Test Plan

Project overview

This project provides an **exploratory testing** assessment of the Virgin Atlantic website (https://www.virginatlantic.com). The purpose of this project is to evaluate the website's **functionality, usability, and reliability** through hands-on testing.
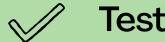
The testing covers **all core functionalities**, including:

- Searching for flights
- Booking a flight
- Managing reservations
- Accessing special offers and promotions
- Navigating the website across different browsers

The project aims to identify **bugs, usability issues, and areas for improvement** to ensure a smooth and reliable user experience. Findings are documented in the form of **test cases, bug reports, and screenshots**, demonstrating a structured approach to exploratory testing.

Test case managment	Jira
Testing type	Exploratory Testing
Test environment	mac OS Catalina 10.15.7 - Chrome,Firefox, Safari

✓ Testing scope

Exploratory testing of the website https://www.virginatlantic.com.

....

Account management	• Creating account • Profile management: updating personal information, marketing preferences etc. • Login in/Login out • Forgotten password: testing recovery flow
Website Navigation	• Checking all links in the menu
Flight search	• Test one-way, round trip, and multi-city search options and verify clear switching between these modes • Test origin/destination inputs, date picker, and passenger selection • Verify the search results load efficiently and match search criteria • Test various filters to narrow down search results
Flight Selection & Details	• Test selecting different fare types and verify the clear display of what is included and not included in each fare type • Ensure the price updates correctly when different upgrade options are selected • Flight Combinations (for round trip/multi-city): Verify that selecting outbound and inbound flights works seamlessly and the combined price is accurate
Booking Flow	• Test the various options and add-ons related to the flight, such as, seat selection, etc • Passenger Details: Thoroughly test the passenger details form with valid inputs • Summary: Ensure it accurately displays all chosen details and the price breakdown • Verify the total price is calculated correctly • Test the entire booking flow until the final step
My Bookings	• Test retrieving your booking if you already have your personal booking with the site

Flight Status	• Test the flight status for multiple flights to verify that the app provides real-time updates on departure and arrival times
Help Center	• Verify that information provided in help resources is accurate, up-to-date, and genuinely helpful for common customer queries

✖ Out of scope

Contact	• Call Us • Email US
Payments	• Purchasing tickets • Adding credit card information