

INTERVIEW SCRIPT: LEONA WARRICK

Age 18, Occupation: Student at University of Nairobi, Location: Nairobi, Kenya

- **Typical travel group size:** 3-5
- **Frequency of group holidays:** Twice a semester

Interview Structure

Greeting and Introduction

"Hello Leona, thank you for joining this interview. I'm Raymond Martin, and I'm interested in understanding how holidays with friends can become more enjoyable and stress-free. Your insights will help in developing solutions to improve group holiday experiences."

Planning and Communication

- "Can you describe how you typically plan a holiday with friends?"
"We usually plan spontaneously, which can be exciting but also chaotic."
- "Tell me about a time when miscommunication affected your holiday experience."
"We arrived at a location with no room bookings because of mixed messages."
- "How do you and your friends usually make decisions about holiday destinations or activities?"
"It's mostly based on what's trendy at the time."

Budget and Financial Matters

- "What challenges have you faced when budgeting for a holiday with friends?"
"I often find it hard to convince everyone to stick to a budget."
- "How do you handle splitting expenses with your group during a holiday?"
"We usually pay individually for meals but split bigger costs."
- "Can you share a situation when differing spending expectations caused tension?"
"Some friends want luxury stays, which not everyone can afford."

Group Dynamics and Conflicts

- "Describe a situation where group dynamics impacted the enjoyment of your holiday."
"Some people dominated plans, leaving others feeling left out."
- "How do you handle disagreements with friends during a trip?"
"I usually try to lighten the mood or propose breaks."
- "What steps do you take to ensure everyone's preferences are considered when planning a group holiday?"
"We rotate who picks the main activity."

Logistics and Organization

- *"What is the most frustrating travel or accommodation issue you have experienced with friends?"*
"Getting stranded due to unreliable transport."
- *"How do you deal with unexpected changes or disruptions to your holiday plans?"*
"We go with the flow or find alternatives."
- *"In your experience, what makes holiday planning more or less stressful?"*
"Lack of a proper plan makes it stressful."

Personal Habits and Preferences

- *"How do you and your friends accommodate each other's habits (e.g., sleep schedules, meal preferences) during a holiday?"*
"We often don't, leading to some frustration."
- *"What are your top priorities when planning a holiday itinerary?"*
"Having fun and experiencing new things."
- *"Have differences in daily routines or habits ever created friction? If so, how was it resolved?"*
"Yes, we agree to compromise on timing."

Conclusion and Next Steps

"Thank you for sharing your experiences and thoughts, Leona. If you know anyone else who might have interesting insights on this topic, please let me know. I'd love to get in touch!"