Nielsen's heuristics	List of violations 　1.　Screen – Violation	Recommendations 　•　Violation # – Recommendation	Severity (out of 5)
1. Visibility of system status *Does system always keep the user informed about what is going on?* *Does it provide appropriate feedback within reasonable time?*			
2. Match between system and the real world *Does the use words, phrases and concepts familiar to the user?* *Flag the use of system-oriented terms.* *Does information appear in a natural and logical order?*	1.　Selecting flight, suggesting to upgrade to regular instead of basic (use of language)	1.	2
3. User control and freedom *Does the system support Undo and Redo? Are users able to leave an unwanted state without having to go through an extended dialog?*	1. Seat selection 2. Flight selection	1. Default option is to pay money to select seat. Hard to find alternative. All prompts suggest upgrades of some variety 2. If you need to change location/dates/people beyond a certain point you just get sent to the home screen.	2 3
4. Consistency and standards *Does the system follow platform conventions? Users should not wonder whether different words, situations or actions mean the same thing.*	1. confusing words - everywhere	1. Labels for different packages/deals are inconsistent, deliberately built to make you charge more	2
5. Error prevention *Is the system designed to prevent errors from occurring?*	1. pop ups- everywhere	1. popups are there to get you to pay more money, leading to you accidentally paying for more than you need. Just an unpleasant experience	2
6. Recognition rather than recall *Does the design minimise the user's memory load by making objects, actions, and options visible? Users should not have to remember information from one part of the dialog to another.* *Are instructions for the use of the system visible or easily accessible?*	No clear violations here. Most fields are autofilled		

Heuristic	Issue	Description	Severity
7. Flexibility and efficiency of use *Are accelerators available to expert users to facilitate frequent actions?*	1. Selection of Destination – Unclear user entry	Destination entry highlights country then city but does not autofill the city if there are multiple airports.	2
8. Aesthetic and minimalist design *Dialogues should not contain information which is irrelevant or rarely needed.*	All the information is relevant, and you definitely need the words to figure out		
9. Help users recognize, diagnose, and recover from errors *Are error messages expressed in plain language (no codes)? Do they, precisely indicate the problem, and constructively suggest a solution?*	1. Errors are everywhere	1. Errors are normally suggestions to spend more money. Any significant errors generally redirect to the home screen to restart the process.	5
10. Help and documentation *Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. This information should be easy to search, focused on the user's task, list concrete steps, and not be too large.*	No documentation but not really an issue, the UI is reasonably easy to navigate through to get to the payment step.		