## What they say they need:

- A website
- Customers and potential clients that they can see the pictures, videos
- To allow people to book any type of holidays
- To show on the website pictures from the previous customers

## What they actually need:

- A mobile first responsive website
- A 'Enquire page' to send message about any type of holidays
- To connect they social media

## What they do not know they need:

- A page that will explain what they do
- The way of their work/why they are different from other agencies
- Contact details

| Scenario: |
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| Customer wants to know if they can help them to prepare any legal requirements before fly |
| Requirements: |
| Ability to see how they work and in which way |

| Scenario: |
|---|
| Customer wants to call them and ask about his booking |
| Requirements: |
| Ability to see the contact number at the bottom of the page |

| |
|---|
| Scenario: |
| Customer wants to see if someone travel already with them |
| Requirements: |
| Ability to connect to social media/ability to see the stories of previous customers. |