**Entity Descriptions & Attributes**

This document outlines the written requirements derived from the finalized Entity-Relationship (ER) diagram designed for Canyon Ranch, a wellness resort.

**1. Customer**

Captures guest-specific data essential for personalized experiences and communication.

* CustomerID: Unique identifier
* CustFName, CustLName, CustMName: Guest’s full name components
* CustomerEmail, CustomerPhone, CustomerAddress: Contact details
* Gender, DateOfBirth, Age (Derived): Demographics
* Preferences: Preferences regarding room, spa, food, etc.
* MedicalHistory: Nested attribute with Condition and Notes
* ReferralCount: How many other guests they referred
* VisitCount: Number of visits

**2. Reservation**

Handles room and service bookings.

* ReservationID: Unique booking ID
* ReservationDate: Booking creation date
* CheckInDate, CheckOutDate: Duration of stay
* ReservationType: Package type or guest type
* SpecialRequests: Guest-specific needs
* NoOfGuests: Total people under this reservation
* Status: Active, Cancelled, Completed

**3. Reservation\_Service *(Associative Entity)***

Connects services with reservations.

* ReservationServiceID: Unique ID
* ServiceDate, TimeSlot: When service occurs
* Status, Notes: Execution notes/status
* Price: Final price after discount
* StaffID: Who provided the service

**4. Service**

Defines service offerings like spa, fitness, etc.

* ServiceID: Unique ID
* ServiceName, ServiceType: Type and name
* Description, Duration, Price, Capacity

**5. Staff**

Service personnel.

* StaffID, StaffFName, StaffLName, StaffMName
* StaffRole, Specialty, Availability

**6. Program Coordinator**

Acts as the key contact for guests.

* PCID, PCFName, PCLName, PCMName
* PCEmail, PCPhone, AssignedReservations, ShiftSchedule

**7. Facility**

Represents one of the five locations.

* FacilityID, FacilityName, FacilityType, Address, Phone
* ServiceAvailability, OperatingHours

**8. Room**

Represents guest accommodations.

* RoomID, FacilityID, RoomType, RoomRate, Capacity, RoomStatus, Amenities

**9. LoyaltyProgram**

Captures loyalty tiers.

* LoyaltyID, MembershipLevel, ExpiryDate, RewardPoints

**10. Payment**

Handles monetary transactions.

* PaymentID, Amount, PaymentMethod, PaymentDate, PaymentStatus, Discount (Optional)

**11. Feedback**

Captures guest input post-reservation.

* FeedbackID, FeedbackDate, Review, Rating

**12. ReferralSource *(Associative Entity)***

Tracks how a customer was referred.

* ReferralSourceID, ReferrerType (Customer, Affiliate, Website)

**13. Affiliate**

Third-party referring agents.

* AffiliateID, AffiliateName, AffiliateContact, ReferralCount

**Key Business Relationships & Logic**

* **Customer ↔ Reservation**: A customer can make multiple reservations.
* **Reservation ↔ Reservation\_Service ↔ Service**: Each reservation can include multiple services, delivered at specific time slots.
* **Reservation ↔ Feedback**: One-to-one; each reservation optionally leads to feedback.
* **Reservation ↔ Payment**: One-to-one; each reservation must have a payment record.
* **Reservation ↔ Program Coordinator**: One coordinator manages many reservations.
* **Staff ↔ Reservation\_Service**: Staff are assigned to deliver specific booked services.
* **Service ↔ Staff**: Tracks which staff are qualified to offer which services.
* **Facility ↔ Room / Staff / Program Coordinator / Service**: All these are specific to one facility.
* **Customer ↔ ReferralSource ↔ Affiliate or Customer**: Tracks who referred a new guest and how.