## General Info (age, gender, residence, main cities visited, …)

Alessandra Zambelli, 23 years old, has visited Barcelona, Naples, Palermo, Greece, …

## Tell me 3 good and 3 bad aspects about trip planning.

Negative:

Uncertainty about reaching the chosen destination due to uncontrollable variables.

Information obtained from Google is too common and already known. "I'd like more authentic things," but they are not found on Google.

Information found on the internet differs from reality (attraction closed, different cost).

Positive:

New experiences, you can learn to organize yourself.

By planning my trips, I can choose and filter only the attractions I prefer.

You can learn from cultural differences with local people.

## Describe the best and the worst experience during a city visit.

Worst:

I was looking for hostels with adequate reviews. I found one with good photos, but then I found cockroaches, which was different from what I expected.

Best:

Finding the perfect place that is low cost and high quality.

## How do you plan your city trip?

I search for the main things to see and trends on Google. I mark places I want to visit on Google Maps (using labels). Using Google Maps, I also find places to eat and create the best itinerary based on distances between attractions. I also use social media by searching for location tags to find attractions, museums, and activities.

## How do you move during a city trip and why?

It depends on the city. In smaller cities, I prefer walking to experience the city more, but if there are typical means of transportation, I try them if they are economical, such as a gondola.

## How do you discover all the attractions to see during the city trip?

I use Google and Instagram, along with Google Maps.

### How do you get tickets for the attractions?

I gather information beforehand using Google to understand prices and hours, but then I buy tickets directly on-site. I try not to buy them in advance unless it's for something specific that requires a reservation because there are often promotions not shown on Google.

### Tell me about your meals during the city trip.

I have quick lunches, for example, at bakeries, depending on the duration of the vacation. If I have an apartment, I cook for lunch. For dinner, I look for nice restaurants in the morning and make reservations.

### Do you use tools during your planning? If so, describe them. If not, why?

I use travel apps, but not extensively. I use WhatsApp for advice from friends.

### Describe a failure in a city trip planning and how did you manage to recover from it.

In Lisbon (a layover), we had an overbooked flight with friends (friends with luggage). We couldn't board the plane. The airline gave me a direct flight, but not to my friends. We resolved it by talking and getting other tickets for the following day.

### What are the most important factors you consider while planning a city trip?

Cost, being able to see as much as possible, and exploring the local traditions, especially in terms of culinary experiences.

### What are the most crucial difficulties when planning a city trip?

Costs, not being able to find an appropriate quality-price solution, and difficulty in finding the right dates and times. It's also challenging to figure out how to get from the airport to the booked city.

### What do you think about real-time information about local attractions or local experiences?

It's helpful for direct experiences. For instance, Instagram posts of attractions and ads that appear after Google searches are useful. Social media is the most helpful. Instagram videos are valuable because they show whether you'll like something or not.

## How would you improve your city trips?

I would use more specialized apps. I like to make my own choices, so I would watch more YouTube reviews. I would also use more dedicated event websites. I don't do these things because it would require too much in-depth research. Downloading apps and figuring out how they work is too time-consuming, and I don't have the time.


## How would you manage money and expenses during city trips?

I always carry cash and prefer not to use a credit card because the payment is registered a few days later, and I don't like not knowing how much money I have on the card. I use my debit card instead.