

**Interviewee: Zack (Expert)**

**Age: 26**

**Experiences: Europe and New Zealand with family. Japan with one other person. China and South Korea solo. Local events with friends.**

- 1. Do you plan for a trip? If so, how? Why do you use this method, why not others?**
  - 1. If not (planning), why?**
    - Yeah, mostly, depends on if I'm going on a finite time then yes, but for an indiscriminate time then no. Planned when going for a short time, didn't plan when there for a long time.
    - Used excel spreadsheet, daily plan, might break into morning, middle, night. Touristy stuff can typically be done in 2-3 hours. Going out at night, I wouldn't plan anything the next day. And writing where I'm staying.
- 2. What are your main concerns/ priorities when travelling/ planning a trip?**
  - Concerns: I don't have all the documentation I need before leaving for a trip. Always carrying important documents at all times. Getting lost -> internet is important. Language barriers and racism are slightly worrying, getting denied services outside of main tourist areas (All of Seoul was good, anywhere far from the main city it was hard as a tourist)
  - Priorities: Depends on the type of trip, touristy/adventurous/work. Documents, internet. In terms of attractions, then the main big well known locations.
- 3. What have you learned from previous travel experiences?**
  - Stick to major cities/international zones when you feel safe. In some areas, it is super beneficial to hire tour guides/locals to explore more of the area (hiring a tour guide for the day to see all the best areas)
- 4. When preparing for a trip, do you currently use any trip planning apps/ software? If so, what and why. If not, why?**
  - Just used excel.
  - Top 10 lists.
  - Didn't think it was necessary
- 5. (IF YES) What are your current frustrations with the app you're using?**
- 6. Have you ever travelled in a group?**
  - Small groups, 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?**
  - Family separately, 1 other person, most of it would be solo
  - Mostly international, road trips with family.
  - Disney world, universal, festivals with group
- 8. Have you had a problem before while traveling in a group?**
  - 1. Were there any challenges planning in a group? - benefits?**
    - Not enough ubers for groups
    - My time management sucks
    - Lack of knowledge
    - Haven't been to any countries that aren't as technological advanced, most of the countries I've been to it's been super easy to just download an app to tell me where to go
    - Unknown pricings, e.g. taxis can be either super cheap or super expensive. Fake taxis, and other scams
    - Communication was tough, not knowing the itinerary or not being able to contribute to the itinerary, agreeing on where to eat is tough with a group
    - Cheaper to travel in a group, generally