

Scripts from 6 interviews

Interviewee 1: James (35, Marketing Manager, Lives in Nairobi)

Q1: Have you gone on any holidays recently? What type of holiday was it?

James: Yes, I went to Mombasa with my family last December for a week-long beach holiday.

Q2: When was your last holiday, and how long did it last?

James: That trip to Mombasa was the last one, and it lasted 7 days.

Q3: Can you describe what made that holiday experience enjoyable or stressful?

James: It was enjoyable because we stayed at a resort with all amenities, but the stressful part was definitely the packing. I always overpack, and managing the kids' stuff adds a lot of weight.

Q4: How do you usually prepare for a holiday, and what's your process for packing?

James: I try to make a list of things to pack, but with kids, it's chaotic. I usually end up packing the night before, which causes panic. I try to fit everything into two suitcases, but it's never enough.

Q5: What are the essentials you always make sure to pack? How do you ensure you don't forget anything?

James: Clothes, toiletries, chargers, and snacks for the kids. I use a checklist, but even with that, I somehow always miss something small, like a charger or sunglasses.

Q6: Have you ever forgotten something important while packing? What was it, and how did it impact your holiday?

James: Oh, yeah. I forgot my phone charger once, and it was a nightmare because I rely on it for work and directions. I had to buy a new one at the airport, and it was expensive.

Q7: Have you ever faced a dilemma when deciding what to pack because of limited luggage space? How did you make the final decisions?

James: Every time. I usually end up leaving behind extra pairs of shoes or gadgets that I think I won't need, but then halfway through the holiday, I wish I had brought them.

Q8: Can you describe any difficulties you've encountered in moving your luggage to and from your holiday destination?

James: Yes, especially at the airport. With two kids, a stroller, and multiple suitcases, it's always a hassle to manage. We usually need help from a porter.

Q9: If you could travel without worrying about your luggage, what would that experience be like? How would it change your holiday?

James: It would be a dream! I could just focus on enjoying the trip and not worrying about carrying heavy bags or leaving things behind.

Interviewee 2: Brian (28, Software Developer, Lives in Nairobi)

Q1: Have you gone on any holidays recently? What type of holiday was it?

Brian: Yes, I went to Naivasha with friends for a camping trip about two months ago.

Q2: When was your last holiday, and how long did it last?

Brian: It was a weekend getaway, just 3 days.

Q3: Can you describe what made that holiday experience enjoyable or stressful?

Brian: The trip itself was awesome, but we underestimated the amount of gear we'd need for camping. Packing all the equipment in the car was tough.

Q4: How do you usually prepare for a holiday, and what's your process for packing?

Brian: I usually pack light. I prefer to keep things minimal, but this time, because of the camping gear, I couldn't avoid bringing more stuff than usual.

Q5: What are the essentials you always make sure to pack? How do you ensure you don't forget anything?

Brian: Phone, headphones, camera, and a good jacket. I usually check my bag twice to make sure I have everything.

Q6: Have you ever forgotten something important while packing? What was it, and how did it impact your holiday?

Brian: Yes, I forgot a flashlight for the campsite. It made the nights difficult, but we managed with our phones.

Q7: Have you ever faced a dilemma when deciding what to pack because of limited luggage space? How did you make the final decisions?

Brian: Definitely. The trunk of the car was packed to the brim, so I left behind some extra shoes and clothes. It was frustrating because I was short on clothes during the trip.

Q8: Can you describe any difficulties you've encountered in moving your luggage to and from your holiday destination?

Brian: Yeah, especially when hiking with our backpacks. The weight made it exhausting, and I wished I had packed lighter.

Q9: If you could travel without worrying about your luggage, what would that experience be like? How would it change your holiday?

Brian: It would make the trip much more fun. We could focus on enjoying the outdoors without the stress of carrying so much stuff around.

Interviewee 3: Christine (42, Teacher, Lives in Kisumu)

Q1: Have you gone on any holidays recently? What type of holiday was it?

Christine: I went on a family vacation to Zanzibar last year.

Q2: When was your last holiday, and how long did it last?

Christine: It was a 10-day vacation.

Q3: Can you describe what made that holiday experience enjoyable or stressful?

Christine: It was mostly enjoyable, but the most stressful part was the flight and managing multiple suitcases, especially because we were traveling with kids.

Q4: How do you usually prepare for a holiday, and what's your process for packing?

Christine: I start packing a few days before the trip. I try to organize everything for the kids first, then for myself. I double-check our documents, clothes, and medicines.

Q5: What are the essentials you always make sure to pack? How do you ensure you don't forget anything?

Christine: I never forget travel documents, sunscreen, and my kids' favorite toys. I have a packing list, but still, it's easy to overlook small things.

Q6: Have you ever forgotten something important while packing? What was it, and how did it impact your holiday?

Christine: Once, I forgot to pack swimwear for myself. I had to buy a new one there, which wasn't ideal.

Q7: Have you ever faced a dilemma when deciding what to pack because of limited luggage space? How did you make the final decisions?

Christine: Yes, especially when flying. We ended up leaving some snacks and extra toys at home to make room for more clothes.

Q8: Can you describe any difficulties you've encountered in moving your luggage to and from your holiday destination?

Christine: Yes, managing the suitcases and kids at the airport was tough. I wish we had packed less or had someone to assist.

