

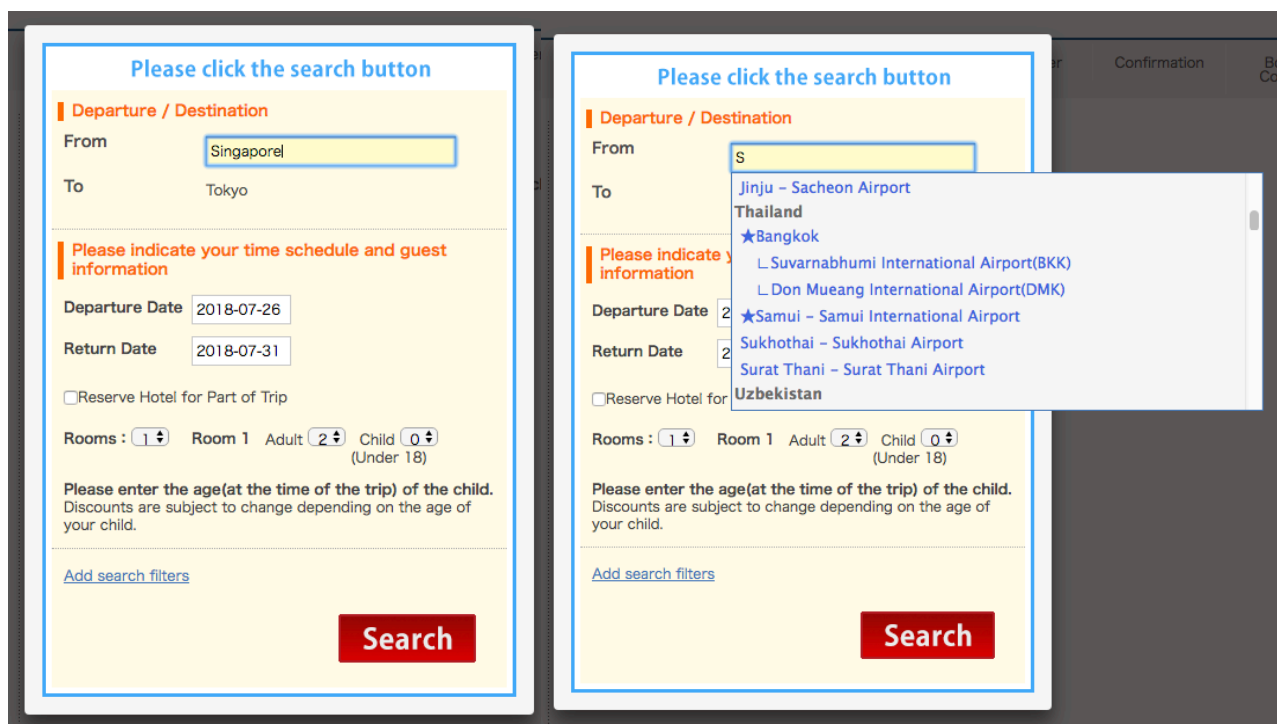
Heuristic name:
Prevent errors

Description:

I thought the search button wasn't working because I couldn't get onto the next page. Turns out that Singapore is not a valid departure location, but there was no error message to say so.

Severity number:
3

Screenshot:



Heuristic name:

Use Familiar Metaphors & Language

Description:

The page looks messy and it is not easy to check my flight details with care. The caution box could use a red background instead of being outlined, to differentiate between the boxes containing flight details.

