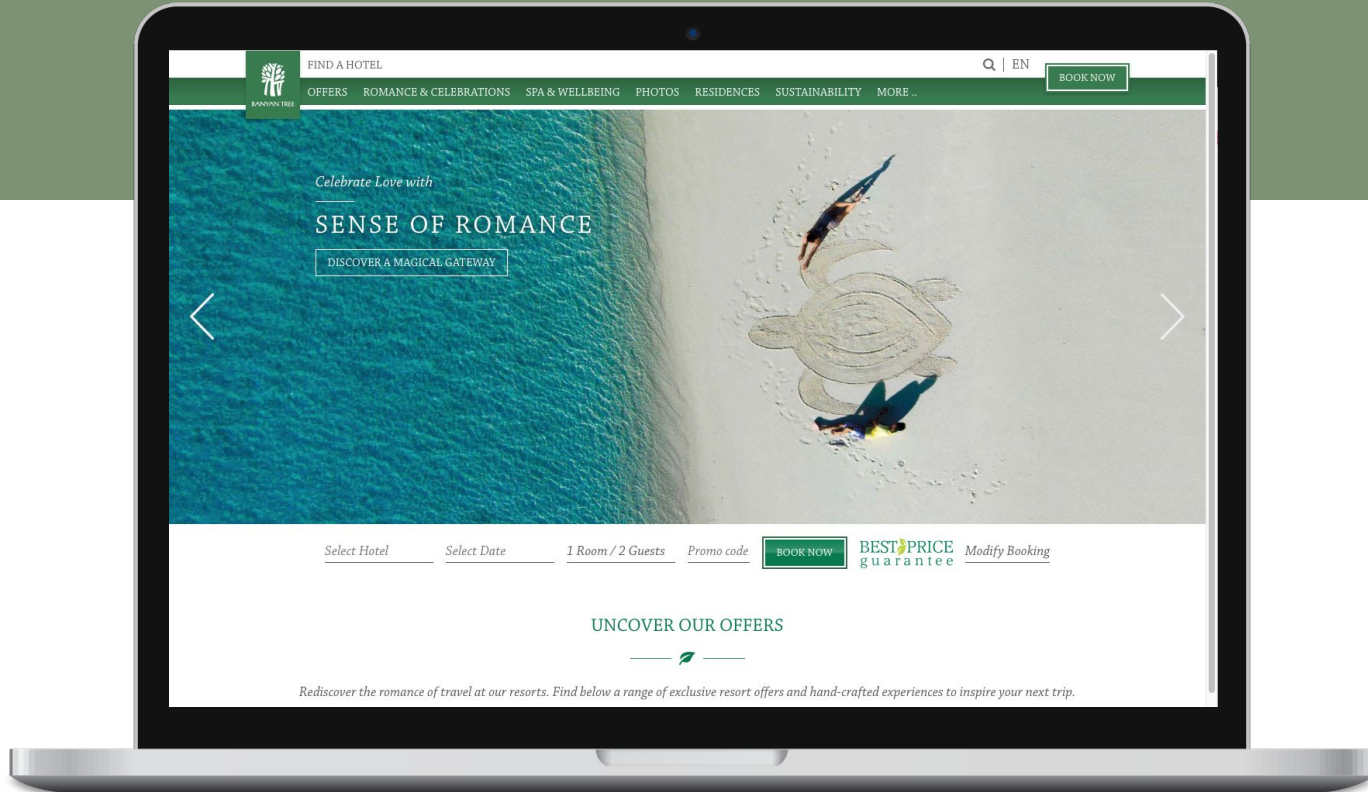


The 10 Usability Heuristics



RATINGS - Compliance with Usability Heuristics

We are classifying each issue with a score, where 0 point is the worse and 4 points is the best. The total score is then used to generate a summary diagram, which gives you the overall performance of your website.



Critical
(0)

Does the problem prevent user from completing task ?



Major
(1)

Does the problem create significant delay and frustration?



Minor
(2)

Is it a one-time problem that users can overcome once they know about it or will users repeatedly be bothered by the problem?



Trivial
(3)

Is the problem just a slight irritation that causes hesitation? (for instance cosmetics)



Not a problem
(4)

Is it a positive experience and the user did not come across any problems?



SCOPE OF EVALUATION

Looking at overall experience in:



1.1. Visibility of System Status: LOADING TIME

There were many instances which loading pages on the website took 7sec or more, which led me to think that the system had hanged, or made me doubt that I had clicked on any action button.

On top of that, there were no visual cues to show loading times (only a small loading icon on my browser which was easily missed).

Instances that page did not load, there was a TIMEOUT page message.



Server Error in '/' Application.

Timeout expired. The timeout period elapsed prior to obtaining a connection from the pool. This may have occurred because all pooled connections were in use and max pool size was reached.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.InvalidOperationException: Timeout expired. The timeout period elapsed prior to obtaining a connection from the pool. This may have occurred because all pooled connections were in use and max pool size was reached.

Source Error:

An unhandled exception has generated during the execution of the current web request. Information regarding the origin and location of the exception may be identified using the exception stack trace below.

Stack Trace:

