

**Interviewee: Maria (Non-Expert)**

**Age: 23**

**Experiences: Local events with friends. Road trip/intercity with one other person. Philippines with family.**

- 1. Do you plan for a trip? If so, how? Why do you use this method, why not others?**
  - 1. If not (planning), why?**
    - Mostly yes, so any trips I've planned there's always a main event that I'm going for.
    - I like minimally planning, so finding common places to visit (e.g. Opera House in Sydney), but leaving some time to allow for exploration (going where I feel like during a trip). When planning with friends, it's always been to one day events.
- 2. What are your main concerns/ priorities when travelling/ planning a trip?**
  - Concerns: I've forgotten important trip specific items, e.g. if going to somewhere with swimming, then remembering to bring swimming clothes.
  - Priorities: Getting the best value in accommodation, in terms of rates and location.
- 3. What have you learned from previous travel experiences?**
  - When travelling to events with friends, especially in a large group, splitting ubers have been difficult. Sometimes the event is very common (sport game/weekend night/festival) so it is even harder to book ubers.
  - It's enjoyable to not have a clear destination when being a tourist in a new location, finding out places aren't recommended online is fun as there is only locals at that location and isn't ruined by lots of tourists.
  - Public transport is a good way of getting around and discovering new places.
- 4. When preparing for a trip, do you currently use any trip planning apps/ software? If so, what and why. If not, why?**
  - Google search for finding places to visit
  - Facebook events to let groups of friends know what the plan is
  - Document or phone notes to keep track of itinerary
- 5. (IF YES) What are your current frustrations with the app you're using?**
- 6. Have you ever travelled in a group?**
  - Yes
- 7. (IF YES) What was the group dynamics (family, friends, co-workers)? What was the travel type (short road trip, interstate, events e.g. festival)? How many people were involved?**
  - Festivals, camping, road trip, birthday parties, hens party, with friends
  - Philippines with family
  - Sydney, North Queensland, Gold Coast with partner
- 8. Have you had a problem before while traveling in a group?**
  - 1. Were there any challenges planning in a group? - benefits?**
    - Communicating important information was tough with friends, since the main communication channel was Messenger, and important messages would be buried by other types of messaging that happens in group chats (e.g. important info getting buried by memes shared)
    - Flight to the Philippines, where we flew from Mackay to Manila with a layover in Sydney. We underestimated the time it would take to get from the domestic terminal to the international terminal and get through security resulting in us delaying the plane departure by 30-60 mins.
    - Post-covid. It is becoming more common to have flights delayed or cancelled which has caused a whole trip to be cancelled before.
    - It's been cheaper to travel with a group or at least with someone else.