Severity number:

1

Screenshot:

Round-trip Flight Adult 2

中国東方航空 MU CHINA EASTERN AIRLINES China Eastern Airlines			
Departure Date	Return Date	From	To
Thu,26 Jul	Sat,28 Jul	Bangkok	Tokyo

✈️ 1	DEP Thu,26 Jul 02:30 Bangkok	➔	ARR Thu,26 Jul 20:55 Tokyo	Total Time 16h 25m
Non-stop	MU548 Booking Class : S Aircraft:Boeing 777-300			Economy Class
	Thu,26 Jul 02:30 Bangkok Suvarnabhumi International Airport	▶	Thu,26 Jul 07:50 Shanghai Pudong International Airport	Total Time: 4h 20m
▼ 9h 5m connection				
Non-stop	MU271 Booking Class : B Aircraft:Airbus A321-100/200			Economy Class
	Thu,26 Jul 16:55 Shanghai Pudong International Airport	▶	Thu,26 Jul 20:55 Tokyo Narita International Airport	Total Time: 3h 0m

Caution Regarding Flight 1

	· Please note that flight 2 arrival and departure airports are different
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✈️ 2	DEP Sat,28 Jul 14:30 Tokyo	➔	ARR Sun,29 Jul 01:05 Bangkok	Total Time 12h 35m
Non-stop	MU538 Booking Class : B Aircraft:Boeing 777-300			Economy Class
	Sat,28 Jul 14:30 Tokyo Haneda Airport	▶	Sat,28 Jul 17:10 Shanghai Hongqiao International Airport	Total Time: 3h 40m
▼ 4h 15m connection				
Non-stop	MU547 Booking Class : S Aircraft:Boeing 777-300			Economy Class
	Sat,28 Jul 21:25 Shanghai Pudong International Airport	▶	Sun,29 Jul 01:05 Bangkok Suvarnabhumi International Airport	Total Time: 4h 40m

Caution Regarding Flight 2


	· Please note that the Flight 1 arrival and departure airports are different. · Flight connection requires airport change to Shanghai airport.
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Heuristic name:
Clean & Functional Design


Description:
Text is cluttered and all over the place. Text should be aligned properly beside the image. Icons and headers can be used.

Severity number:
2

Screenshot:









Shinagawa Prince Hotel

Hotel Rank: ★★★★★ Review Details: 

Shinagawa Prince Hotel
enaSpecial Offer

Details

Check-in	Thu, 26 Jul	Check-out	Sat, 28 Jul
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Room Unit Type	Average Price (per Night)
<p>N Tower Double Room Non Smoking with Free access to lounge</p> <p style="background-color: #0056b3; color: white; padding: 2px 5px; display: inline-block;">Free Cancellation</p> <p style="text-align: right; margin-top: 5px;">+ OJPY / Night</p> <p style="font-size: 0.8em;">Included: Free High-Speed Internet Free Wireless Internet</p> <div style="display: flex; align-items: center; margin-top: 5px;">  <p style="font-size: 0.7em; margin: 0;">CARD</p> </div> <p style="margin-top: 5px;"> Book early and save</p> <div style="display: flex; align-items: flex-start; margin-top: 10px;">  <div style="font-size: 0.8em;"> <p>1 Large Twin Bed 178 sq feet (16.5 sq meters)</p> <p>Internet - Free WiFi and wired Internet access Entertainment - Cable channels and pay movies Food & Drink - Refrigerator Sleep - Hypo-allergenic bedding and blackout drapes/curtains Bathroom - Partially open bathroom, shower/tub combination, slippers, and free toiletries Practical - Safe, desk, and iron/ironing board (on request)</p> <p>Comfort - Air conditioning and daily housekeeping Need to Know - No cribs (infant beds) or rollaway/extra beds available Non-Smoking</p> </div> </div> <p style="font-size: 0.7em; margin-top: 10px;">Cancellation Policy We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property (Shinagawa Prince Hotel) imposes the following penalty to its customers that we are required to pass on: Cancellations or changes made after 11:30 PM ((GMT+09:00)) on Jul 25, 2018, or no-shows, are subject to a 1 Night Room & Tax penalty.</p>	
<p>N Tower Twin Room Non Smoking with Free access to lounge</p> <p style="background-color: #0056b3; color: white; padding: 2px 5px; display: inline-block;">Free Cancellation</p> <p style="text-align: right; margin-top: 5px;">+ OJPY / Night</p> <p style="font-size: 0.8em;">Included: Free High-Speed Internet Free Wireless Internet</p> <div style="display: flex; align-items: center; margin-top: 5px;">  <p style="font-size: 0.7em; margin: 0;">CARD</p> </div> <p style="margin-top: 5px;"> Book early and save</p> <div style="display: flex; align-items: flex-start; margin-top: 10px;">  <div style="font-size: 0.8em;"> <p>2 Twin Beds 178 sq feet (16.5 sq meters)</p> <p>Internet - Free WiFi and wired Internet access Entertainment - Cable channels and pay movies Food & Drink - Refrigerator Sleep - Hypo-allergenic bedding and blackout drapes/curtains Bathroom - Partially open bathroom, shower/tub combination, slippers, and free toiletries Practical - Safe, desk, and iron/ironing board (on request)</p> <p>Comfort - Air conditioning and daily housekeeping Need to Know - No cribs (infant beds) or rollaway/extra beds available Non-Smoking</p> </div> </div> <p style="font-size: 0.7em; margin-top: 10px;">Cancellation Policy We understand that sometimes your travel plans change. We do not charge a change or cancel fee. However, this property (Shinagawa Prince Hotel) imposes the following penalty to its customers that we are required to pass on: Cancellations or changes made after 11:30 PM ((GMT+09:00)) on Jul 25, 2018, or no-shows, are subject to a 1 Night Room & Tax penalty.</p>	

