|  | Magnus Schmidt  Date of Birth: 17.02.1995  Gender: Male  Location: Cologne, Germany  Work place: Office  School: Undergraduate  Technology Level: Intermediate |
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**Goals:**

* Find family-friendly accommodations for vacations and weekend trips that are safe, clean, and offer enough space for four people.
* Easily compare rental prices, locations, and amenities to stay within budget while ensuring comfort and convenience for his family.

**Frustrations & Pain Points:**

* Overwhelmed by listings that don’t match family needs, such as properties with unsafe layouts for children or lacking essential amenities like a kitchen or baby crib.
* Hidden costs or unclear cancellation policies, which make it difficult for him to confidently book a place.

**Scenarios:**

* Planning a summer holiday with his wife and kids, Magnus wants to book a cozy home near a lake or nature park within a 3-hour drive from Cologne.
* Spontaneous weekend trip, where Magnus needs to quickly find an available apartment that accommodates children and is located near local attractions or family-friendly restaurants.

**Other Details:**

* Prefers browsing on mobile during lunch breaks or commute, so the app needs to be fast, responsive, and easy to navigate on a smartphone.
* Concerned about neighborhood safety — often checks the surroundings of a rental location on maps or in reviews to ensure it's a good area for kids.

|  | Adarina Baicu  Date of Birth: 05.09.2001  Gender: Female  Location: Iasi, Romania  Work place: Student  School: Undergraduate  Technology Level: Upper-Intermediate |
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**Goals:**

* Use immersive virtual tours (via VR) to explore potential rentals without needing to travel physically.
* Easily communicate with hosts or landlords through the app, preferably via chat or quick video call to clarify conditions or negotiate.

**Frustrations & Pain Points:**

* Overwhelming number of options without good filtering tools, making it hard to find the right fit based on budget, location, and amenities.
* Inaccurate or outdated listings, particularly misleading photos or unavailable properties still shown as open.

**Scenarios:**

* Searching for a temporary place to stay during a summer internship in another city or country, needing to compare rooms and apartments visually through VR to feel more secure in her choice.
* Looking for a quiet place during exam sessions, using mobile filters to quickly find affordable rentals close to the university with a stable internet connection.

**Other Details:**

* Often consults friends or online reviews before making decisions; appreciates platforms that offer verified reviews and tenant feedback.
* Budget-conscious and reliant on scholarships or part-time work, so she prioritizes transparent pricing and apps that don’t charge hidden fees.

|  | Albert Syrigos  Date of Birth: 20.06.1978  Gender: Male  Location: Athens, Greece  Work place: Big international company  School: Postgraduate  Technology Level: Upper-Intermediate |
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**Goals:**

* Find comfortable and reliable short-term rentals for business trips. He frequently travels for work and needs hassle-free, high-quality rental options in various countries.
* Albert often has to choose between different cities for meetings or events. He wants to quickly compare properties' layouts, amenities, and neighborhoods side-by-side using immersive tools like VR or interactive maps.

**Frustrations & Pain Points:**

* Often frustrated when listings look good online but don’t match reality upon arrival.
* With limited free time due to a demanding job, Albert finds filtering through numerous listings and reading reviews tedious and inefficient.

**Scenarios:**

* Last-minute business trip to Berlin. Albert receives short notice for a work trip and needs to find a quiet, clean, and well-located apartment within a day.
* Albert’s company is considering relocating him to Amsterdam for a 3-month project. Before accepting, he wants to explore potential long-term rental options. He uses the app’s VR walkthroughs to confidently select a property without needing to fly there first.

**Other Details:**

* He values data security and expects transparency in host policies, cancellation terms, and user reviews. He appreciates professional, well-maintained listings.
* While he’s curious about VR features, he will only use them if they significantly enhance the rental selection process.