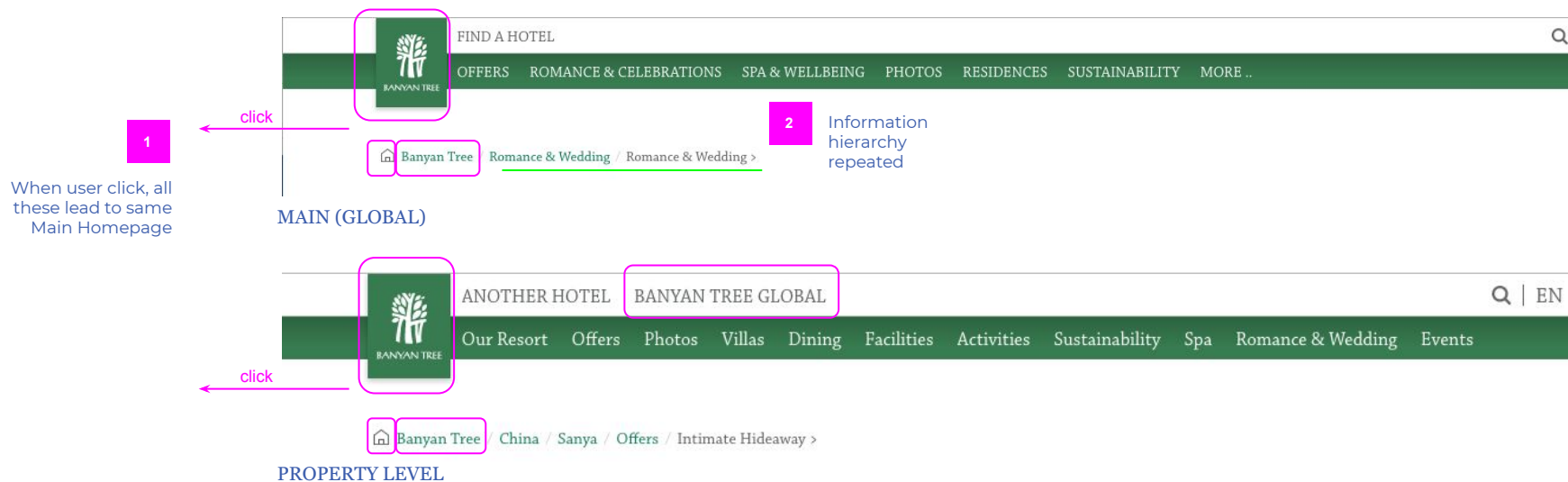
```
[InvalidOperationException: Timeout expired. The timeout period elapsed prior to obtaining a connection from the pool. This may have occurred because all pooled connections were in use and max pool size was reached.]
System.Data.ProviderBase.DbConnectionFactory.TryGetConnection(DbConnection owningConnection, TaskCompletionSource`1 retry, DbConnectionOptions userOptions, DbConnectionInternal oldConnection, DbConnectionInternal connection) +424
System.Data.ProviderBase.DbConnectionInternal.TryOpenConnectionInternal(DbConnection outerConnection, DbConnectionFactory connectionFactory, TaskCompletionSource`1 retry, DbConnectionOptions userOptions) +312
System.Data.SqlClient.SqlConnection.TryOpenInner(TaskCompletionSource`1 retry) +382
System.Data.SqlClient.SqlConnection.TryOpen(TaskCompletionSource`1 retry) +413
System.Data.SqlClient.SqlConnection.Open() +128
Sitecore.Data.DataProviders.Sql.DataProviderCommand..ctor(IDbCommand command, DataProviderTransaction transaction, Boolean openConnection) +187
Sitecore.Data.DataProviders.Sql.<>c__DisplayClass14.<CreateCommand>b__1() +48
Sitecore.Data.DataProviders.SqlHelper.PrepareExecute(Func`3 action, Action receiver) +290
Sitecore.Data.DataProviders.Sql.<>c__DisplayClass13.<CreateHeader>b__1K() +38
Sitecore.Data.DataProviders.SqlHelper.PrepareExecute(Func`3 action, Action receiver) +290
Sitecore.Data.DataProviders.Sql.SqlDataApi.CreateHeader(String sql, Object[] parameters) +281
Sitecore.Data.DataProviders.Sql.SqlDataProvider.GetChildIdAndName(String childName, ID parentId) +208
Sitecore.Data.DataProviders.Sql.SqlDataProvider.ResolvePath(String[] path, PathCache cache, CallContext context) +881
Sitecore.Data.DataProviders.DataProvider.ResolvePath(String itemPath, CallContext context, DataProviderCollection providers) +118
Sitecore.Nexus.Data.DataCommands.ResolvePathCommand.Execute(String s, Database d) +332
Sitecore.Data.Engines.EngineCommand`2.Execute() +93
Sitecore.Data.Managers.ItemProvider.GetItem(String itemPath, Language language, Version version, Database database, SecurityCheck securityCheck) +149
Sitecore.Pipelines.ItemProvider.GetItem.GetLanguageFallbackItem.Process(GetItemArgs args) +185
(Object, Object[]) +74
Sitecore.Pipelines.CorePipeline.Run(PipelineArgs args) +469
Sitecore.Pipelines.DefaultCorePipelineManager.Run(String pipelineName, PipelineArgs args, String pipelineDomain) +22
Sitecore.Data.Managers.DefaultItemManager.ExecuteAndReturnResult(String pipelineName, String pipelineDomain, Func`1 pipelineArgsCreator, Func`1 fallbackResult) +136
Sitecore.Data.Managers.DefaultItemManager.GetItem(String itemPath, Language language, Version version, Database database) +247
Sitecore.Data.Managers.ItemManager.GetItem(String itemPath, Language language, Version version, Database database) +171
Sitecore.Data.Items.Items.GetItem(String itemPath) +45
Sitecore.Pipelines.HttpRequest.HttpRequestStep.GetItem(String path) +133
Sitecore.Pipelines.HttpRequest.ItemResolver.Process(HttpRequestArgs args) +221
(Object, Object[]) +74
Sitecore.Pipelines.CorePipeline.Run(PipelineArgs args) +469
Sitecore.Pipelines.DefaultCorePipelineManager.Run(String pipelineName, PipelineArgs args, String pipelineDomain) +22
Sitecore.Nexus.Web.HttpModule: OnGet() +508
System.Web.SyncEventAwaiterAwaiter.System.Web.HttpApplication.IExecutionStep.Execute() +139
System.Web.HttpApplication.IExecutionStep.Execute(System.Web.HttpApplication.IExecutionStep step, Boolean& completedSynchronously) +88
```

Version Information: Microsoft .NET Framework Version 4.0.30319; ASP.NET Version 4.7.3429.0

1.2. Visibility of System Status:

BREADCRUMB

1. Breadcrumb is displayed in it's typical location at the top of the page and below the navigation bar. But on the breadcrumb there is a duplicate of the 'Home' icon + Brand Name. This is not necessary as there is a quick 'link' back into homepage via the Main logo on the Main navigation on top Left. (Have one or the other, is fine)
2. Breadcrumbs should include only site pages, not logical categories in your IA. Each node (level) in the breadcrumb trail should be a link to an ancestor page. (Do not repeat name)



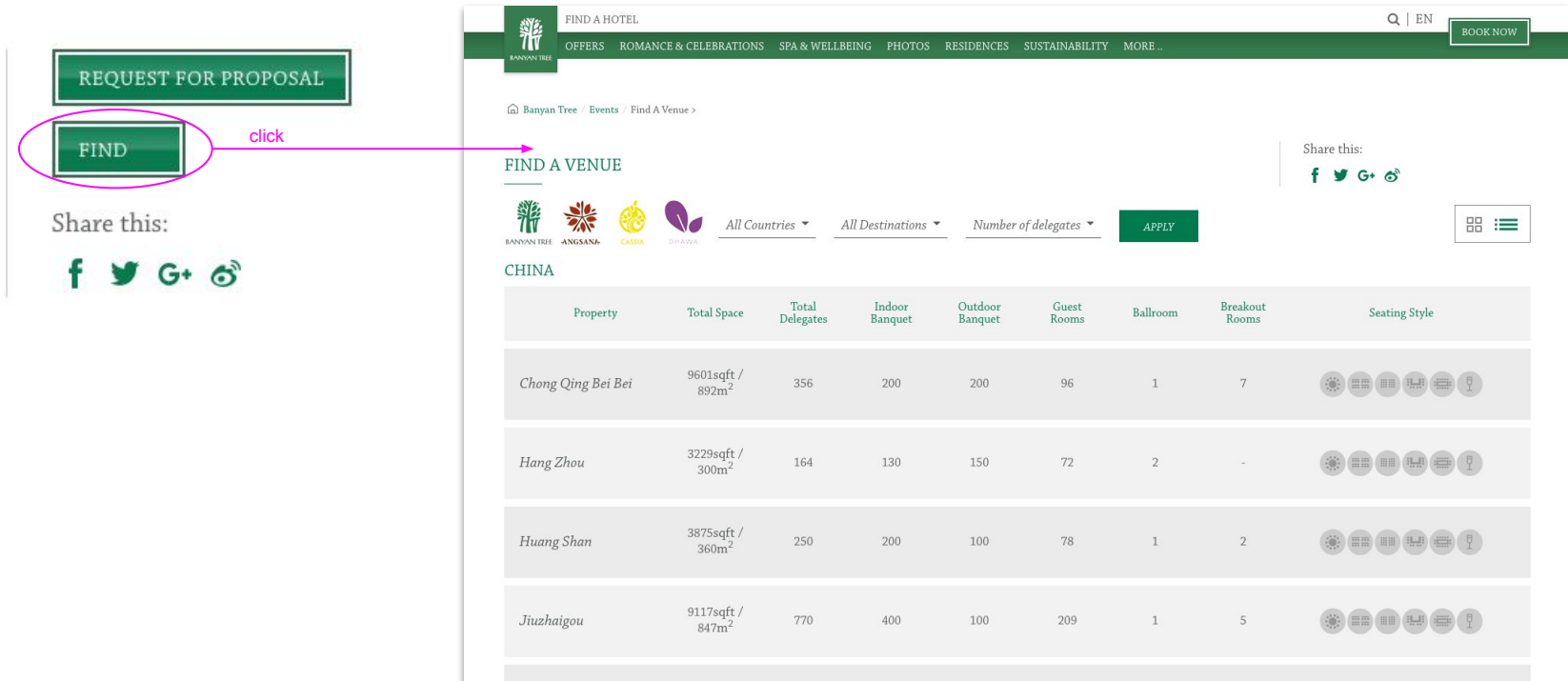
2. Match between system and the real world:

MEANING OF BUTTON

The CTA button on 'EVENT' page had a 'FIND' button. Commonly 'FIND' could mean: find a location, find out more about events.

