

- Have you travelled recently?
- what purpose?
- with whom?
- How did you arrange for a trip?
- what technologies did you use?
- were you satisfied with the arrangements?
- Did you think there ^{might have} been something else that could have helped make it even better?
- will you what was the influence behind the trip?

① - Sanjay - 43
 may/June family vacation

- Niagara / Chicago
- 6 months in advance.
- public city websites.
- drove
- points hotels.
- family - landmarks.
- used Car.

② - Priti - 41

- July
- Alaska Cruise - family one week
- Vacation.
- Norwegian mcl.com
- cheapcruises.com.
- Natural beauty.
- based on interest.
- cultural & landmarks.

③ - Sanjay - 55

- Business trip
- Staten, WI
- office website

personnel -
 kayak, orbits, airline website.

Satisfied
 cultural experience
 on-site guide
 on-spot guide.

On-line is more expensive -

Orbit & Expedia - more expensive online

"I do not arrange guide online as it is more expensive. Local Guides are more knowledgeable & cheaper."