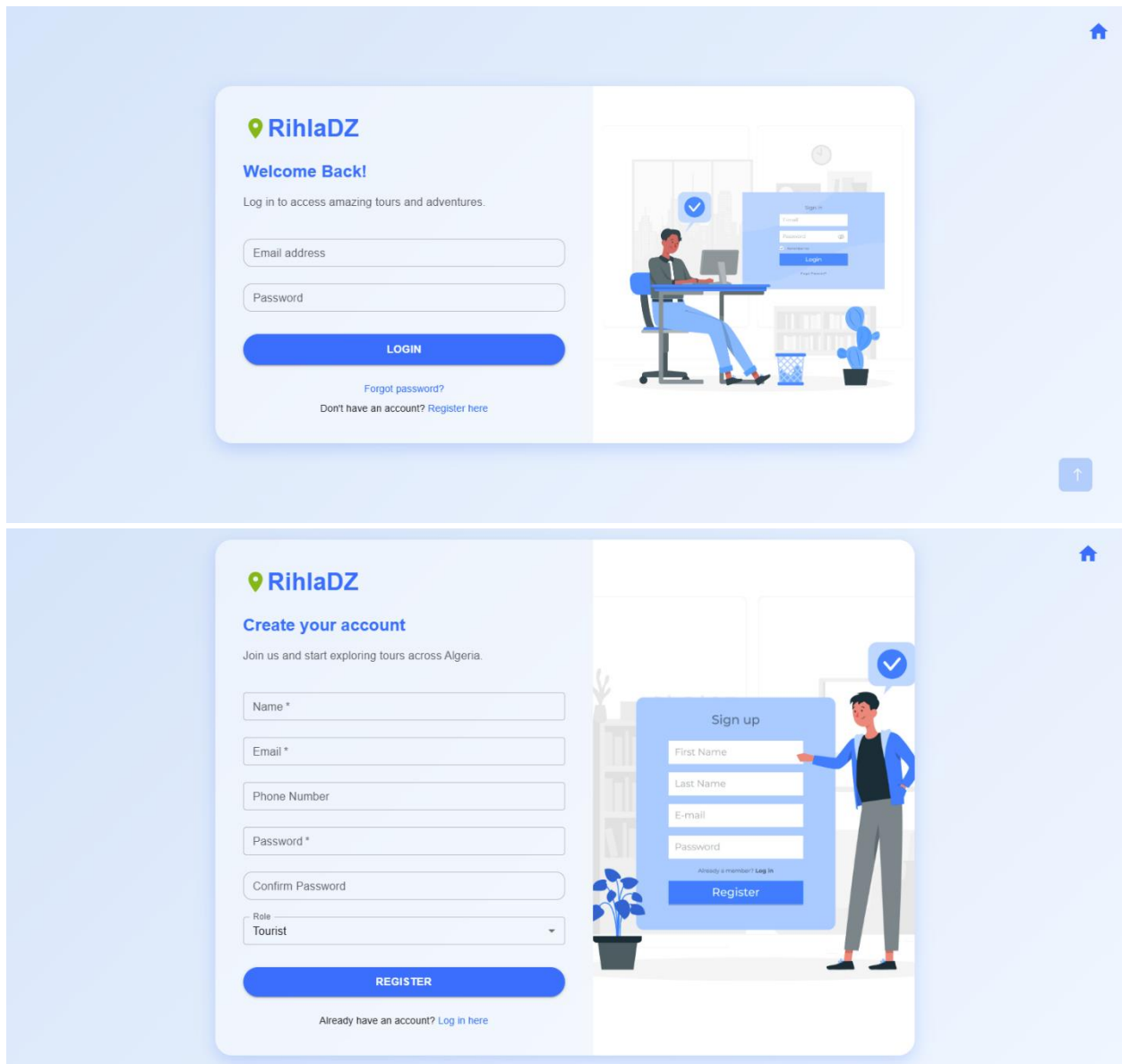


Figure 3.3: Login and sign-up pages

- **Login Page:** Allows users to log in with their email and password or recover their passwords if they forget them.
- **Sign Up Page:** Enables new users to create an account by entering their information and choosing their role as tourist or agency/club.

3.4.2 Home page:

The Figure 3.3 displays the Sign In and Sign Up pages of the RihlaDZl platform.

