

## Question 1

Correct

Mark 1.00 out of 1.00

Flag question

Identify, whether there is a relation between bill generation and cancel/postpone if present what type of relation from the given scenario

Allen Corporation is a leading Integrated Hospitality Chain in UK. The company is headquartered in London and has several business operations. It started as a small organization and due to the efficient operations; the company attracted a huge customer base and was very successful. The company decided to expand operations around Europe and decided to implement a robust I.T solution to enhance business operations.

The company had several divisions which had several service offerings for the customer. One such division is Holiday Package Division

### Holiday Package Division

The holiday package division is very popular. The company offered short tour packages all over Europe/Africa. The company has several packages. The base package is for 3 nights/2 days and applicable for couple.

Destination	Base Rate(3 nights/2 days) (in Euros)
Brussels	170
Paris	150
Amsterdam	220
Lisbon	139
Alexandria	192
Cape town	340
Mauritius	370
Kenya	410
Morocco	220
Greece	250
Istanbul	280
Scilly	310
Copenhagen	320

If the customer is a single traveler then 60% of the base rate is applicable. If there is a third traveler in addition to the couple, the extra person will have to incur a charge of 40% of the base rate. Any extra person will carry the same charge. However if the extra person is a child of the couple, then only 20% of the base rate is applicable. If the child is below the age of 5, then the company will not levy any fees, but all taxes will be levied.

The company has certain specific provisions for customers.

- 1) Repeat/Frequent customers will get a discount of 7% (Frequent customer means customer who uses the holiday package atleast once in every 2 months).
- 2) Honeymoon couples will get a discount of 8 %
- 3) Senior citizens (above the age of 65) will get a discount of 12%
- 4) Option 1 cannot be clubbed with options 2 and 3

The prices mentioned above are only the base prices and all taxes and levies are extra.

The company has offices in 5 locations in UK and the service tax applicable is different at these 5 locations. The main five locations of the company are

1. Birmingham
2. Cambridge
3. Edinburgh
4. Glasgow
5. Nottingham

The service tax imposed by the local government at different locations is as follows

- Birmingham 10 %
- Cambridge 12%
- Edinburgh 14%
- Glasgow 16%
- Nottingham 18%

The local government at Cambridge imposes a lower service tax of 6% for packages booked by Senior citizens. Also, it completely waives off any tax on children below the age of 5.

The local government of Nottingham gives a 4% rebate on the service tax to honeymoon couples.

The holiday package is inclusive of all local transfers, guide cost and accommodation. The travelers have to take care of the flight travel to and from their hometown to the tourist center.

There are some options given to the traveler which can be purchased as an add-on to the existing tour package.

The accommodation is standard double room. This can be upgraded to standard ac by paying an additional 20 Euros per day per room. Upgrade to deluxe ac can be done by paying an additional 40 Euros per day per room.

The company also offers holiday insurance as an optional add-on. This works out to 80 Euros per person per package. For children (below the age of 18) it is 40 Euros per child per package.

The package has to be booked at least 30 days in advance. 40% of the tour package amount has to be paid as advance at the time of booking and the remaining amount has to be made 3 days prior to the tour date. If the amount is not paid in time, the booking will be nullified and the entire amount is forfeited.

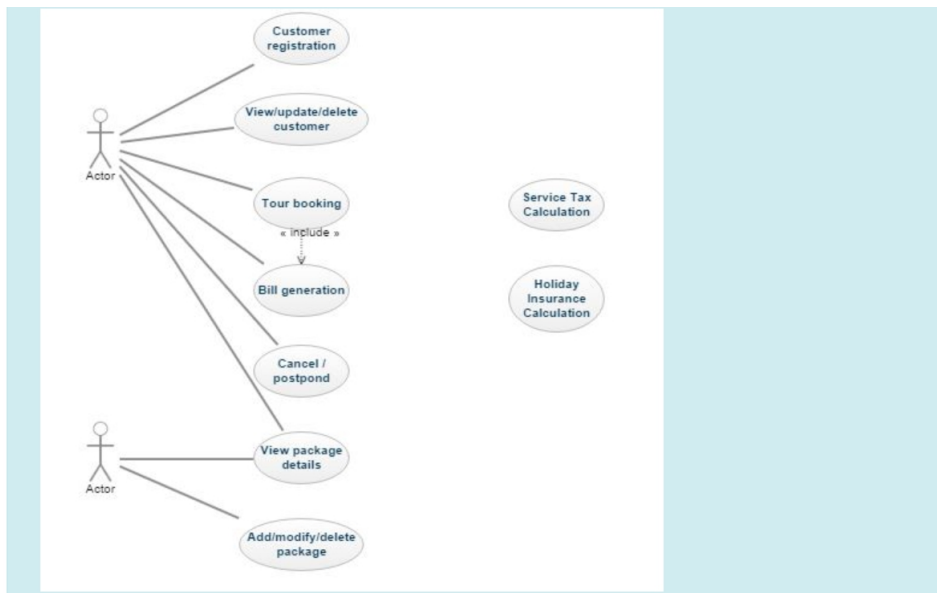
The traveler can postpone his package by paying an additional fee subject to the following conditions

- The traveler can postpone his trip 30 days prior to the tour package start date by paying a fee of 14 Euros per person.
- The traveler can postpone his trip 15 days prior to the tour package start date by paying a fee of 18 Euros per person.
- The traveler can postpone his trip 5 days prior to the tour package start date by paying a fee of 20 Euros per person.
- No postponement is allowed in the 96 hour window prior to the package start date.

The traveler can also cancel the tour package based on certain criteria

- The traveler can cancel his trip 30 days prior to the tour package start date by paying a fee of 18 Euros per person. After deductions, the balance amount from the advance amount, if any, will be refunded.
- The traveler can cancel his trip 15 days prior to the tour package start date by paying a fee of 27 Euros per person. After deductions, the balance amount from the advance amount, if any, will be refunded.
- The traveler can cancel his trip 5 days prior to the tour package start date by paying a fee of 60 Euros per person. After deductions, the balance amount from the advance amount, if any, will be refunded.
- No cancellation is allowed in the 96 hour window prior to the package start date. No refund will be given.

The customer representatives of each business unit/product will be the primary users of the software application. The managers of each unit will have the right to change any of the business parameter associated with their business unit. The General Manager will have the right to change any business parameter in any unit/product.



Fill the relation  ✓

## Question 2

Correct

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Identify the actors from the given scenario for completing the usecase

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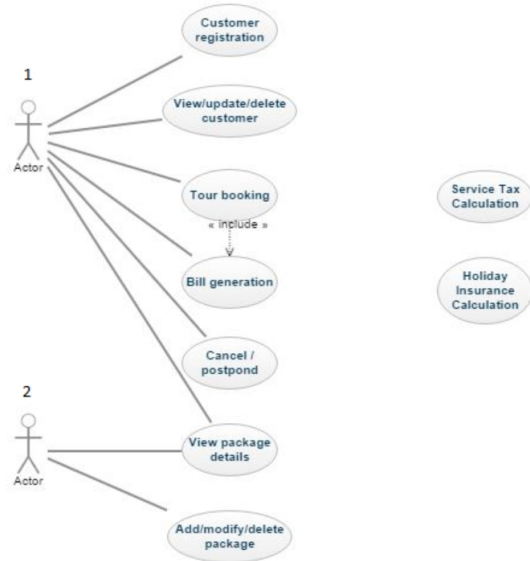
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Actor 1  ✓

Actor 2  ✓