Q9: If you could travel without worrying about your luggage, what would that experience be like? How would it change your holiday?

Christine: It would remove so much stress! I could focus more on spending time with my family instead of worrying about bags and lost items.

Interviewee 4: Kevin (31, Sales Executive, Lives in Nakuru)

Q1: Have you gone on any holidays recently? What type of holiday was it?

Kevin: Yes, I went for a solo road trip to the Rift Valley.

Q2: When was your last holiday, and how long did it last?

Kevin: It was a 5-day trip a couple of months ago.

Q3: Can you describe what made that holiday experience enjoyable or stressful?

Kevin: The freedom of driving around was great, but packing the car was a nightmare. I brought too many things and it was hard to keep everything organized.

Q4: How do you usually prepare for a holiday, and what's your process for packing?

Kevin: I usually pack the night before, which leads to a lot of overpacking. I try to bring things I think I *might* need, which is always a mistake.

Q5: What are the essentials you always make sure to pack? How do you ensure you don't forget anything?

Kevin: Water bottles, snacks, and comfortable shoes. I use a basic checklist, but I still bring too much.

Q6: Have you ever forgotten something important while packing? What was it, and how did it impact your holiday?

Kevin: I forgot my hiking boots once. I had to buy new ones, which was annoying and costly.

Q7: Have you ever faced a dilemma when deciding what to pack because of limited luggage space? How did you make the final decisions?

Kevin: Yes, I had to leave my cooler box behind because I couldn't fit everything in the trunk. I regretted that decision later.

Q8: Can you describe any difficulties you've encountered in moving your luggage to and from your holiday destination?

Kevin: Not too many issues, since I was driving myself. But once, I parked far from the campsite, and carrying everything was a challenge.

Q9: If you could travel without worrying about your luggage, what would that experience be like? How would it change your holiday?

Kevin: It would be amazing! I'd enjoy the trip more and have more space in the car for spontaneous purchases or activities.

Interviewee 5: Caroline (29, Graphic Designer, Lives in Kisumu)

Q1: Have you gone on any holidays recently? What type of holiday was it?

Caroline: Yes, I went on a group trip to Diani Beach last month.

Q2: When was your last holiday, and how long did it last?

Caroline: It was a 4-day beach holiday.

Q3: Can you describe what made that holiday experience enjoyable or stressful?

Caroline: It was great! The beach was beautiful, but the most stressful part was packing. I always feel like I have to bring outfits for every possible occasion.

Q4: How do you usually prepare for a holiday, and what's your process for packing?

Caroline: I start by planning outfits, then I add toiletries, gadgets, and shoes. But I always overpack because I'm indecisive.

Q5: What are the essentials you always make sure to pack? How do you ensure you don't forget anything?

Caroline: Sunscreen, swimsuits, sunglasses, and sandals. I usually pack days before so I have time to remember anything I might have missed.

Q6: Have you ever forgotten something important while packing? What was it, and how did it impact your holiday?

Caroline: I forgot my phone charger once, and it was a hassle. I had to share one with a friend, and it was inconvenient.

Q7: Have you ever faced a dilemma when deciding what to pack because of limited luggage space? How did you make the final decisions?

Caroline: Always! I ended up leaving my hairdryer and a couple of dresses behind to save space.

Q8: Can you describe any difficulties you've encountered in moving your luggage to and from your holiday destination?

Caroline: Yes, lugging my suitcase through the sandy beach was a nightmare. I wished I had packed lighter.

Q9: If you could travel without worrying about your luggage, what would that experience be like? How would it change your holiday?

Caroline: It would be much more relaxing. I could enjoy the trip without worrying about lost or heavy luggage.

Interviewee 6: John (45, Engineer, Lives in Kisumu)

Q1: Have you gone on any holidays recently? What type of holiday was it?

John: Yes, I went for a nature retreat to the Aberdare Mountains with my family.

Q2: When was your last holiday, and how long did it last?

John: It was a 7-day trip last year.

Q3: Can you describe what made that holiday experience enjoyable or stressful?

John: The retreat was very peaceful, but packing for a mountain trip is always stressful because you need to bring specific gear, like warm clothes and hiking boots.

Q4: How do you usually prepare for a holiday, and what's your process for packing?

John: I usually start a week in advance. I make a list of items and cross them off as I pack. It helps to avoid any last-minute panic.

Q5: What are the essentials you always make sure to pack? How do you ensure you don't forget anything?

John: Hiking boots, jackets, snacks, and my camera. I double-check everything before I leave.

Q6: Have you ever forgotten something important while packing? What was it, and how did it impact your holiday?

John: Yes, I once forgot to bring my camera charger. It really ruined the experience because I couldn't capture many of the moments we had planned.

Q7: Have you ever faced a dilemma when deciding what to pack because of limited luggage space? How did you make the final decisions?

John: Yes, I had to leave behind my bulky jackets because we were short on space. Luckily, we didn't face extremely cold weather, but it was a risk.

Q8: Can you describe any difficulties you've encountered in moving your luggage to and from your holiday destination?

John: Yes, when traveling through rough terrain in the mountains, carrying heavy bags was really exhausting.

Q9: If you could travel without worrying about your luggage, what would that experience be like? How would it change your holiday?

John: It would make the experience much more enjoyable. I wouldn't have to think about logistics and could focus more on enjoying nature.