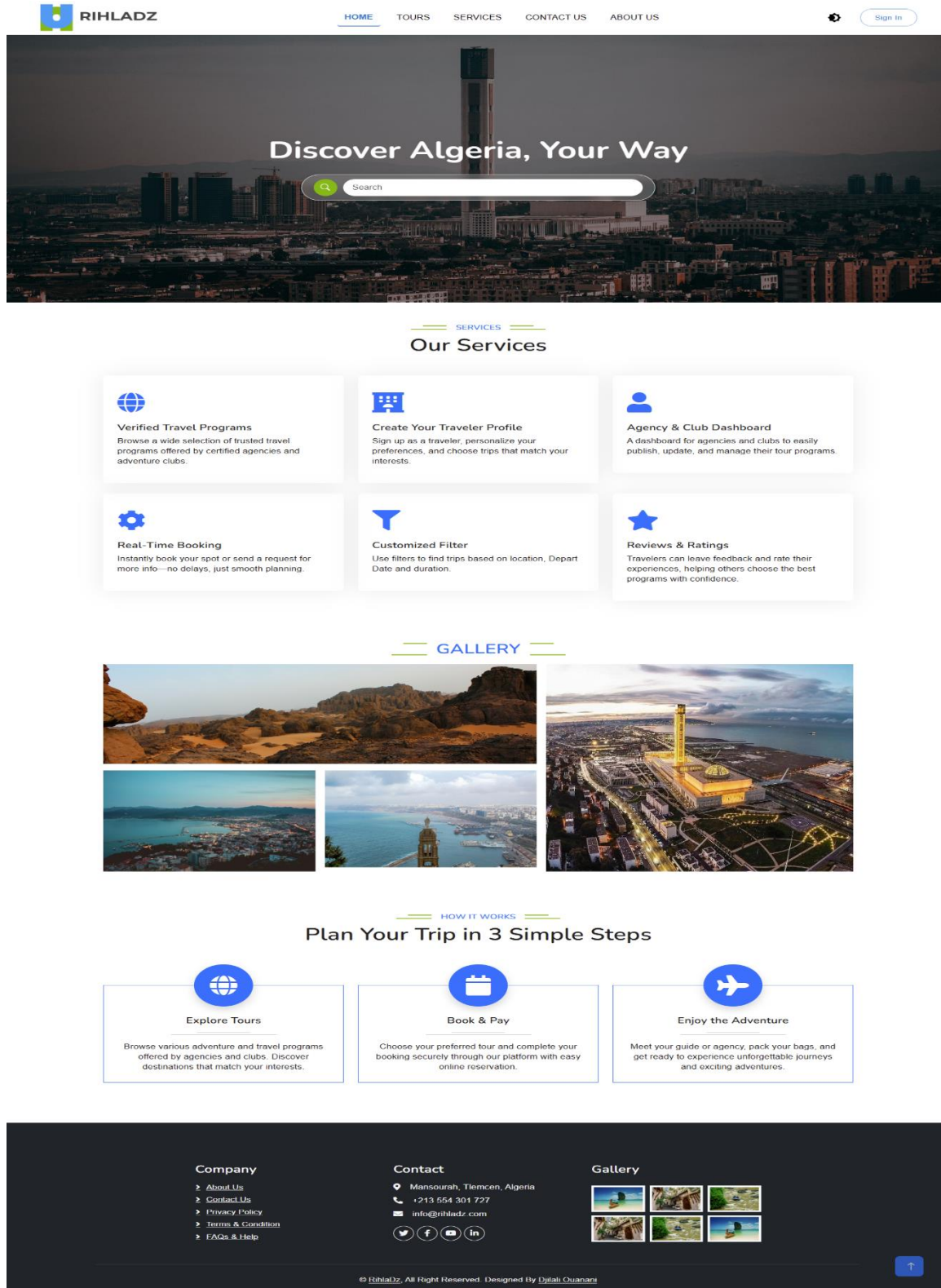


Figure 3.4: Home page

3.4.3 Tours Page:

The Figure 3.5 displays tours page of the RihlaDZ platform.

