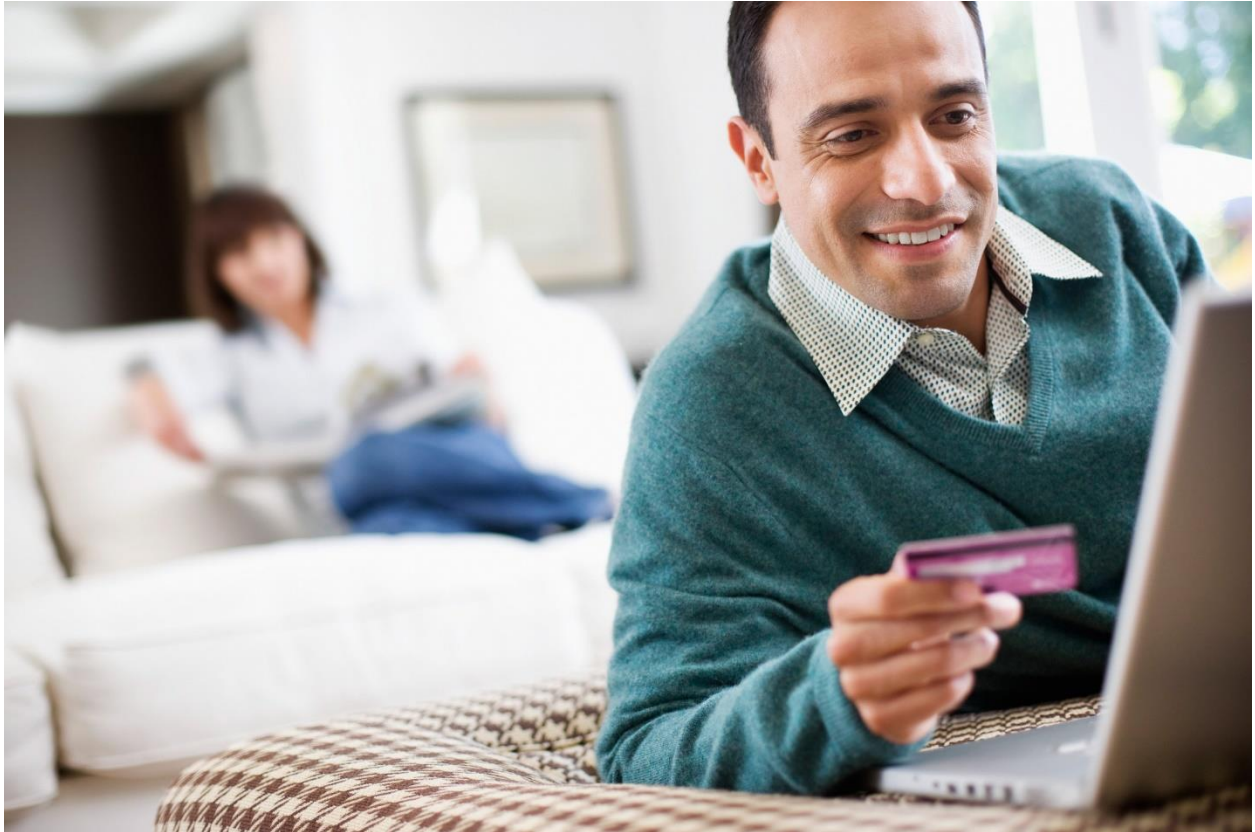# Trip Planner – T3

User Stories - Product Consumer Expectations and Preferences

As a traveler I would like to…

- be able to see how much time I will spend in transit as I value my time
- know how much various aspects of my vacation will costs because I have a budget
- be able to view a precise itinerary for my vacation
- be able to send my itinerary to my loved ones and friends to get second opinions
- be able to book trips from multiple starting locations for a flexible "off the cuff" holiday
- be able to shorten or lengthen my journey for convenience

As a customer I would like to…

- have a profile with my settings included for easier planning later on
- have an easy time booking flights and hotels
- minimize repetitive workflow for multiple varied bookings
- have all necessary documents in one location so I can view them at any time
- know my personal data is secure so identity theft and fraud is not possible
- be able to choose between different travel plans because one option might fit better than another
- be able to edit my travel plan in case of unforeseen circumstances
- be able to halt my planning and come back to it later without having to start all over again (a history or saved plan function)
- be able to favorite certain suggestions or packages for later revisit
- be able to secure/hold my vacation placement for a time period via payment so I will not be disappointed if it gets sold out (temporary non-refundable retainment fee pending full payment)
- be able to cancel my order and be automatically refunded, at least in parts, if I am unable to go
- to be able to read and leave reviews about my trip for other customers to see

As a service provider I would like to…

- be able to present package deals to sweeten the deal for customers
- be able to promote/advertise on the platform
- trust in a solid automatic payment system which handles payments of various types and origins
- trust that automatic payments from our company to the Trip Planner system provider are handled securely, ethically and flawlessly (if based on % of sales system)
- be able to ban certain users and locations that might be trying to ruin my service
- be able to subject some form of control over public posts/reviews which contain unsuitable language
- see most popular searches to be able to provide a better service
- ban certain combinations that are not feasible so costumers won't become disappointed
- be able to control the number of visitors to prevent overcrowding
- be able to place conditions on certain locations to prevent costumer disappointment

Other needs and wants

- As a wary traveller I would like to see pictures of the locations to be certain that I am not being duped
- As a non-native speaker I would like to be able to change the language to my own or some of the more commonly spoken for easier understanding
- As a family-person I would like to be able to book trips for more than one person if I have a family or friends
- As a family-person I would like to know if options are child friendly because I have kids