

Lins & Hayley's golf tour

Lindsay Gibson lives near Liverpool, **Hayley Tideswell** lives near Leeds. Manchester airport is in the middle. They want to go and play golf for a few days in November.

Hayley has an apartment in Marbella, Spain. Lindsay has access to a villa in Lagos, Portugal. Both have good golf courses. They want to keep the prices down so are going to see which has the best flights and decide where to go.

They are being dropped off and picked up, so they can fly in and out of different airports if they want to.

Tasks

- Begin by checking what flights there are to Malaga airport in Spain. Departing from Manchester on Monday 1st November, returning Friday 5th November
- Create a trip called 'Lins and Hayley's golf tour'. Enter 0 for their numbers
- Compare the prices flying out to Faro airport in Portugal instead of Malaga on the same dates, and delete the most expensive destination
- They could also fly from nearby Liverpool or Leeds Bradford. Compare flights from these airports, and delete the one with no morning flights.
- Decide to stay an extra night. From the remaining searches, choose the best priced early flight out on the Monday and the best priced return flight back on the Saturday.
- Book the flights with the cheapest option
- Fill out their details, enter 1 for their DOBs. Before clicking 'Save and continue' on Hayley's passenger details form, upgrade her fare to Comfort
- Select extra legroom seats. Choose 3A and 3B for the outbound flight, G1 and H1 for return
- Add a large 15kg cabin bag for Lindsay and a golf bag for Hayley
- Pay Lindsay's share of the final bill

<https://xd.adobe.com/view/e26e402a-1225-4d35-972a-57eb93122721-b73d/?fullscreen>

Further iterations

The submitted prototype is the first iteration of the design. Usability tests have been carried out and the following changes would be made to the next iteration.

Usability test

<https://www.youtube.com/watch?v=NOCEmrj72vY>

Create trip

Field 3 – needs to make clear that users are entering the phone number of other passengers on the trip.

Copy explaining each field needs to be above the field, not below.

Hint label needs to state 'enter mobile phone number'

Tori doesn't quite grasp what Creating a trip is. She thought it was just going to enable her to send the flights to her friends. In the past she HAS compared flights, but not the other benefits described.

Deleting flight searches

All three participants in user tests struggled to work out how to delete the flight searches. Needs a 'X' in the corner. Both Gary & Tori were looking for an 'X'. Rachel said she didn't click 'delete flights' because it was greyed out. Fundamental change in that menu bar?

Add nearest airports

Users took a while to find the 'add nearest available airports' link at the bottom of each search. All users first thought was to click 'add searches' button in footer. The link needs to remain in the footer of the search, however because it needs to be related to the airports on the search. So maybe change the colour to pink accent colour

Also needs a prompt about the return airport being different to the outbound.

Choose fare

Text at bottom of screen needs moving above fare options so user can clearly see that upgrading fare can be done after this stage, per passenger.

Passenger details

'Outbound complete' button needs moving upwards so it appears directly underneath the last passenger, instead of at the bottom of the window.

Seat numbers

Tori took a few moments to find the seat numbers on the plan. And she wasn't 100% clear on the price options.

Split the bill

Button needs copy next to it explaining that the total price can be broken down per passenger and paid separately.