Upon clicking, it was actually a detailed chart info of the location's seating capacity.

Therefore, it was unclear what the CTA button 'FIND' meant from the beginning.



The diagram illustrates the ambiguity of the 'FIND' button. On the left, a 'REQUEST FOR PROPOSAL' button is shown above a 'FIND' button. A pink circle highlights the 'FIND' button, and a pink arrow labeled 'click' points from it to the 'FIND A VENUE' section of a website interface on the right.

The website interface on the right is for 'Banyan Tree' and features a 'FIND A VENUE' section. It includes a table of venues in China with columns for Property, Total Space, Total Delegates, Indoor Banquet, Outdoor Banquet, Guest Rooms, Ballroom, Breakout Rooms, and Seating Style.

Property	Total Space	Total Delegates	Indoor Banquet	Outdoor Banquet	Guest Rooms	Ballroom	Breakout Rooms	Seating Style
Chong Qing Bei Bei	9601sqft / 892m ²	356	200	200	96	1	7	Icons representing various seating styles
Hang Zhou	3229sqft / 300m ²	164	130	150	72	2	-	Icons representing various seating styles
Huang Shan	3875sqft / 360m ²	250	200	100	78	1	2	Icons representing various seating styles
Jiuzhaigou	9117sqft / 847m ²	770	400	100	209	1	5	Icons representing various seating styles

3.1. User control and freedom:

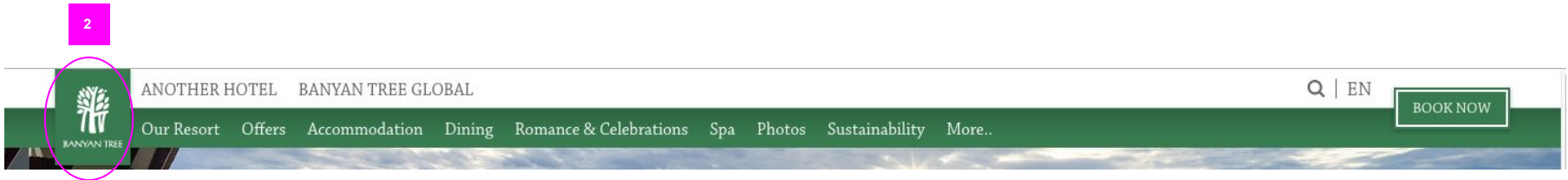
NAVIGATION

1. In the navigation bar, the logo takes the user back to the main (global) homepage. This was clear.
2. In the navigation bar for Property level, the logo takes the user back to the main (global) homepage. (Note: But there is no indication of name of the property on the navigation bar to let the user know they have landed on the Property Homepage)

Minor (2)



MAIN NAV



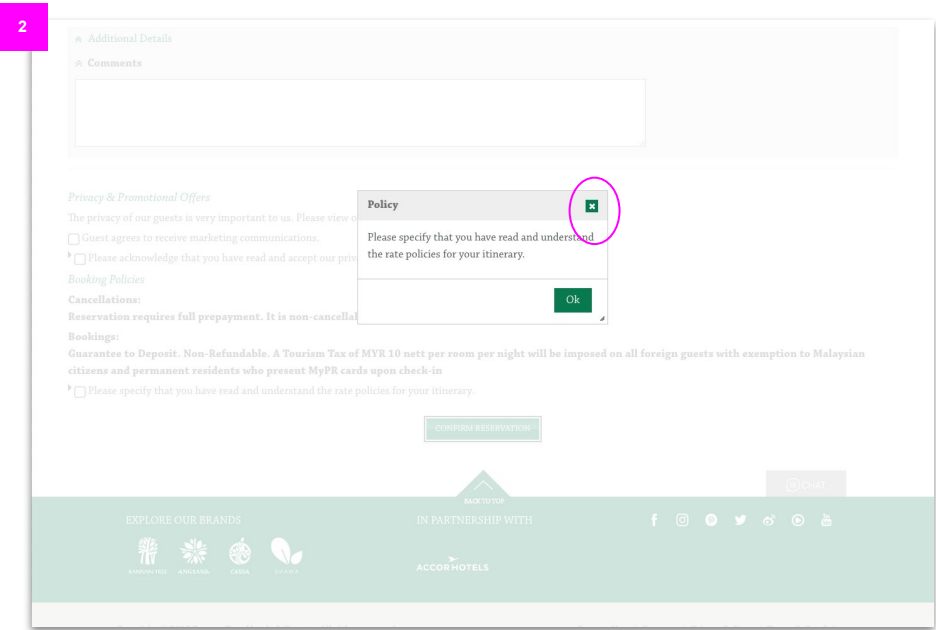
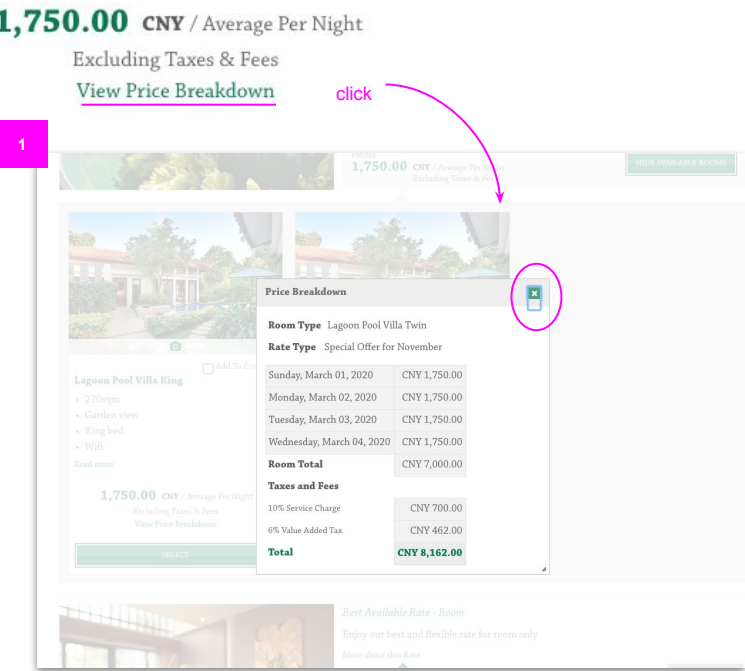
PROPERTY LEVEL

3.2. User control and freedom:

POP-UPS (1/2)

When a pop-up appeared, the background was lightened with a white pop-up box on top. Visually it lacked contrast.

1. When user click on view price breakdown, a pop-up appears with a close icon in the top right corner to dismiss the pop-up. This was clear.
2. During the form filling, if the user needed to check a box but did not do so, there is a pop-up message with a close icon in the top right corner to dismiss it.

