As a Traveler:

* be able to see how much time I will spend in transit as I value my time S

 know how much various aspects of my vacation will costs because I have a budget M

* be able to view a precise itinerary for my vacation M

 be able to send my itinerary to my loved ones and friends to get second opinions C

 be able to book trips from multiple starting locations for a flexible “off the cuff” holiday M

 be able to shorten or lengthen my journey for convenience C

As a Customer:

have a profile with my settings included for easier planning later on C

 have an easy time booking flights and hotels M

 minimize repetitive workflow for multiple varied bookings C

have all necessary documents in one location so I can view them at any time S

 know my personal data is secure so identity theft and fraud is not possible C

 be able to choose between different travel plans because one option might fit better than another C

 be able to edit my travel plan in case of unforeseen circumstances S

 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) S

 be able to favorite certain suggestions or packages for later revisit S

 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) M

 be able to cancel my order and be automatically refunded, at least in parts, if I am unable to go C

 to be able to read and leave reviews about my trip for other customers to see C

As Service provider:

 be able to present package deals to sweeten the deal for customers C

 be able to promote/advertise on the platform C

trust in a solid automatic payment system which handles payments of various types and origins C

 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) C

 be able to ban certain users and locations that might be trying to ruin my service C

 be able to subject some form of control over public posts/reviews which contain unsuitable language C

 see most popular searches to be able to provide a better service S

 ban certain combinations that are not feasible so costumers won’t become disappointed M

 be able to control the number of visitors to prevent overcrowding C

 be able to place conditions on certain locations to prevent costumer disappointment S

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 S

 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 S

 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 M

 As a family-person I would like to know if options are child friendly because I have kids C