

## The airline ORENAIR - <http://www.orenairst.ru/eng/>

**Usable: YES**

- easy to use;
- understandable links and menu;
- the page is not overloaded;
- not all links provide the information about service;

**Useful: NO**

- not useful, because the web site do not meet clients' needs (information about purchase and schedule);
- poor structure of web site.

**Desirable: NO**

- colors and front are desirable;
- service is not easy to translate;
- the main page is looking empty, because of blank space just in the middle of web.

**Findable: NO**

- the schedule and purchase service are not visible;
- the overlaps are not precise;
- it is difficult to find all information in English;
- lack of overlaps such as: "customer zone", "buy a ticket", "terms and conditions", etc...

**Accessible: NO**

- there is no option in the webpage for people with a disabilities (lights control, voice information, other navigation).

**Credible: NO**

- weak design and difficulties with finding key information make website less trustworthy;
- little information about the company and the services it offers in English;
- in Russian you may find wider range of corporate documents and news on website.