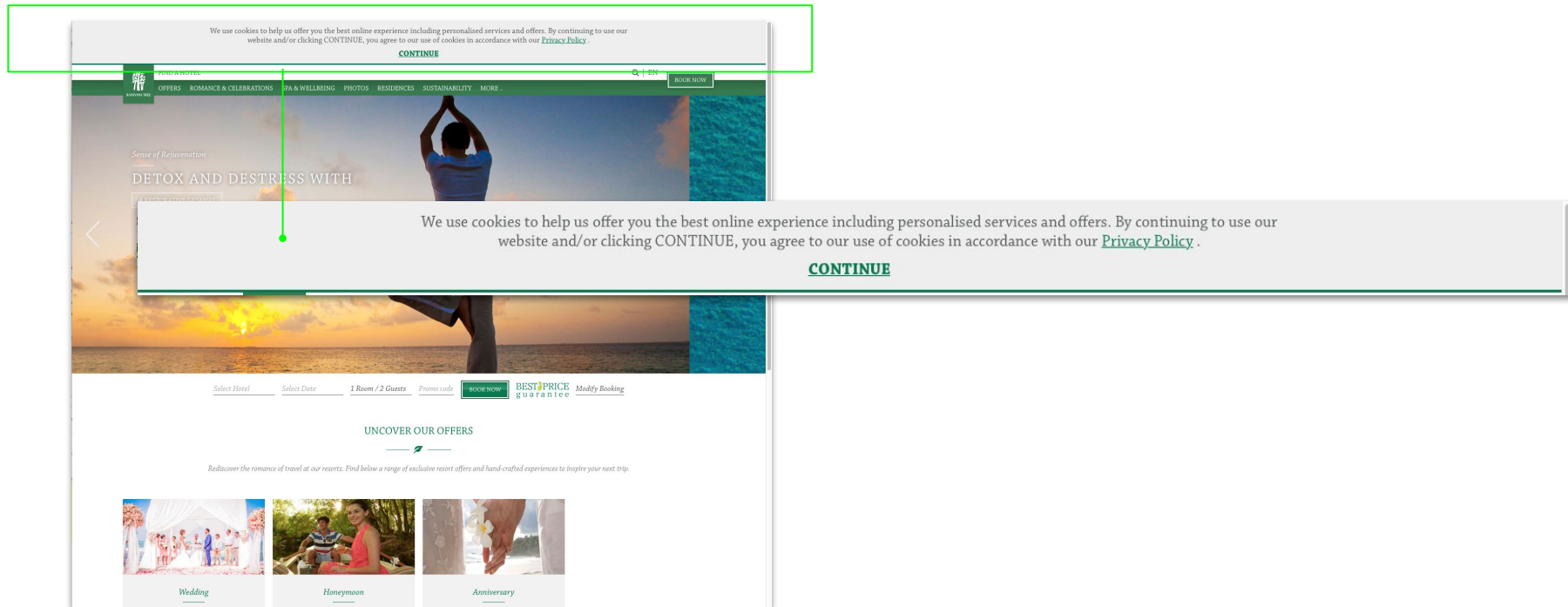


3.2. User control and freedom:

POP-UPS - COOKIES (2/2)

For first time users, there is a Privacy Policy message box that appears on top of the screen. The CTA link ('continue'), is clear to dismiss it.

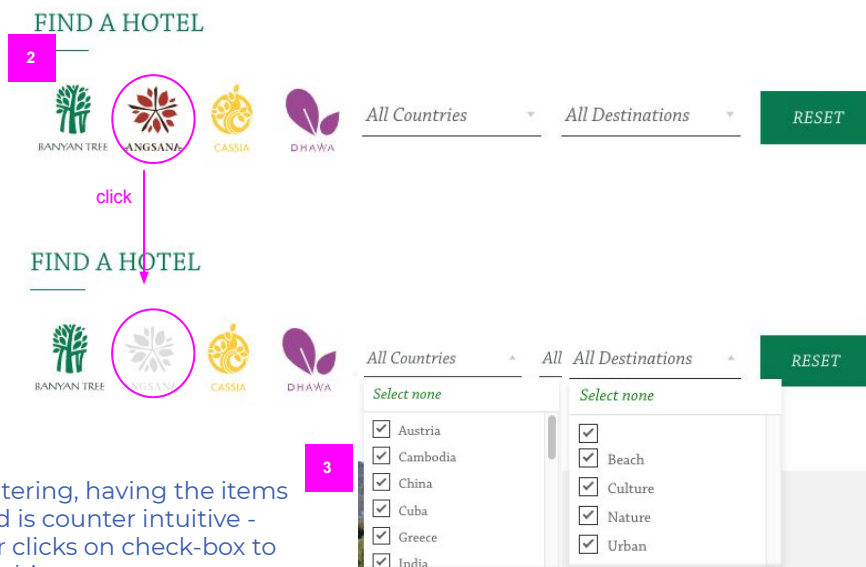
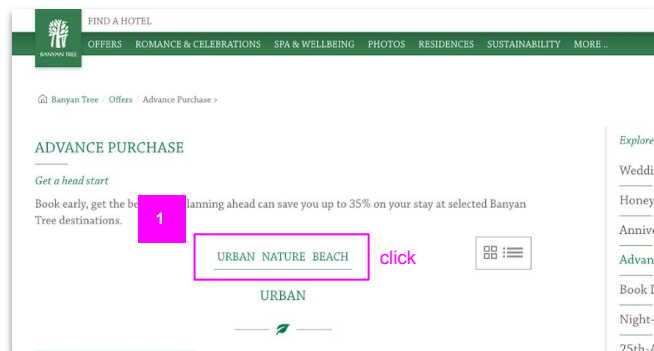
However User have to read a 'long' message (the size is bigger than the navigation bar) before they even start to browse. This might be off-putting for them.



4.1. Consistency and standards:

FILTERS

1. Underlined text here were actually filter buttons. This interaction prompt was not recognisable as they looked like headlines.
2. Utilizing brand logos as a filtering system was not clear, as they are a display of brands. Moreover, the logos were position next to a filter drop-down menu (which is a more conventional display of filters).



3. In this filtering, having the items pre-selected is counter intuitive - Usually user clicks on check-box to select something.

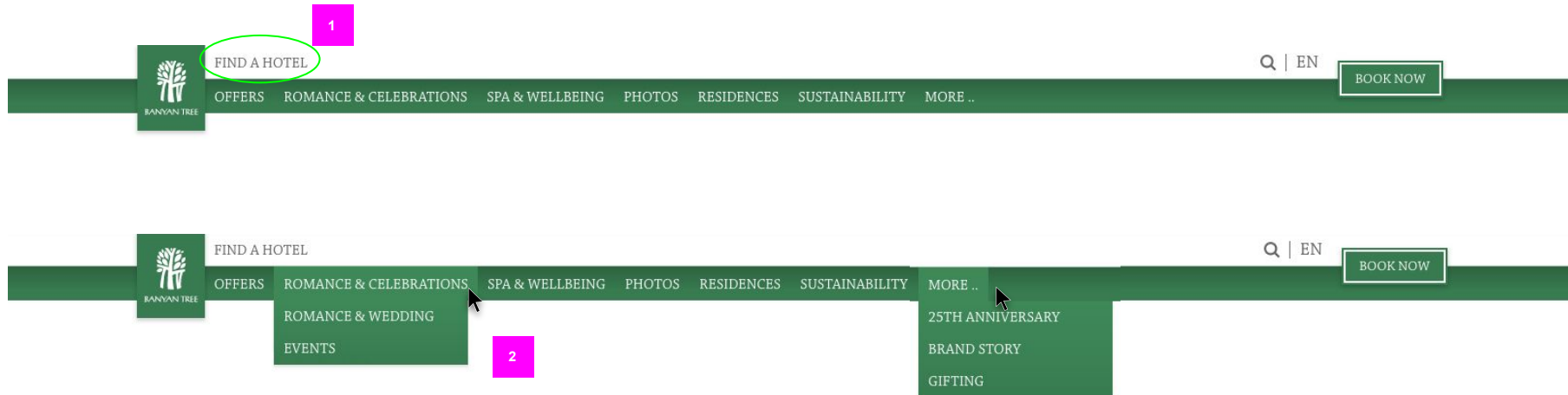
In this case, when the user clicks on a check-box, it is deselected from the list below, and no longer displayed

4.2. Consistency and standards:

NAVIGATION (main) (1/2)

People presume how the system (website) could work based on their previous experience with other systems (websites) that are similar.

1. Placement of "FIND A HOTEL" is up on the 'Utility Navigation'/ Above Nav, together with Language selector and a search button, making it a **Secondary** in nature. Because of this visual placement, users might miss this out and focus on the Main Navigation Bar.
2. Navigation Behaviour: User needs to click to display drop-down for some items. This was confusing it could lead people into thinking that other items did not display their drop-downs. (When only some of the primary navigation items are links, people will try to click on non-links, feel confused and frustrated when no page loads.)
3. The navigation bar was not consistently sticky for all pages.