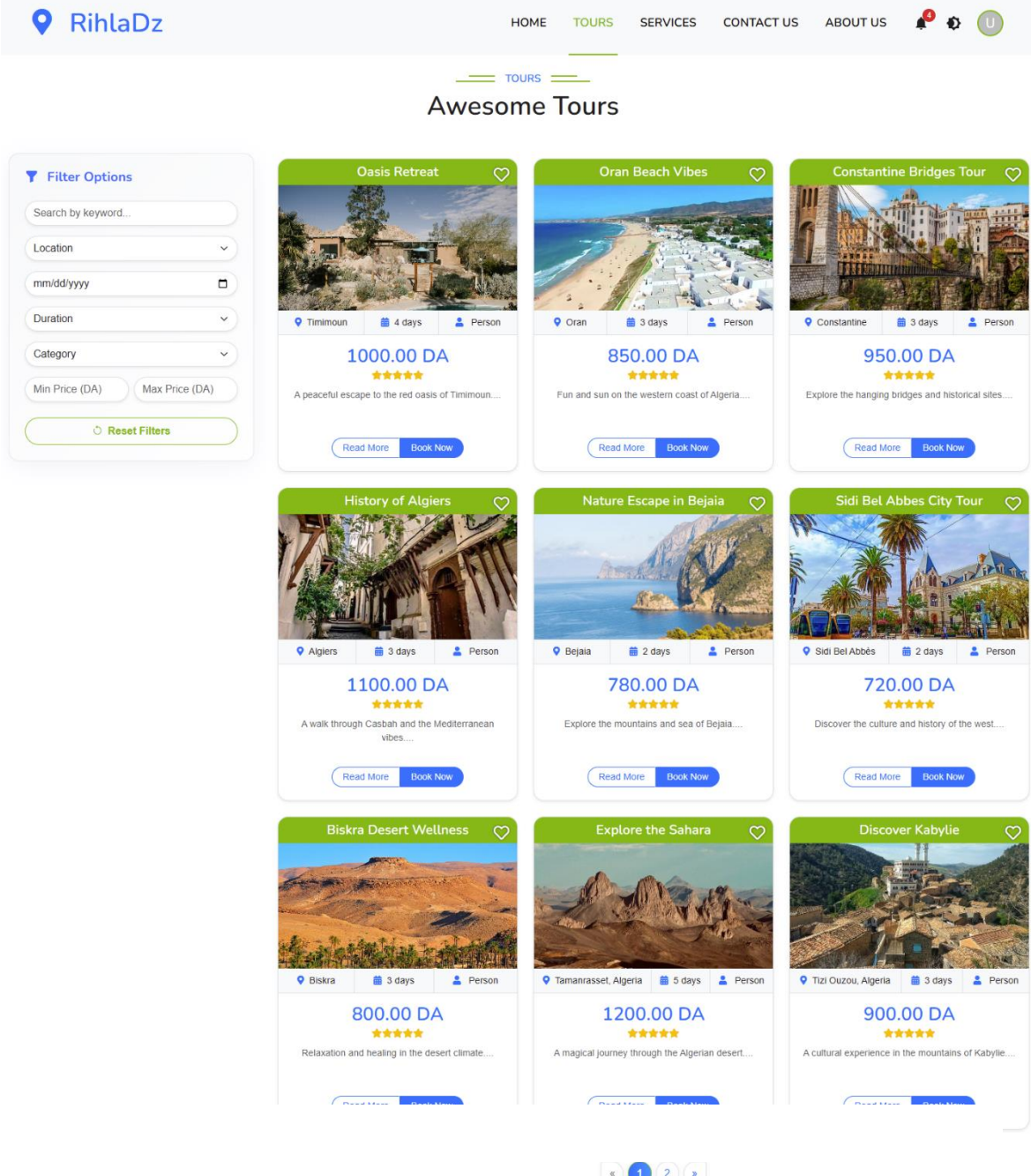


Figure 3.5: Tours Page

Tours page display all tours available in platform and allow user to search for tours based on criteria he chooses like category, price, location and start date

3.4.4 Account settings page:

The Figure 3.6 displays Account Settings page of RihlaDz platform.

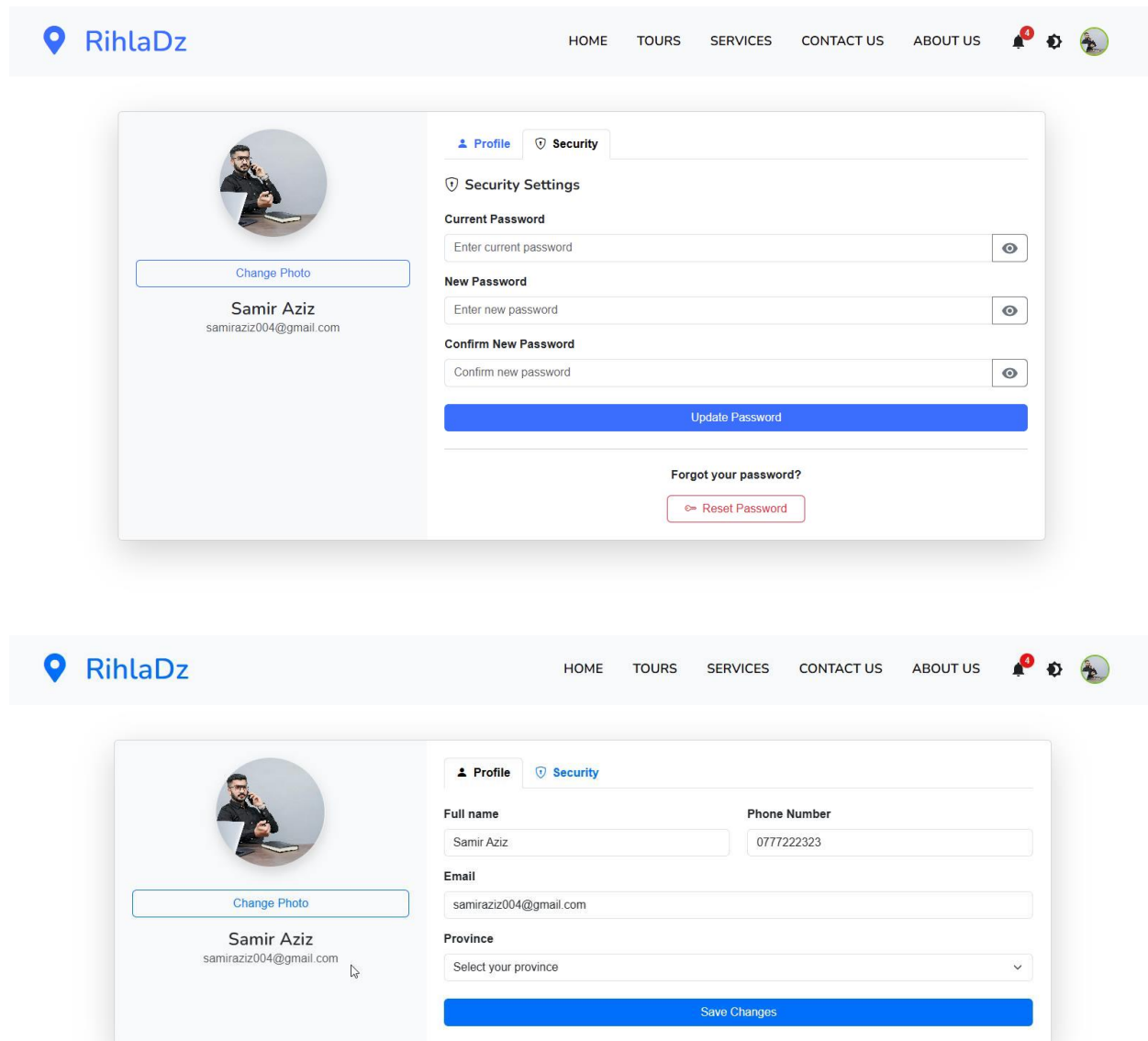


Figure 3.6: Account setting Page

Account settings page has two section one is for updating profile information and other for managing security settings.

