

# Lustrav Lifestyle Private Limited

## **Project Proposal: Web, App, and Admin Development for Lustrav**

**Prepared For:** Development Agency

**Prepared By:** Lustrav Founder

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### **Project Objective**

To develop a fully integrated luxury travel & lifestyle technology platform for Lustrav, targeting high-net-worth individuals (HNI/UHNI), startup founders, global professionals, and elite families. The system must offer self-service and agent-assisted bookings through a premium app and website, with a backend panel for operations and concierge agents.

### **Scope Overview**

#### **1. Mobile App (iOS & Android)**

**Platform:** Flutter or React Native

**Audience:** Premium Users

#### **Core Features:**

- Secure login (email/OTP + KYC flow)
- AI Concierge Chat (trip planning + suggestion)
- Booking intake: flights, hotels, lounge, visa, insurance, etc.
- Integrated APIs (TBO, Visa2Fly, Digit, DreamFolks, etc.)
- MyTrips dashboard (tickets, updates, timeline view)
- Wallet with Lustrav Coins + Cashback + Coupons
- Upload & view documents (visa, insurance, bookings)
- Concierge communication (via WhatsApp or in-app)
- Real-time booking updates
- Push notifications & booking alerts
- Smart Payment Link support for concierge bookings

## **2. Web App (Customer + Agent Portal)**

**Platform:** Next.js / React

**Audience:** Premium users (desktop-first) and internal agents

**Note:** If possible, this web app will serve **both customers and agents** with role-based access.

### **Core Features:**

- All mobile app features for customers
- Smart trip assistant (AI-based planner)
- Dashboard with ongoing, past, upcoming trips
- Secure login with role-based access (Customer / Agent)
- Agent access includes booking on behalf of customer, ticket upload, concierge logs
- Shared coupon + wallet support
- Sync with mobile app and backend

### **Admin Panel (Web-Based)**

**Audience:** Internal Team, Concierge, Management

### **Core Features:**

- Role-based login (Admin / Agent / Ops)
- View all customer bookings, statuses
- Manual booking interface (agent-assisted booking from API or markup)
- Assign agents to clients
- Upload & manage booking documents (tickets, vouchers)
- Booking timeline & communication log
- Smart coupon application + payment link generation
- Refund initiation system
- Export data (CSV, PDF)

## **4. Marketing Website (Public)**

**Platform:** Next.js / Webflow / Framer

**Audience:** Public visitors (non-members), potential customers, media, partners

**Purpose:**

To position Lustrav as a world-class luxury travel brand, attract HNI/UHNI prospects, showcase offerings, and convert users into app downloads or paid members.

**Core Features:**

- Elegant homepage with video or hero section
- About Lustrav (brand vision, founder message, exclusivity promise)
- Detailed membership tiers & benefits (Individual, Couple, Family)
- Service previews: Flights, Hotels, Lounges, Concierge, Visa, Insurance
- Testimonials and brand story
- App download section (Play Store / App Store links)
- Waitlist / Sign-up / Contact form
- Blog / Magazine section (optional, for SEO & luxury content)
- Global partners & trust badges
- Privacy Policy, Terms, FAQs

**Deliverables:**

- Fully responsive website (desktop/tablet/mobile)
- Premium UI/UX aligned with brand identity
- SEO-optimized code and structure
- CMS backend for updating blog or content (optional)
- Integration with waitlist or newsletter platform (Mailchimp / Brevo / custom CRM)

**API Integrations**

- **TBO Flights + Hotels:** self + agent-led booking
- **Visa2Fly:** visa API
- **Groundspan:** Airport transfer

- **Digit Insurance:** instant insurance generation
- **DreamFolks:** lounges, dining, spa, SIM, doorstep visa
- **Plum Guide / Villas:** curated villa inventory
- **JetLuxe:** concierge or white-label bookings
- **SevenRooms:** restaurant concierge view
- **Admitad:** cashback & affiliate products
- **Viator:** filtered sightseeing

NOTE: Some APIs (like Tqets, OpenTable) are agent-assisted only and not exposed for self-booking.

### Backend & Middleware Requirements

- User auth & roles (Firebase/Auth0 preferred)
- Central database (Postgres/Supabase)
- Booking status & document sync
- Lustrav Wallet + coin engine
- Payment link generator (Razorpay/Stripe)
- Push notifications + webhooks
- Middleware for smart pricing logic to convert B2B feeds (e.g. TBO) into B2C-compatible outputs with markup and rule engine

### UI/UX Requirements

- Premium, minimal design (Figma deliverables)
- Brand colours, logo, and card design integration
- Responsive mobile + desktop views
- Motion transitions for premium experience
- Concierge-first experience flow

### **Review and quality control Checklist for Agency**

- All UI/UX screens (App, Admin, Web) delivered via Figma
- Fully responsive design for all screen sizes
- Code & database ownership retained by Lustrav
- Role-based access: Customer / Agent / Admin
- Booking sync engine to link agent-placed and self-service bookings
- Unified wallet & payment logic across app and web
- Single payment link for multi-service concierge packages
- Real-time updates to customer dashboard post booking
- Optional: NFC card integration for premium customer validation
- Clear documentation & handover of all APIs and endpoints
- Staging link for review before production deployment

**Thank you.**

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