**Conceptual Model**

**Entities**:

**User**:

**Attributes**: UserID, Name, Address, Phone, Email, Membership, LoyaltyBonus

**BookingAgent**:

**Attributes**: AgentID, Name, AccessLevel (Booking Admin)

**AirlineAgent**:

**Attributes**: AgentID, Name, AccessLevel (Staffing Admin)

**SystemAdmin**:

**Attributes**: AgentID, Name, AccessLevel (Full Access Admin)

**Flight**:

**Attributes**: FlightID, Origin, Destination, Date, SeatAvailability, Duration, Airlines

**Relationships**: Has Seat Map, Has Pricing for tickets

**SeatMap**:

**Attributes**: SeatMapID, FlightID, SeatLayout, ClassLayout, Accessibility Features

**Relationships**: Belongs to Flight

**Seat**:

**Attributes**: SeatID, SeatNumber, SeatClass, Availability, Features(Extra LegRoom, Window/Aisle)

**Relationships**: Belongs to SeatMap, Part of Booking, Later assigned to user

**Booking**:

**Attributes**: BookingID, UserID, FlightID, SeatID, InsuranceOption, PaymentStatus, CancellationPolicy

**Relationships**: Linked to User, Linked to Flight, Includes Seat, Has Insurance

**CreditCard**:

**Attributes**: CardHolderName, CardNumber, ExpiryDate, CVV, BillingAddress

**InsuranceOption**:

**Attributes**: InsuranceID, CoverageDetails, Price

**PaymentTransaction**:

**Attributes**: TransactionID, BookingID, Amount, Timestamp

**Ticket**:

**Attributes**: TicketID, BookingID, Details, BoardingInformation

**Actors**:

**Tourism Agent:**

**Responsibilities**: Browse Flights, Select Flight, Make Payment, Receive Ticket via Email, AccessPassengerList

**Airline Agent**:

**Responsibilities**: Browse Passengers, Manage Crews

**System Admin:**

**Responsibilities**: Manage Flights, Manage Aircraft, Manage Destinations, Manage Users

**System Operations:**

**User Operations:**Register, Login, Browse Flights, Select Flight, Check Flight Status, Browse Seat Map, Select Seat, Select Insurance, Make Payment, Receive Ticket via Email, Receive Receipt via Email, Cancel Flight

**Airline Agent Operations**: Browse Passengers, Manage Crews

**System Admin Operations:** Manage Flights, Manage Aircraft, Manage Destinations, Manage Users