

Scenarios:

1. Barbara needs to purchase a return ticket to Manchester. Unfortunately for Barbara, there is no one at the manned ticket station to help her and so she is forced to use the ticketing machine for the first time. Barbara struggles with technology and with poor vision and is apprehensive about using the machine. Her nervousness about buying the wrong ticket means that she is struggling to focus fully on the task at hand as she is still looking around hoping to see someone who could help her.

2. Barbara was due to catch the 12:00 train from her local station to London on an advance ticket booked by her son, however the carer she had arranged to look after her husband whilst she is away was stuck in traffic and the delay has caused Barbara to miss that train. She must therefore buy a new ticket when she finally gets to the station. Although she knows the type of ticket she requires, she is unused to train jargon and likes to buy her ticket from a manned kiosk where possible. Unfortunately, when she reaches the station, the manned kiosk is closed for a lunch break and so Barbara must use the ticket machine to purchase a new ticket to London, every other detail is the same as her previous ticket which had been arranged by her son.

3. Barbara is travelling to see her son's family in London but he will be travelling to Paris on business at 7pm so she needs to arrive 3hrs before so she can see him. After missing a pre-booked train previously, Barbara has not booked a specific train in advance as she does not want to risk the expense of missing the train and having to buy a new ticket. She decides to buy a ticket at the station however there are multiple services that run the train line between her local station and London and some are significantly faster than others. As her son is leaving for business at 7pm, she would like to arrive as early as possible so she has more time to spend with him, she therefore wishes to select the next available train based on arrival time into London.