The severity of each finding is judged based on a five point rating scale taken from Nielsen's "Heuristic Evaluation" chapter, Table 2.3 (1994):

0. I don't agree that this is a usability problem at all.

1. Cosmetic problem only – need not be fixed unless extra time is available on project.

2. Minor usability problem – fixing this should be given low priority.

3. Major usability problem – important to fix, so should be given high priority.

4. Usability catastrophe – imperative to fix this before product can be released.

Description	Location	# Participants Affected	Severity
All amounts displayed in USD by default with option to switch to limited currencies. This option does not appear on pages other than the home page.	Site-wide	4	4
Multicity option not shown on home page search, but appears later on search results page.	Flights home search.	4	4
Unavailability of in-flight entertainment/wifi/charging not made clear.	Right pane after clicking on a flight search result.	3	4
Concept of Hot Rate Hotels unclear.	Hotels search results page.	4	4
Price Range filter is a slider with granularity $1. Very difficult to manipulate with precision.	Hotels search results page - filters bar.	2	3
Arrival/departure time filters do not allow free time input.	Left filters pane on flight search results page.	3	3
Unclear that return flight options will be displayed only after selecting the first leg of the flight. Clicking on the breadcrumbs also does not provide any info.	Flight search results page.	1	3
Meaning of in-flight entertainment/wifi/charging icons not made clear.	Right pane after clicking on a flight search result.	2	2
Number of search results returned not displayed.	Flight search results page.	2	2
Hotel testimonials in a foreign language.	Page after clicking on a hotel search result.	1	2
Unclear if prices displayed are inclusive of taxes.	Flight/Hotel search results pages.	1	2
Unclear that total round-trip price is displayed against the first leg flight options.	Flight search results page.	1	2
Visa requirements not specified.	Flight search results page.	1	2
COVID rules not specified.	Flight search results page.	1	2
Complete baggage information not available.	Right pane after clicking on a flight search result.	2	2
In-flight meals information not available.	Right pane after clicking on a flight search result.	1	2
Seat class selection not available on initial search and hard to find on search results page.	Flights home search and flight search results page top filter bar.	1	2
Unclear that multicity flight search results have appeared below the fold.	Search results page for multicity flight.	1	1
Availability of comparative dates feature unclear during initial search.	Flights home search.	1	1