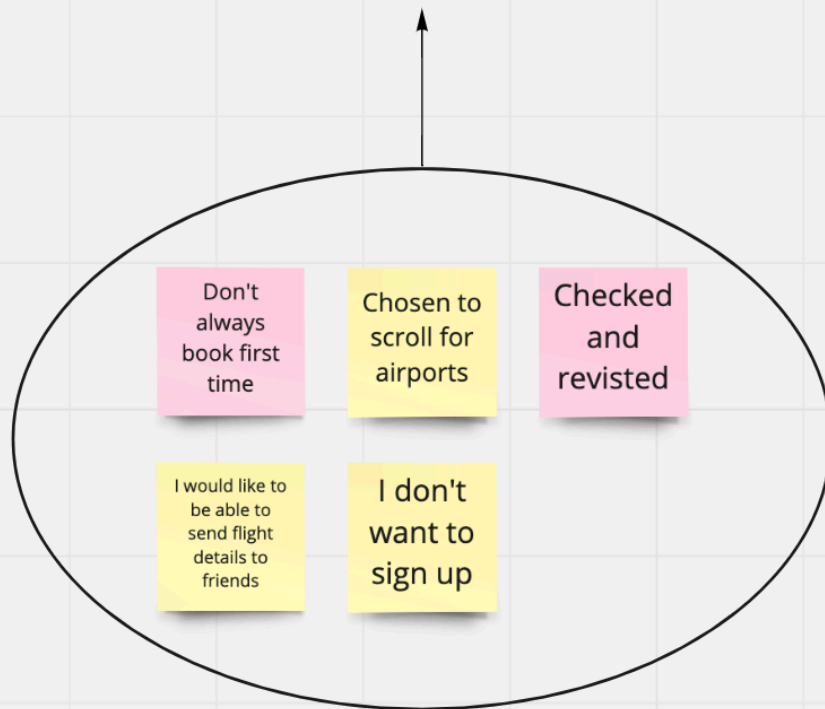


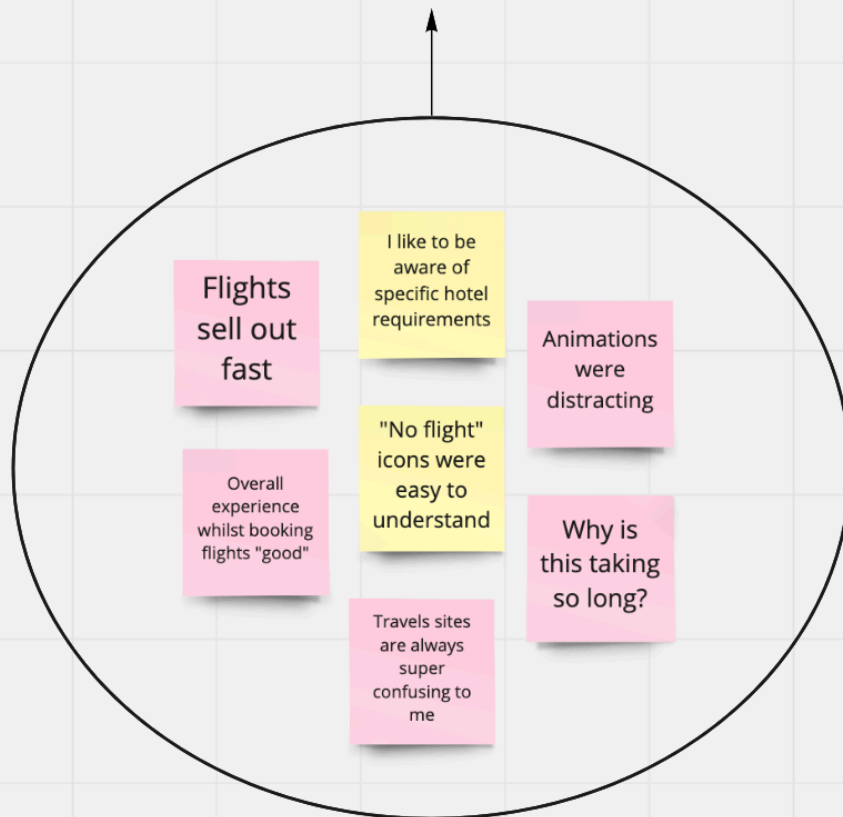
Behaviours



Context



Opinions



Hidden Information



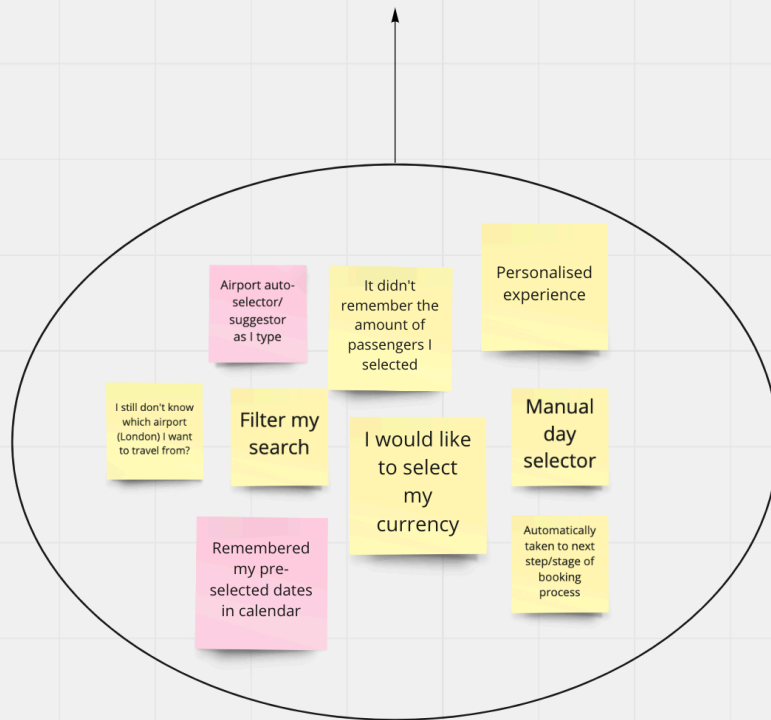
Process not clear