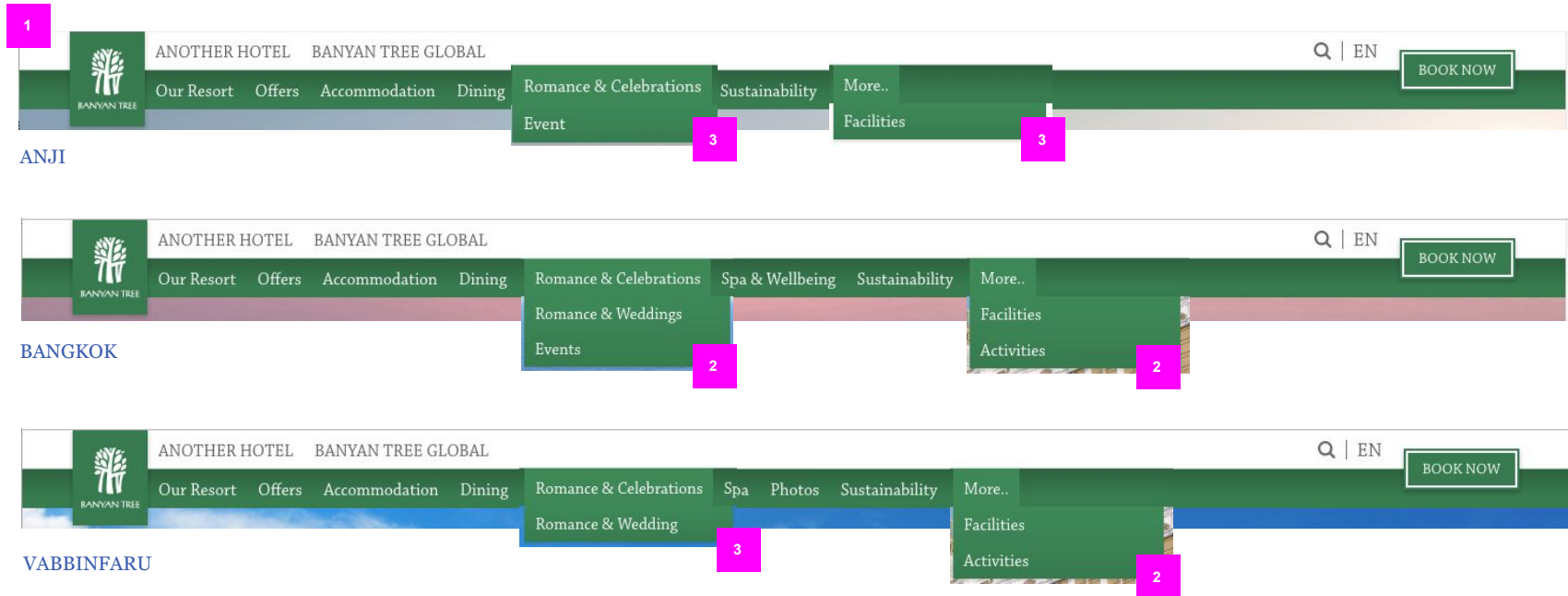


User needs to click to see inner level of navigation

4.2. Consistency and standards:

NAVIGATION (property) (2/2)

1. As there was no property logo within the navigation (It was the Main Global logo BANYAN TREE), it was not immediately apparent that the user had landed on it. One needed to scan down to see the name of the Property (in the country) within the main image area.
2. Instances where there was only one item in the dropdown menu, it was still hidden. User needed to click to see.
3. One item was 'hidden' in a drop-down menu.



User needs to click to see inner level of navigation

ARROW ICON (Booking)

Trivial (3)

Your Stay: 11/1/2019 - 11/2/2019

Guests: 2 Adults

Special Codes

Indicates Required field.

Your Information

Title

Select

Last Name

Retype Your E-mail Address

Create New Account

First Name (English Only)

E-mail Address

Hotel

All Properties

US Dollars

English - US

Rooms

Adults

Children

1

2

0

CORPORATE ENTRANCE | MANAGEMENT SERVICES | MEDIA | ASSOCIATED SITES | BEST PRICE GUARANTEE | TOLL FREE NUMBERS | LOYALTY

4.4. Consistency and standards:

MAIN HOMEPAGE SLIDER

1. Product placement seemed out of place in this area which is usually for a promotion or to highlight an event Most likely when a user arrives on a main Homepage (like Banyan Tree), they will be looking to find out more about holiday destinations or locations.
2. Legibility of text over image is not clear for all promotions. In the case of a light image/complicated background, the white text does not stand out, and therefore was difficult to read.

Rotating carousel:

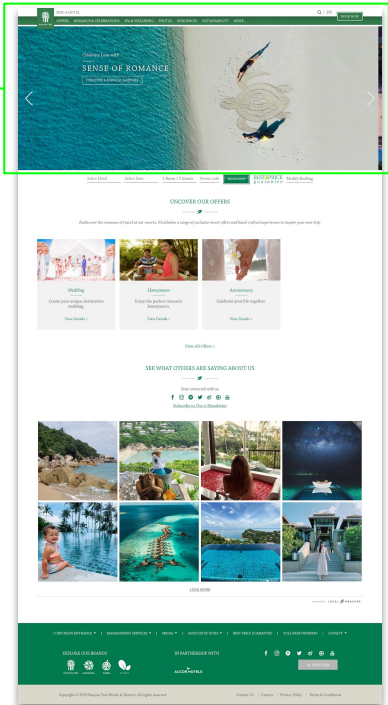
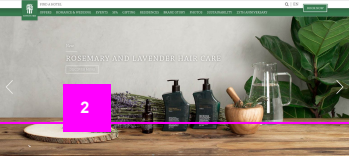
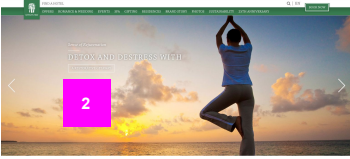
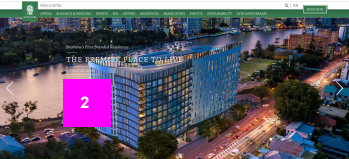
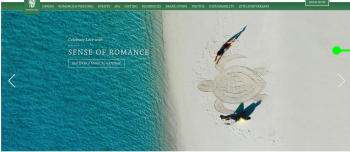
1

