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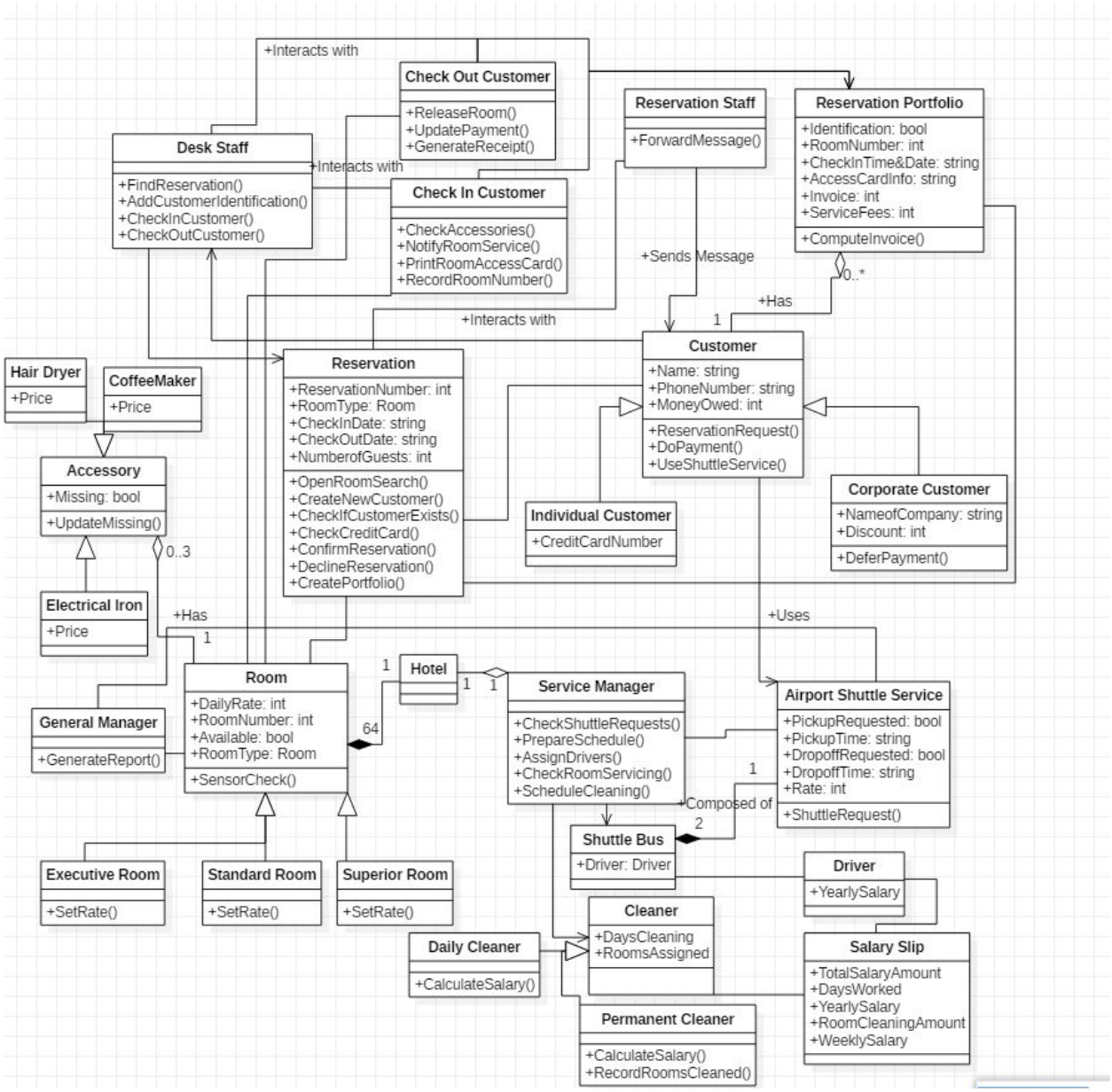
1.



2.

In this I have mostly used Polymorphism the most often, for instance every time there are similarities between classes I have used a generalized class of those containing the similarities while having extended classes which contain the specialized information and methods that are also required, hopefully making the design cleaner.

There is also a great amount of indirection, especially in regards to the reservation process and the various parts that make up that system. It is a little confusing to see but it is more modular which hopefully would help with cohesion/low coupling.

I was not sure how to change the protection of the various classes in the software I was using because my old computer broke and now I am using a different software (on another operating system.), but ideally I would have a lot more private markers especially in regards to credit cards and information that should be protected, and to protect the various types from messing up.
The coupling is both high and low depending on what the class is, for instance some of the classes will not work without the other parts such as those that are compositions.
I was unsure of where to apply the creation and the controller principle in this assignment but I would assume creation in relation to adding new drivers and new rooms or new appliances and the such. For controller i'm not entirely sure what could be done.
Information expert is used in some parts of this but not all, for instance reservation has high usage of information expert with some of its methods interacting such as checkcreditcard() and confirmreservation(), and declinereservation(). Other than that the classes usually delegate methods and use information from other classes they are related to which is not great, but I was slightly confused in how to increase this principle.
Overall there are a lot of improvements I would need to perform to increase functionality and simplicity but the skeleton of the diagram is there.