3.4.5 Tourist Dashboard page:

The Figure 3.7 and 3.8 displays the components of tourist dashboard page of the RihlaDZ platform.

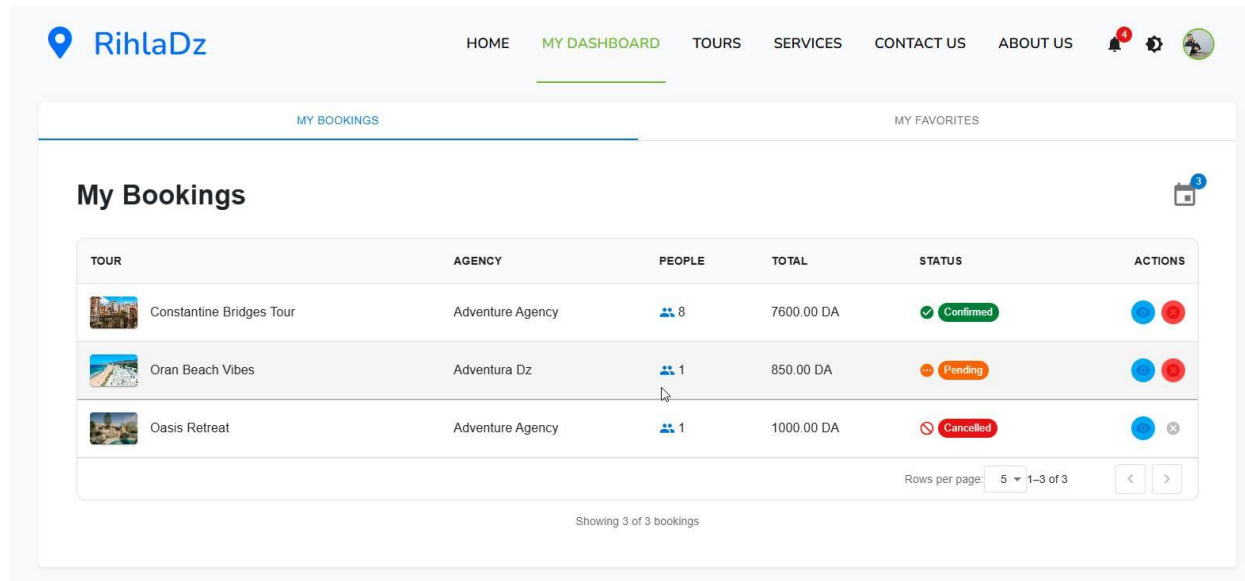


Figure 3.7: Tourist booking table

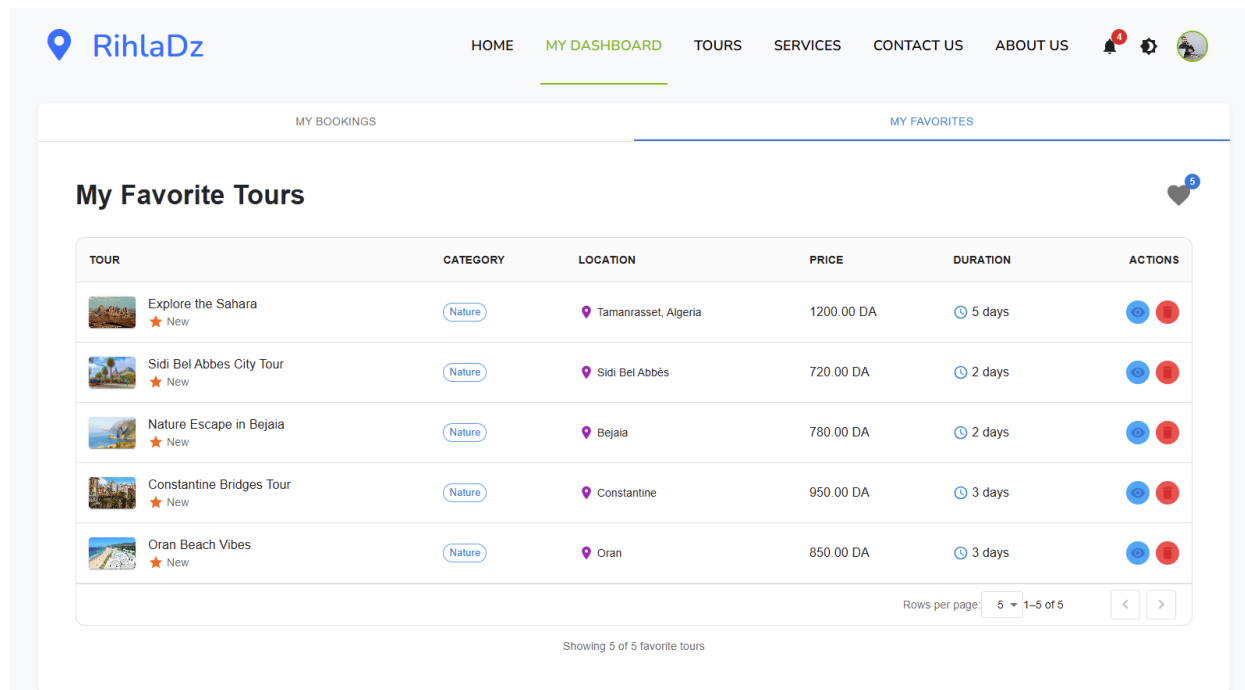


Figure 3.8: Tourist Favorites table

3.4.6 Agency Dashboard page:

The Figures 3.9, 3.10, 3.11 and 3.12 display the components of admin dashboard page of the RihlaDZ platform.