25TH ANNIVERSARY CELEBRATION

SENSE OF ROMANCE

THE PREMIER PLACE TO LIVE

DETOX AND DESTRESS WITH



ROSEMARY AND
LAVENDER HAIR CARE

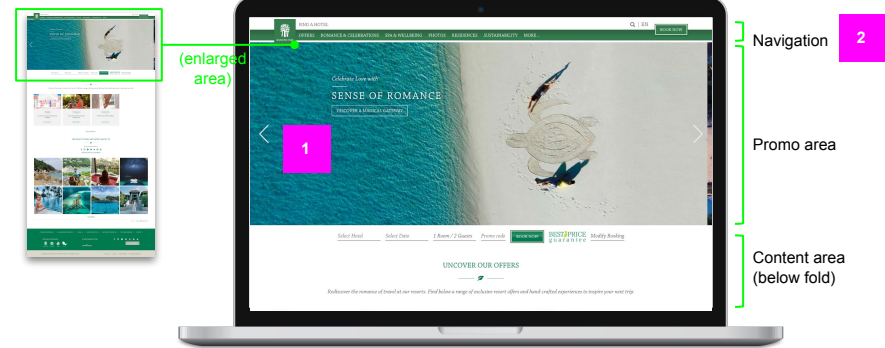
MINERAL
SUNSCREEN SPF 30

4.5. Consistency and standards:

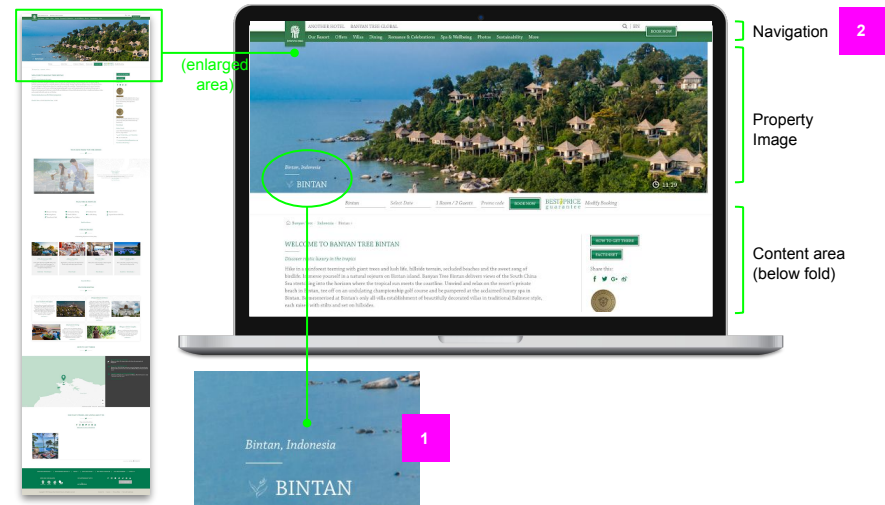
HOMEPAGE

1. Visually the two Homepages look very similar: There are no distinct elements to tell the two apart (except for a Property name on image. On some other Property Homepages, this was missed out as the image was quite busy and lacked contrast).
2. The Navigation does not have an indication for the user that they have landed on a Property Page. This potentially could be an issue for the user as they are browsing and land on different properties without even knowing that they did.
3. Content wise, it does not give a sense of luxury or aspiration as information was laid out in a very box-like (card view) and factual way.

MAIN Homepage



PROPERTY Homepage



4.6. Consistency and standards:

CTA - BUTTONS (1/2)

From the moment user click 'BOOK NOW' they are presented with various CTA buttons and naming conventions. They are also:

- In a range of different lengths & sizes
- In a mix of Sentence Case / UPPER CASE
- Placed closely to each other
- Repeated

For some secondary action buttons/links, they are presented as green text.

BOOK NOW

RESERVATION

CHECK AVAILABILITY

VIEW AVAILABLE ROOMS

Not link **920.00** MYR / Average Per Night
 Excluding Taxes & Fees
[View Price Breakdown](#) Link

[Forgot your password? Click here](#)

Link

SUBMIT

Compare Rooms

SELECT

Banyan Retreat - King

Not link

- 51-63sqm
- City Skyline View
- King bed
- Wi-Fi

[Read more](#)

Link

SELECT PACKAGES

[No Thanks](#)

Link

Refresh Calendar

Modify or Cancel a Reservation or Itinerary

4.6. Consistency and standards:

CTA - LINKS (2/2)

In a typical page on the website, there are text which are also links. At one glance, it was not clear which information the user should click on. - The hierarchy of headline text, bodycopy text and CTA links is not clearly defined. (For some secondary action buttons/links, they are presented as green text.)

The screenshot shows the Banyan Tree website with various elements annotated as links or non-links:

- Top Navigation:**
 - [FIND A HOTEL](#) (Link)
 - [OFFERS](#) (Link)
 - [ROMANCE & CELEBRATIONS](#) (Link)
 - [SPA & WELLBEING](#) (Link)
 - [PHOTOS](#) (Link)
 - [RESIDENCES](#) (Link)
 - [SUSTAINABILITY](#) (Link)
 - [MORE ..](#) (Link)
 - [BOOK NOW](#) (Link)
- Breadcrumbs:**
 - [Banyan Tree](#) (Link)
 - [Offers](#) (Link)
 - [Advance Purchase >](#) (Link)
- Section Header:**
 - [ADVANCE PURCHASE](#) (Link)
- Text and Buttons:**
 - [Get a head start](#) (Link)
 - Book early, get the best rates. Planning ahead can save you up to 35% on your stay at selected Banyan Tree destinations. (Not link)
 - [URBAN NATURE BEACH](#) (Link)
 - [URBAN](#) (Link)
 - [NATURE](#) (Link)
 - [BEACH](#) (Link)
- Image and Text Block (Hangzhou):**
 - [Hangzhou](#) (Link)
 - [Advance Purchase](#) (Link)
 - Experience a Sanctuary for the Senses. Book early and enjoy special rates. (Not link)
 - [View Details >](#) (Link)
- Image and Text Block (Yangshuo):**
 - [Yangshuo](#) (Link)
 - [Advance Purchase](#) (Link)
 - Experience a Sanctuary for the Senses. Book early and enjoy special rates. (Not link)
 - [View Details >](#) (Link)
- Explore More Section:**
 - [Explore More](#) (Link)
 - [Wedding](#) (Link)
 - [Honeymoon](#) (Link)
 - [Anniversary](#) (Link)
 - [Advance Purchase](#) (Link)
 - [Book Direct Offer](#) (Link)
 - [Night-On-Us](#) (Link)
 - [25th-Anniversary-Offer](#) (Link)
 - [Sense-Of-Romance](#) (Link)
 - [Sense-Of-Family](#) (Link)
 - [Sense-Of-Rejuvenation](#) (Link)
 - [Sense-Of-Exploration](#) (Link)
 - [Mastercard® Exclusive](#) (Link)
 - [Mastercard® Exclusive](#) (Link)
 - [Meet For More](#) (Link)
- Share this:**
 - [f](#) (Link)
 - [t](#) (Link)
 - [G+](#) (Link)
 - [o](#) (Link)

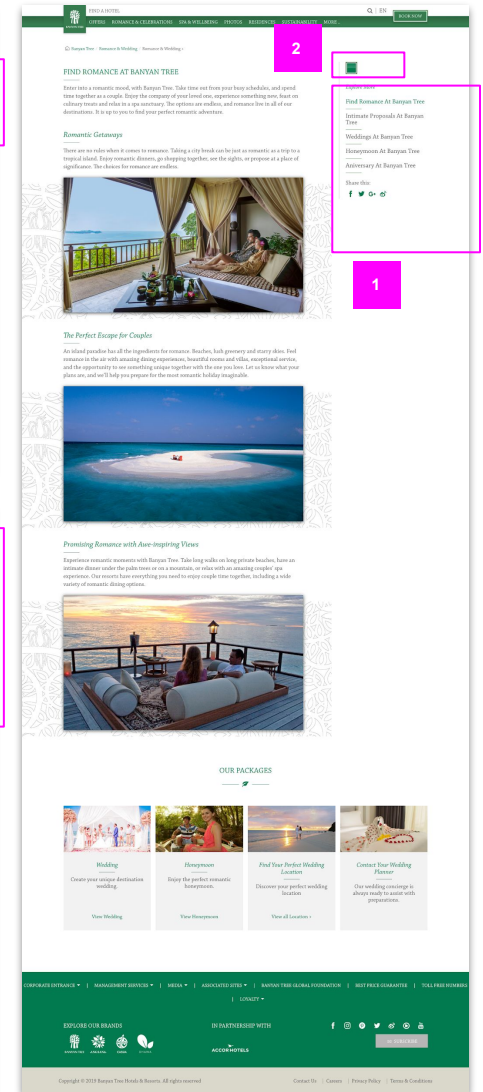
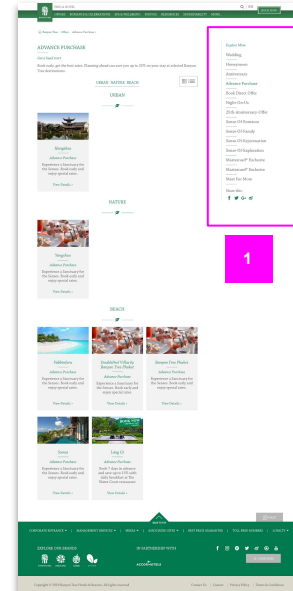
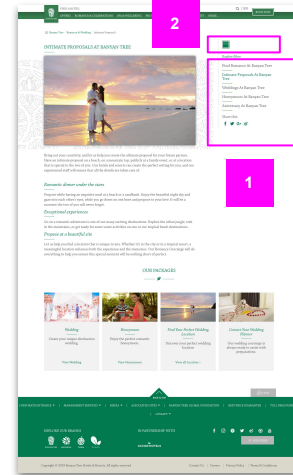
4.7. Consistency and standards:

RIGHT SIDE PLACEMENT (1/2)

(Current & Next Slide)

- In this page, there is a new right navigation that appears. This breaks the flow of the previous browsing pattern and can be confusing for the user.
 - Typically, when users land on a content webpage and assess its content, they are not inspecting the navigation bars (which are typically at the top and/or left of the page). Their gazes land on the very leftmost part of the full page, and scan the page from left to right, downwardly (call The F-pattern). Therefore placement of a new right navigation on certain pages, breaks this convention.
- There is a new button that appears above the right navigation. The sudden addition of the button was not apparent as previous pages did not have buttons within this area. In addition, if users see such CTA button before they read the information there are high chances that they will just ignore it.