Heuristic name:

Use Familiar Metaphors & Language

Description:

The checkout pages should be as clear as possible so users don't make any mistakes at checkout. At the top bar, "search" "details" "info" "confirmation" "complete" can be made to look more like reservation steps at a glance, using arrows or numbers. It will also make it more consistent with the way those elements are used below "1) Please check the selected flight details."

Severity number:

2

Screenshot:

The screenshot shows a flight booking checkout page. At the top, there is a navigation bar with tabs: "Reservation Steps", "Search", "Details" (selected), "Passenger info", "Confirmation", and "Booking Complete". Below the navigation bar, there is a "Go Back" button and a "View Hotel Details" button. A warning message is displayed: "When using connecting flights". Below this, the "Selected Package Price" is shown in a table:

Item	Price	Included
Flight+Hotel Sale	JPY103,312 JPY101,242	Included: Selected item, tax, additional fare, service fees, etc.
Discount	JPY2,652	
Taxes and Fees	JPY51,028	

The total price is JPY149,610 (About JPY74,809 per person). A red arrow points from the top right towards a callout box that says "1 Please check the selected flight details." Below this, the "Selected Flight" section shows a round-trip flight for an adult on MU CHINA EASTERN AIRLINES. The flight details are as follows:

Departure Date	Return Date	From	To
Thu,26 Jul	Sat,28 Jul	Bangkok	Tokyo

The flight is a non-stop flight MU548 in Economy Class. The departure is on Thu,26 Jul at 02:30 from Bangkok. The arrival is on Thu,26 Jul at 20:55 in Tokyo. The total time is 16h 25m. The aircraft is a Boeing 777-300.

Departure	Arrival	Total Time
Thu,26 Jul 02:30 Bangkok Suvarnabhumi International Airport	Thu,26 Jul 07:50 Shanghai Pudong International Airport	4h 20m

Heuristic name:

Consistency









Description:

The column containing the bus icons are inconsistent. Some have the company name below, and only some image descriptions are linked. "Booking up to X months in advance is available" can be used instead of sentences that are worded differently but mean the same. This can also help in the future when updates are automated.

Severity number:

1

Screenshot:

 Narita Airport/Shibayama → JR Osaki Station		You can book up to two months in advance	from 1,000 yen to 1,200 yen	One way Round Trip
 JR Osaki Station → Narita Airport/Shibayama		You can book up to two months in advance	from 1,000 yen to 1,200 yen	One way Round Trip
 Hakone → Ikebukuro/Shinagawa	 Seibu Bus Co., Ltd.	Booking up to 1 months in advance is available.	from 2,000 yen to 2,200 yen	One way Round Trip
 Utsunomiya, Kanuma, Sano, Moka → Narita Airport	 Kanto Transportation Inc.	Booking up to 1 months in advance is available.	from 2,600 yen to 4,500 yen	One way Round Trip