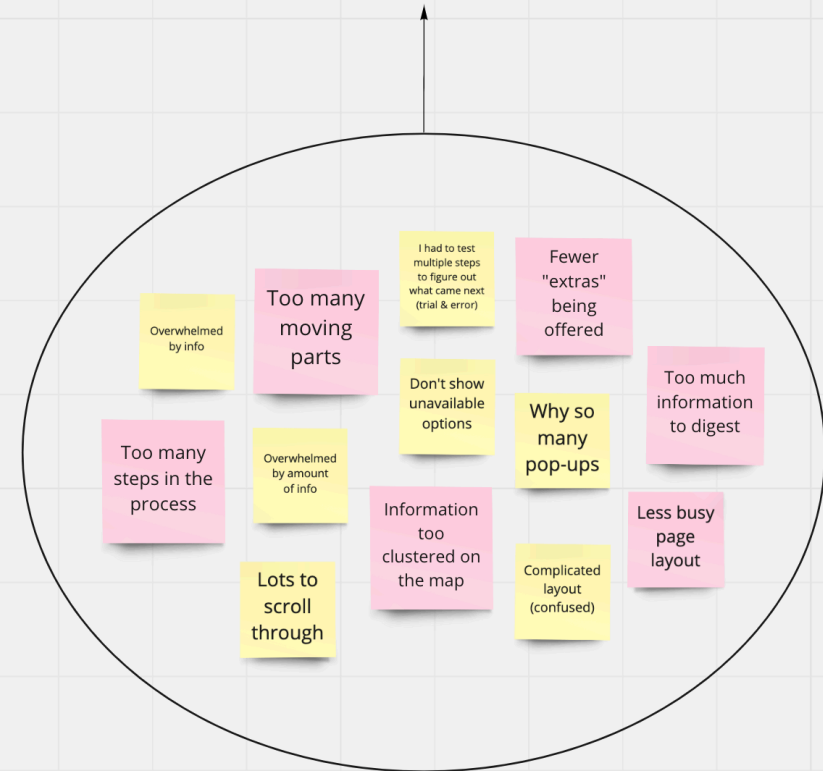
Reviewing and comparing flights



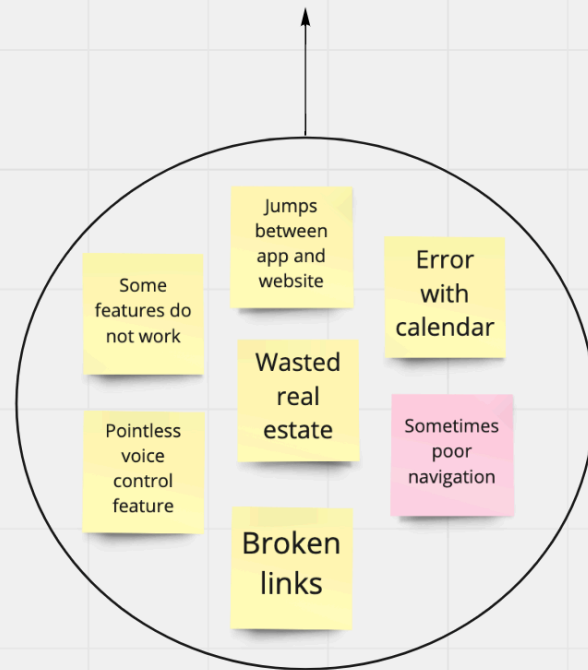
Personalised



Negative emotions



Errors



Questions/ lack of understanding