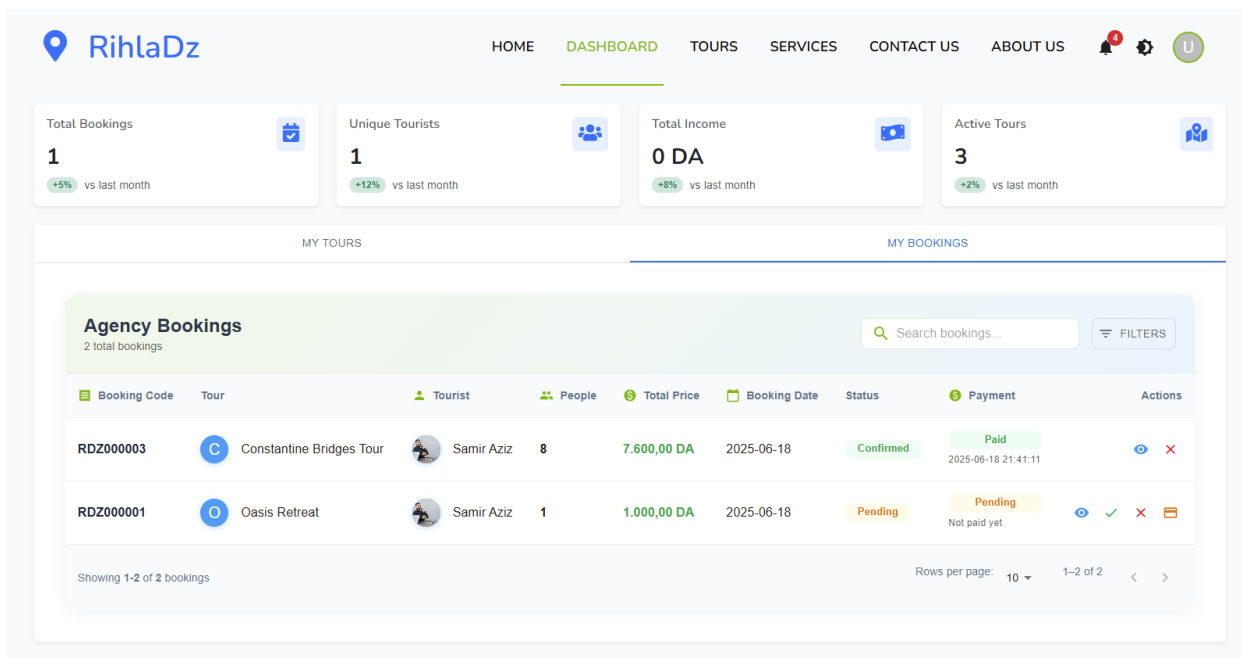


Figure 3.9: Agency Bookings Table

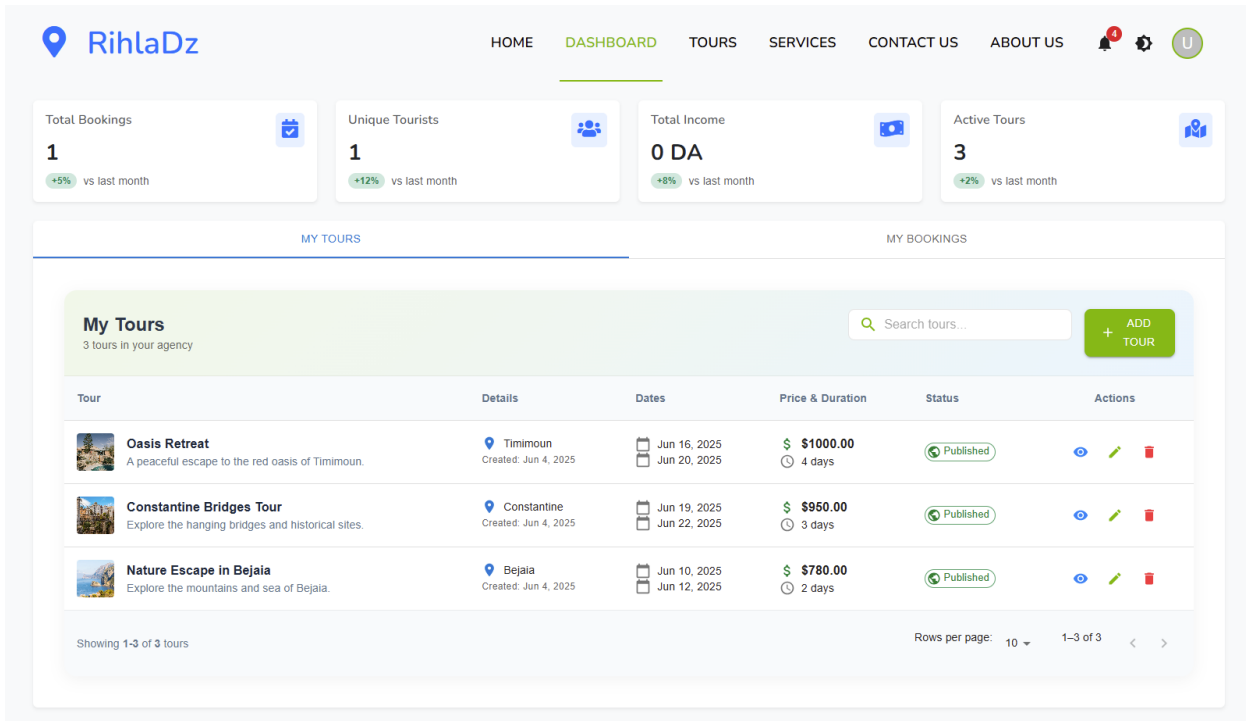


Figure 3.10: Agency Tours Table

The 'Edit Tour Details' form contains the following fields:

- Basic Information:**
 - Tour Title: Oasis Retreat
 - Description: A peaceful escape to the red oasis of Timimoun.
 - Price: \$ 1000.00
 - Duration: 4 days
 - Location: Timimoun
 - Category: Nature
 - Status: Published
 - Start Date: 06/16/2025
 - End Date: 06/20/2025
- Thumbnail Image:**
 - Thumbnail image of the Oasis Retreat.
 - Change Thumbnail button.

Figure 3.11: Modify Tour Form

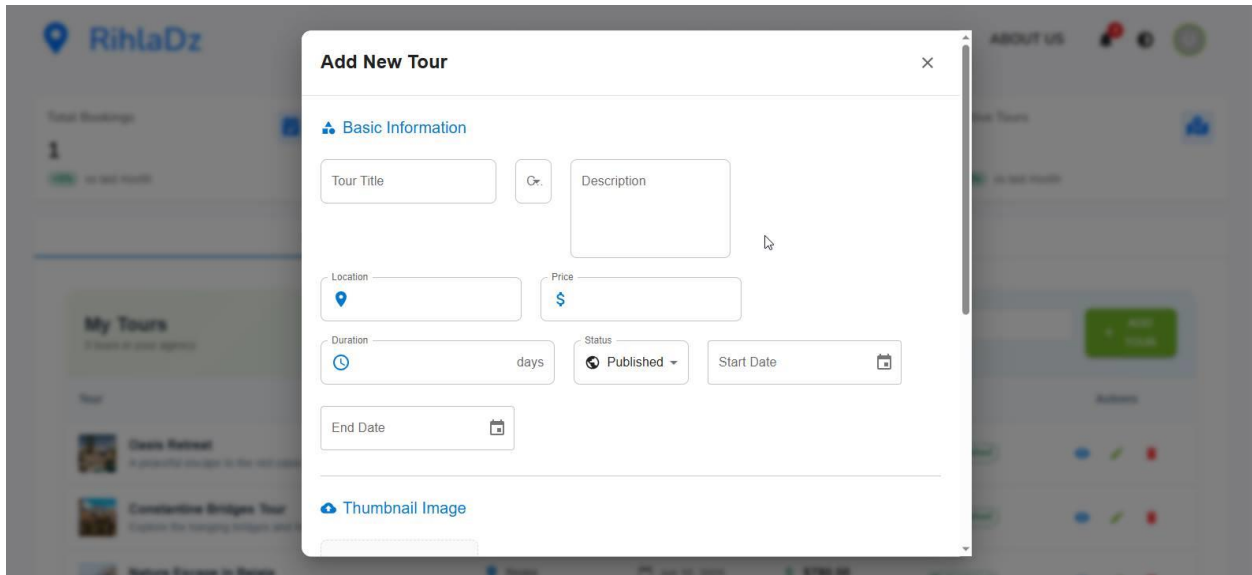





Figure 3.12: Add Tour Form

3.4.7 Admin Dashboard:

The Figure 3.7 and 3.8 shows the components of Admin dashboard page of RihlaDZ platform.

Organization	Contact	Type	Status	Actions	Manage
A Adventure Agency ID: 36	agency@example.com 0666987654	Agency	Approved	👍 👎	👁️ ✎️ 🗑️
T Triply Dz ID: 35	triply0008@gmail.com 0777222323	Agency	Rejected	👍 👎	👁️ ✎️ 🗑️
T Tahwissa ID: 34	tahwissa@oulook.com 0657640346	Agency	Approved	👍 👎	👁️ ✎️ 🗑️
A Adventura Dz ID: 31	AdventuraDz@yahoo.fr 0561640346	Club	Approved	👍 👎	👁️ ✎️ 🗑️

Figure 3.13: Agencies and Clubs Table

RihlaDz HOME **ADMIN DASHBOARD** TOURS SERVICES CONTACT US ABOUT US   

ADMIN DASHBOARD

Total Agencies

3

Total Tourists

5

Total Bookings

5
















Total Tours

10

[Agencies & Clubs](#) **Tourists** [Inbox](#) [Reports](#)