MAIN



RIGHT SIDE PLACEMENT (2/2)

Critical (0)

[illegible]

(note: This CTA leads to villa booking)

(note: This CTA leads to opening MailBox

RESERVATION

[illegible]

5. Error prevention:

FORM FILLING

There are no UI constraints to prevent the user from entering incorrect values in forms. Within the confirmation form, the user had the option to:

- Add numeric characters in the *Name* field
- Add non-numeric characters in the *Telephone number* field
- Add numeric characters in the *Cardholder name* field

► Indicates Required field.

Your Information

Title ► Miss.

Last Name ► 1234

Retype Your E-mail Address ► 9876

☐ Create New Account 

First Name (English Only) ► 1223

E-mail Address ► 0987

Address

Country/Region ► United Kingdom

Phone Number ► phone

Credit Card Info

Payment Type ► American Express Card

Cardholder Name ► 12344

Card Number ► eeeeeee

Expiration Date ► 1 2029

Security Code ►

REQUEST FOR PROPOSAL

Contact Information

Title*

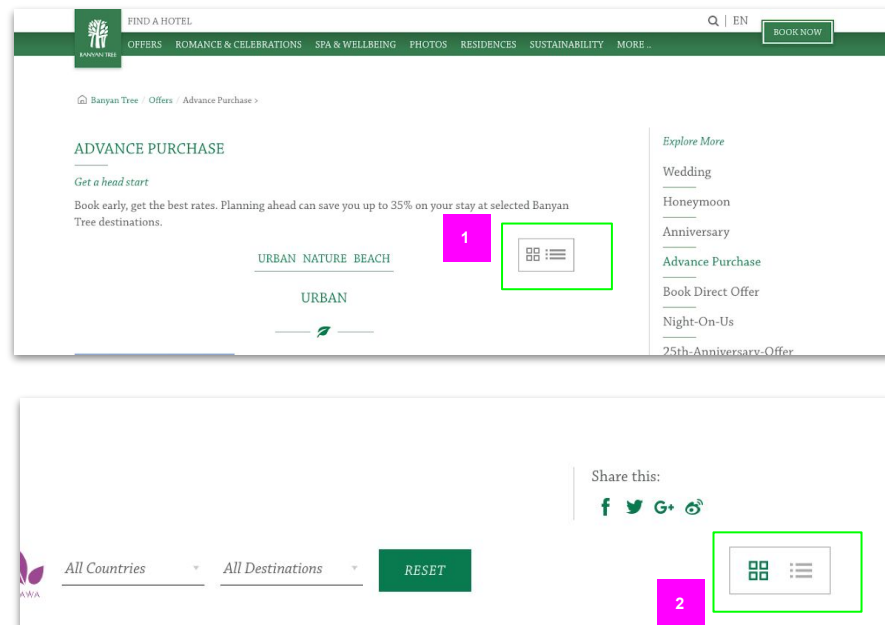
Name* Company Name

Email Address* Phone/Mobile

6. Recognition vs. Recall:

LACK OF LABELS

There is no text to accompany the icons - in this case for Card View and List View.



7. Flexibility and efficiency of use:

TOOLTIP: CALENDAR PICKER

On the booking page, user is presented with an option of Tooltips on the calendar selection. Upon clicking, it is actually shortcut commands for the user to utilise the calendar.

SELECT DATES

Hotel: All Properties

Check-In: 11/1/2019

Check-out: 11/2/2019

Rooms: 1 Adults: 2 Children: 0

Special Codes

Group Code: Corporate/Promotion Code:

Travel Industry ID:

CHECK AVAILABILITY

click

Check-In: Check-out:

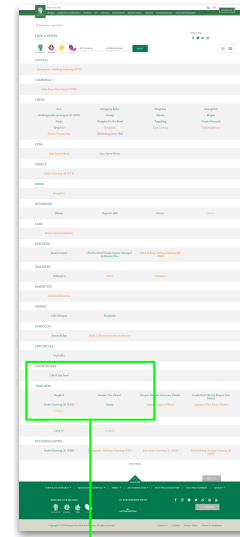
Date Picker keyboard Instructions

- ENTER:** Opens the Calendar, or accepts selected date
- PAGE UP/DOWN:** Previous/Next month
- CTRL+HOME:** Current month or open when closed
- CTRL+LEFT/RIGHT:** Previous/Next Day
- CTRL+UP/DOWN:** Previous/Next Week
- CTRL+END:** Close and erase the date
- ESC:** Close the datepicker without selection

8.1. Aesthetic and minimalist design:

TYPOGRAPHY (List view) (1/3)

1. Because of the same serif font used throughout website, there was no clear hierarchy to differentiate between the information. Having the property middle-aligned while the main Country text was left-aligned made the overall page displayed look untidy.
2. Colour coding the text by location was not clear from the beginning. In some instance, the colour of text on Grey box was lacking contrast (poor visibility) and was difficult to read.
3. Having rows of text information sitting in alternate white and grey (called Zebra Striping), may seem helpful at first, but upon closer inspection, it was actually counter-intuitive as the information was chunked according to Country headlines (white) and The Properties (grey).



(enlarged area)



8.1. Aesthetic and minimalist design:

TYPOGRAPHY (Card view) (2/3)

(Current & Next Slide)

1. The information (headline, body copy, CTA buttons) are all in the same colour and font family type. At one glance, it was not clear which information the user should click on. In some instances, the emphasis of information was misleading (eg bold for policies, regular for description body copy) - **The hierarchy of headline text, bodycopy text and CTA links is not clearly defined.**
2. Colour coding the text by location was not clear from the beginning. In some instance, the colour of text on Light or Dark Grey box was lacking contrast (poor visibility and failing at accessibility standards) and was difficult to read.
3. (Next slide) Spacing and placement for 'Add to Compare' check-box visually looks misaligned and therefore could be misunderstood as a layout mistake. In some instances, check-box was not clearly defined as it was placed over an image and visually not clear.

INDONESIA

1

headline

Description

CTA links



Bintan

Discover rustic luxury in the tropics

Book Now > View Details >



Ungasan, Bali

Discover the wonders of Bali

Book Now > View Details >

"Which one should the user click?"



Bintan

Welcome to your island adventure

Book Now > View Details >



Bintan

Book Now > View Details >

2

From Singapore to Bintan

Bintan is a short 45-minute ferry ride from the metropolis of Singapore.

Access to and from hotel

Private Car - IDR 350,000 nett per car up to 3 persons, for round trips between Bintan Resorts ferry terminal (Bandar Bintan Telani) and the resort.

Getting Around: Laguna Golf Bintan

A hotel car will take you to Laguna Golf Bintan. The Golf Course is only 5 minutes from the resort.

