Scenario: Airline Reservation System

Reservations in the airline system can be made by individual customers or travel agencies. Agencies making block bookings receive discounts.

When a customer visits the airline office to book a flight, an airline officer collects details including the departure date, departure location, destination, and preferred travel class to check flight availability.

- If a flight is available based on the customer's requirements, a confirmed reservation is made by recording the customer's name, passport number, and contact details. The customer is then informed about the flight number, departure time, and route details.
- A route represents a point-to-point journey between the departure and final destination. Some flights may include stopovers, requiring different flights or aircraft for each leg of the journey.
- If no direct flight is available, alternative flights with stopovers are suggested, and the customer is informed about the required transfers.

If no flight meets the customer's exact requirements, they are offered the option to make a tentative reservation:

- If the customer agrees to a specific flight, a tentative reservation is recorded, and the flight number, departure date, and time are provided.
- If the customer prefers to travel on a specific date but is flexible with the flight, a tentative reservation is made without attaching a specific flight.

Payment Process

- Individual customers must pay 50% of the fare as an advance payment at the time of reservation. The balance is paid when collecting the ticket.
- Travel agencies making block bookings are exempt from the advance payment but must settle the full amount within one month of reservation.
- The total fare depends on the seat class, type of customer (individual or agency), and the selected flight.
- Discounts are offered based on payment method:
  - Cash → No discount
  - Traveler's Cheque → e.g., 2% discount (Thomas Cook)
  - Credit Card → e.g., 3% discount
  - Block Bookings → Discounts vary depending on the agency.

Check-in and Boarding

When a customer arrives at the airport of departure, the check-in officer verifies their reservation and issues a boarding pass. The boarding pass contains:

- Flight number
- Seat number
- Boarding gate
- Boarding time

This process ensures smooth reservations, flexible options for customers, and structured payment handling for individual travelers and agencies.