Tourists Management [FILTERS](#)

5 registered tourists

<input type="checkbox"/>	Tourist	Contact	Status	Actions
<input type="checkbox"/>	 Djilali ouanani ID: 6	hellowor333id@gmail.com No phone	✔ Active	 
<input type="checkbox"/>	 Djilali ouanani ID: 7	hellowor33663id@gmail.com No phone	✔ Active	 
<input type="checkbox"/>	 djilali001 ID: 12	admin@admin.com 0561640346	✔ Active	 
<input type="checkbox"/>	 Tourist Guy ID: 37	tourist@example.com 0777456123	✔ Active	 
<input type="checkbox"/>	 Samir Aziz ID: 39	samiraziz004@gmail.com 0777222323	✔ Active	 



Showing 1-5 of 5 tourists Rows per page: 10 1-5 of 5  

Figure 3.14: Tourists Table

RihlaDz HOME ADMIN DASHBOARD TOURS SERVICES CONTACT US ABOUT US

ADMIN DASHBOARD

Total Agencies: 3 | Total Tourists: 5 | Total Bookings: 5 | Total Tours: 10

Agencies & Clubs | Tourists | **Inbox** | Reports

Messages Management

2 total messages (2 unread) Search messages... FILTERS

Sender	Subject	Message Preview	Date	Actions
Hello world helloworld@gmail.com +213 556 27 79 54	office location New	office location, office location,office locationoffice locationoffice locationoffice locationoffice location	6/19/2025, 11:56:37 PM	
Djilali ouanani djilalifts12@gmail.com 0666189685	recommendation New	hello world , hello world , hello world , hello world , hello world , hello world	6/19/2025, 11:55:07 PM	

Showing 1-2 of 2 messages Rows per page: 10 1-2 of 2

Figure 3.15: Messages Table

RihlaDz HOME ADMIN DASHBOARD TOURS SERVICES CONTACT US ABOUT US

ADMIN DASHBOARD

Total Agencies: 3 | Total Tourists: 5 | Total Bookings: 5 | Total Tours: 10

Agencies & Clubs | Tourists | **Inbox** | **Reports**

Incoming Reports

1 total reports submitted REFRESH

Pending: 0 | Reviewed: 1 | Resolved: 0

Search reports... FILTERS

Reporter	Target	Reason	Status	Date	Actions
Admin UserXX admin@example.com	Tour: Biskra Desert Wellness	Incorrect Information	Reviewed	6/19/2025 3:29:49 PM	

Showing 1-1 of 1 reports Rows per page: 10 1-1 of 1

Figure 3.16: Reports Table

General Conclusion :

In the course of this project, we have had the opportunity to discover the opportunities and challenges of Algeria's emerging tourism sector. Our motivation was driven by a compelling imperative to reshape how trips are discovered, reserved, and experienced in the nation. Drawing inspiration from global standards while being mindful of native conditions, we designed RihlaDZ as a platform in hope to redefine and unify Algeria's online tourism sector.

Our primary objective was to create a solution that unites visitors with authentic experiences and facilitates the digital transformation of local travel agencies. The platform integrates different most important factors:

- Streamlined Booking Process: RihlaDZ provides real-time tour reservation, secure payment processing, and direct communication with agencies, thus simplifying the overall travel planning experience of users.
- Empowerment at the Local Level through Tourism: By linking tourists to adventure clubs, and travel agencies, the platform enables grassroots economic empowerment and puts on display Algeria's rich cultural and geographical diversity.
- Enhanced User Experience: Through its multi-lingual responsive interface, tour recommendations personalized for each user, and responsiveness on mobile devices, RihlaDZ offers a seamless experience for local as well as foreign users.

On the aspect of future development, several enhancements and innovations are already in the pipeline to enhance the platform and increase its reach:

- ❖ Development of a mobile app: A dedicated mobile application will optimize ease of use, with users able to book and schedule their trips with ease when and where they are.
- ❖ Expansion of partnerships: Our goal is to bring new tourism agencies and adventure clubs on the platform on a continuous basis to increase the diversity of experience on the platform.
- ❖ Promotion of Algeria's off-the-beaten-path locations: RihlaDZ will be an enterprise to uncover and market Algeria's off-the-beaten-path locations, which will promote our destination further for balanced regional tourism development.

These paths of growth reinforce our ongoing efforts to advance sustainable tourism in Algeria by harnessing digital innovation and social engagement. We believe that RihlaDZ can be a significant catalyst towards transformation of the Algerian tourism industry by travel-smart, stimulating cultural discovery, and fostering economic inclusion.

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Appendices

Questionnaire pour Agences Touristique en Algerie :

Merci de remplir ce formulaire de questions

Informations sur votre agence :

Quel est le nom de votre agence ? *

Hélios voyages

Où se situe votre agence (Wilaya , Commune) ? *

Roubaix France

Avez-vous plusieurs filiales pour l'agence ? *

Oui

Non

Les Besoins :

Quels sont les 3 principaux défis auxquels vous êtes confrontés pour promouvoir vos services en ligne ? *

Conquérir la clientèle qui achète sur internet.

