

## Travel agency

To organize a trip, a travel agency performs several activities. First, the client is registered. Then an employee looks for opportunities and communicates them to the client. After that, the client will be contacted to ask him if he/she is still interested in the trip proposed by the agency or would like to review other options. There are three possibilities:

- The client is no longer interested.
- The client would like to receive other options.
- The client chooses an option.

If the client chooses a trip, the corresponding booking is carried out. At the same time, one or two types of insurances are prepared, if required. A client can purchase trip cancellation and/or luggage loss insurance. Note that a client can decide against taking any insurance, opt to take only one of the insurance types, or purchase both. Two weeks prior to the departing date, the travel documents are sent to the client. A trip (including the insurance) can be cancelled at any time after the reservation and before the departing date. Bear in mind that clients who do not have cancellation insurance will not be refunded if they cancel a trip.

Design the process diagram using BPMN standard.