

**Flight booking process:**

A customer makes an initial enquiry to the travel agency who manages the flight travel booking for the customer. A travel agent creates and sends his suggestions (itineraries) to the customer. If the itineraries are not completed by the travel agent within 4 days the delay is escalated by notifying his/her travel manager.

The customer checks the offer and decides whether she is interested in making a booking or not. The customer has 48 hours to respond to the offer. If the customer is not interested in the offer, she lets the travel agent know her decision and the travel agent does not proceed with the booking. If she is interested in the offer, she books the travel by letting the travel agent know. The travel agent proceeds by confirming the booking with the customer and requesting payment. The customer then pays for the booking. Once the travel agent receives the payment, the travel agent orders the ticket through the airline reservation system, issues the tickets and emails the whole booking package as pdf to the customer.

Sometimes the customer decides to cancel the booking after the ticket was issued by the travel agent. In this case two things happen: At first, the airline reservation system needs to undo the ticket order. In parallel, the travel manager asks the customer to provide either a medical certificate or other documents that show valid reasons to cancel the booking. Upon receipt of these documents the travel manager then decides whether the ticket will be refunded or not. The customer is notified about the outcome of his decision within 5 days. In case of a positive decision, the customer gets a refund of 75% of the booking.

**Task: Model the process in BPMN! All perspectives need to be modelled!**

**Please upload your solution as pdf in OLAT!**