Quels types de services aimeriez-vous proposer sur une plateforme numérique ? *

Créer un site marchand avec les différents moyens de payement

Avez-vous actuellement un site web ou utilisez-vous principalement les réseaux sociaux pour attirer des clients ? *

Site web

Reseaux Sociaux

Quelles fonctionnalités aimeriez-vous voir sur une plateforme dédiée aux agences et guides touristiques en Algérie ?

La visibilité, mettre en valeur le sérieux, l'expérience

Comment vos clients trouvent-ils généralement vos services ? * Bouche-à-oreille Plateformes en ligne Réseaux sociaux Other:**Quelles stratégies utilisez-vous actuellement pour attirer des clients ? *** Publicité Promotions Partenariats Other: Nous misons sur le sérieux et l'accueil**Quelles informations sont essentielles pour un client lorsqu'il choisit une agence touristique ? ***

Le rassurer et lui fournir les renseignements utiles (droits et devoirs)

.....

Quels sont les problèmes techniques que vous rencontrez lorsque vous utilisez des plateformes en ligne ?

La lenteur, l'interlocuteur en cas de problème

Préférez-vous gérer vous-même vos annonces ou souhaitez-vous un accompagnement pour leur gestion ? *

- Je gère mes annonces seul.
- Je souhaite un accompagnement pour leur gestion

Avez-vous besoin d'un service client ou d'une assistance technique pour vous aider à utiliser la plateforme ? *

- Oui
- Non

Quels types de contenu (photos, vidéos, avis clients, etc.) sont les plus efficaces pour promouvoir vos services ? *

Photos

Videos

Avis Clients

Other:

Gestion des réservations et des clients :

Comment gérez-vous actuellement vos réservations (appel téléphonique, WhatsApp, site web, réseaux sociaux, etc.) ? *

Appel téléphonique

WhatsApp

Site Web

Réseaux Sociaux

Other: En présentiel pour la billetterie

Avez-vous déjà rencontré des problèmes avec les réservations (annulations, clients qui ne se présentent pas, etc.) ? *

Oui

Non

Préférez-vous un système de réservation instantanée ou un système de demande de réservation avec validation manuelle ? *

Système de réservation instantanée

Système avec validation manuelle

Besoins pour la plateforme :

Quels moyens de paiement aimeriez-vous intégrer ? *

- Carte bancaire
- Carte Eddahabia
- Virement
- Paiement à l'arrivée

Souhaitez-vous que la plateforme propose un espace de discussion avec les clients avant la réservation ? *

- Oui
- Non

Quels critères de recherche et de filtrage seraient les plus utiles pour que les clients trouvent votre offre plus facilement ? *

Mettre en valeur les promotions

Souhaitez-vous recevoir des statistiques sur vos annonces et vos performances (nombre de vues, clics, réservations, etc.) ? *

- Oui
- Peut-être
- Non

Avez-vous des besoins spécifiques qui ne sont pas couverts par les plateformes existantes ?

- Oui
- Non

Autres

Quelle note sur 10 donnez-vous aux services électroniques de votre secteur en Algérie ? *



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Abstract:

This graduate project will build a platform to facilitate and promote Algerian tourism. RihlaDZ provides its users with travelers, local agencies, and clubs of adventure an easy and user-friendly way to look for, book, and customize genuine experiences in Algeria. With a secure and efficient booking system and a mobile-friendly interface, the platform is set to bring innovation to tourist services and enhance the visibility of local players in the tourism sector.

Keywords: Algerian Tourism Platform, Tour Booking System, Laravel and ReactJS, SPA with Laravel Sanctum, Travel Agency Dashboard, Tourist Experience Platform, Online Tour Reservation

ملخص:

يهدف مشروع نهاية الدراسة هذا إلى إنشاء منصة لدعم وتعزيز السياحة في الجزائر. توفر **RihlaDZ** لمستخدميها، من مسافرين ووكالات محلية ونوادي مغامرات، وسيلة بسيطة وفعّالة لاكتشاف وحجز وتخصيص تجارب سياحية أصيلة عبر مختلف مناطق الجزائر. وبفضل نظام الحجز الفعّال والأمن وواجهة الاستخدام المتوافقة مع الهواتف المحمولة، تسعى المنصة إلى تحديث الخدمات السياحية وتعزيز ظهور الفاعلين المحليين في هذا القطاع.

الكلمات المفتاحية: منصة السياحة الجزائرية، نظام حجز الجولات السياحية، تطبيق أحادي الصفحة باستخدام ، لوحة تحكم وكالة السفر، منصة تجربة السائح، حجز الجولات السياحية عبر الإنترنت.

Résumé :

Ce travail de fin d'étude consiste à mettre en place une plateforme pour soutenir et promouvoir le tourisme algérien. RihlaDZ offre à ces utilisateurs (voyageurs, agences locales et clubs d'aventure) un moyen simple de découvrir, réserver et personnaliser des expériences authentiques à travers l'Algérie. Avec un système de réservation efficace et sécurisé et une interface adaptée aux mobiles, la plateforme vise à moderniser les services touristiques et à renforcer la visibilité des acteurs locaux dans le secteur du tourisme.

Mots-clés : Plateforme du tourisme algérien, Système, Application monopage avec Laravel Sanctum, Tableau de bord pour agence de voyage, Plateforme d'expérience touristique, Réservation de circuits en ligne.