

1. Do you plan for a trip? If so, how? Why do you use this method, why not others?

a. If not (planning), why?

Yes, I do. I seek information about where I plan to go from friends/co-workers/acquaintances who are local in that place or who have been there. It depends on where I plan to go. For the place/country that I do not know much, I would probably use a travel agency in person. I do not use online much because it shows advertisements and there seems to be a lot of leading/maneuvering in the travel agency websites. I don't like that so I barely seek information online. However, that does not mean that I would buy a travel guide book in the book shop. For international travel, I have never booked anything through an online/app travel agency. For domestic travel, I have done it online before.

2. What are your main concerns/ priorities when travelling/ planning a trip?

My concerns would be sightseeing places, price, and the cleanliness of the place I stay mainly. If I have to prioritise, it's in order of what I mentioned. Food/restaurant/cafes will be the next concern after those since eatary depends on the hotel ranking but if the place i visit has a good reputation, say, in seafood, for example, I might search about restaurant/cafes by myself.

3. What have you learned from previous travel experiences?

I have asked my friend who was working in a travel agency to plan my trip to Melbourne and Sydney through the agency. I entirely relied on her for planning and she also told me the rank of the hotel was high enough that I could expect the cleanliness of my standard. However, the hotel was the place for moths. I could not bear that at all. During the trip, I booked myself a tour. At lunch in the restaurant, one of our tour mates screamed and everyone in the tour watched her. Her salad started to move inside and there was a tarantula, I think that was tarantula but anyway that big spider with red marks on each foot came out of her salad. The restaurant owner was laughing and asked her to change the plate but she already lost her appetite because of that, so she said no. Because of this, I decided not to rely on someone entirely to plan my trip even if the agent was my friend. I will tell the main points of what I want to do but relying on one person for the entire trip is a bad idea even if she was my friend. That was the lesson I learnt from my previous travel experience.

4. When preparing for a trip, do you currently use any trip planning apps/ software? If so, what and why. If not, why?

I do not use apps or software. I should say I have had no opportunities to use them since COVID-19 because I haven't been travelling since then even if there is an app available for travelling.

5. (IF YES) What are your current frustrations with the app you're using?

Speculating if I could travel and there was an app, I would use an app if it's convenient and easy to use, different from those which show lots of advertisements. If the app gives me feedback that is only on what I wanted to know or asked for more information, I might use it.

It may be different from a travel agency type of websites/apps which gather a bunch of hotels/ hair salons/ restaurants but wherever I wanted to book, there was no availability but I could book if I called them. Sometimes, I could only book by 30 mins slot through the agency/portal website but I could book by 15 mins slot if I use the app/website provided by the hair salons/ restaurants directly. I think there are some constraints between hotels/ salons/ restaurants and the agency/ portal companies so that I prefer to use an app/ website provided directly by the salons/ restaurants. When I asked the owner of the salon one day, she replied that it would be good to use the agency for advertisement but for customers, we believe using our app would be the best option since we could provide more flexible customer service for their needs. So for myself, the kind of information I want. You could only know if you directly talk to the salon. In short, I prefer the app provided by the hotels/ hair salons/ restaurants directly.

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?

Our graduation trip with my friends, interstate for 3 days 2 nights, 5 - 6 people.

8. Have you had a problem before while traveling in a group?

a. Were there any challenges planning in a group? - benefits?

We didn't book a tour or anything, but during the trip we separated where to go based on our interests. Probably, we had some conflicts about where to go and that was why it happened. A small number of members in a group made it easy for us to move around. We decided by talking. If the weather was good, there would be nothing to complain about during the trip.

For a group travelling, I think the challenge might be the number of people. More people, more interests diverted. The benefit I can think of would be to be able to get cheaper than a single price. There are places you cannot book for a person like hotels/ restaurants etc. If you want to book a room in a hotel/ have 3-4 course meals, some places only provide these from more than 2 customers to book. Nowadays, it's becoming popular to travel by yourself and there is a wider variety in selection for those who wish travelling by her/himself but still the price is little higher than a group price. It used to be really unpopular especially from the owner's standpoint that she/he might come here alone to commit suicide.