More Information >

8.1. Aesthetic and minimalist design:

TYPOGRAPHY (Card view) (3/3)

BOOKING

1

headline

Description + link

Policies description

Price + link



Special Offer for November ☐ Add To Compare

The warmest benefit this November awaits you!
[Read more](#)

Policies
Reservation requires full prepayment. It is non-cancellable, non-refundable and no changes allowed
Guarantee to Deposit. Non-Refundable

1,750.00 CNY / Average Per Night
Excluding Taxes & Fees
[View Price Breakdown](#)

[SELECT](#)



Best Available Rate - Room ☐ Add To Compare

Enjoy our best and flexible rate for room only
[Read more](#)

Policies
Free cancellation up to 7 days prior to arrival or one night's accommodation charges thereafter 1 night deposit upon confirmation. It is refundable subject to cancellation policy

1,826.76 CNY / Average Per Night
Excluding Taxes & Fees
[View Price Breakdown](#)

[SELECT](#)

3

PROPERTY

1

Headline

Description

CTA link

CTA + Compare



Oceanview Infinity Pool Villa

Infinity pool, infinity views

Capacity : 2
 Beds : King
 400 sqm / 4,305 sqft
 View : Ocean View

[View More](#)

[Book Now](#) [+ Add to Compare List](#)



Oceanview Infinity Pool Villa - Two Bedroom

Embrace the peace in this private haven

Capacity : 4
 Beds : King
 400 sqm / 4,305 sqft
 View : Ocean View

[View More](#)

[Book Now](#) [+ Add to Compare List](#)

3

"Which one should the user click?"

8.2. Aesthetic and minimalist design:

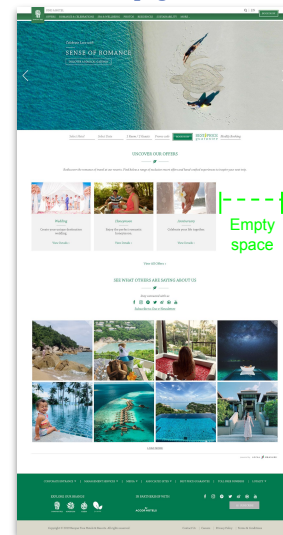
HOMEPAGE

The current website lacks a clear grid system. It consists of a mixed of Left aligned and Middle aligned content + half/half or $\frac{1}{4}$ grid.

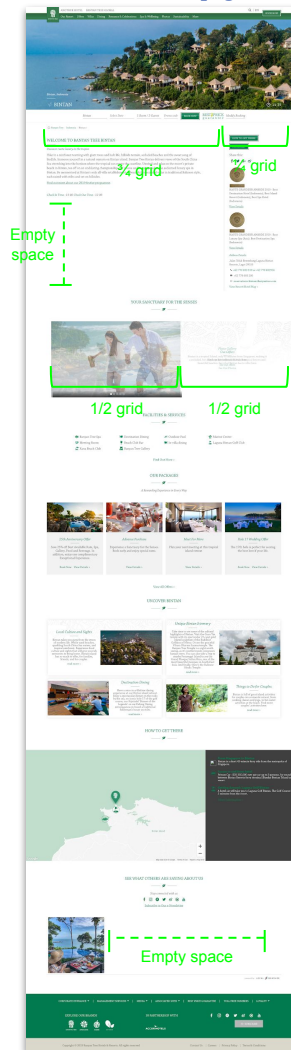
Without any set grid system established, the overall information looks messy. Therefore the user's eyes navigate down the page/screen in a broken rhythm.

Because of the same serif font used throughout website, there was no clear hierarchy to differentiate between the information.

MAIN Homepage



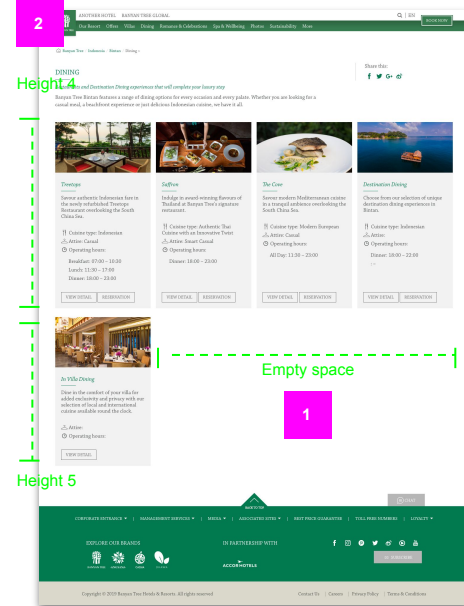
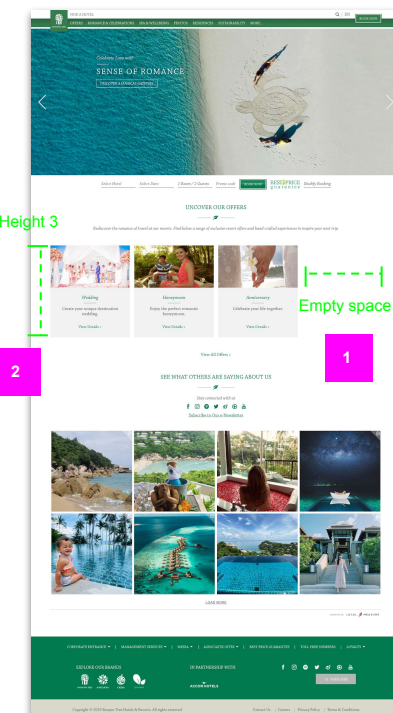
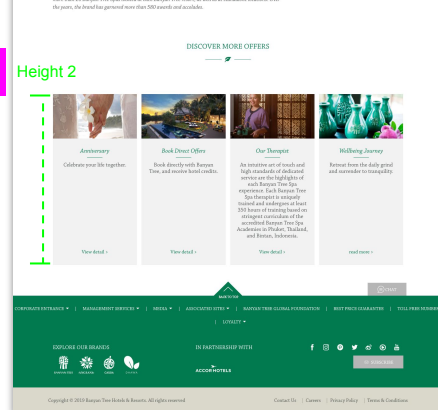
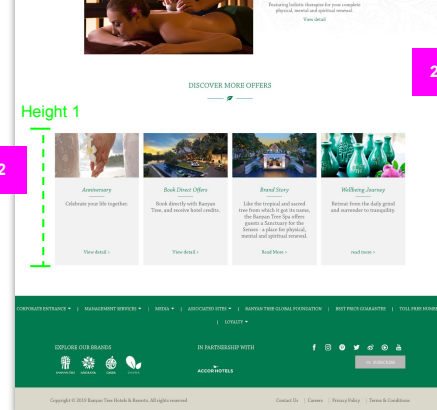
PROPERTY Homepage



8.3. Aesthetic and minimalist design:

GRID / ALIGNMENT
INCONSISTENCIES (1/3)

1. There is a gap after the Card-View boxes. Visually this looks like a or some box is missing. (For Homepage, it should be a pleasant browsing experience, but this could come across as untidy and unprofessional with a lack of grid system)
2. There are various heights for OFFER boxes (the content within is also not consistent, some are 1 line, 2 lines, some are up tp 12 lines etc)



Main Homepage

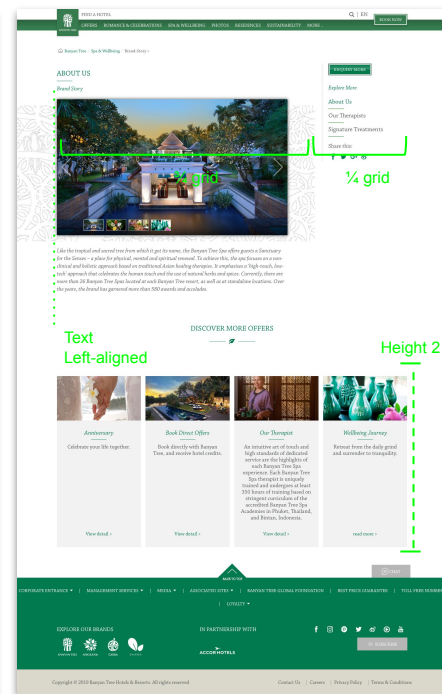
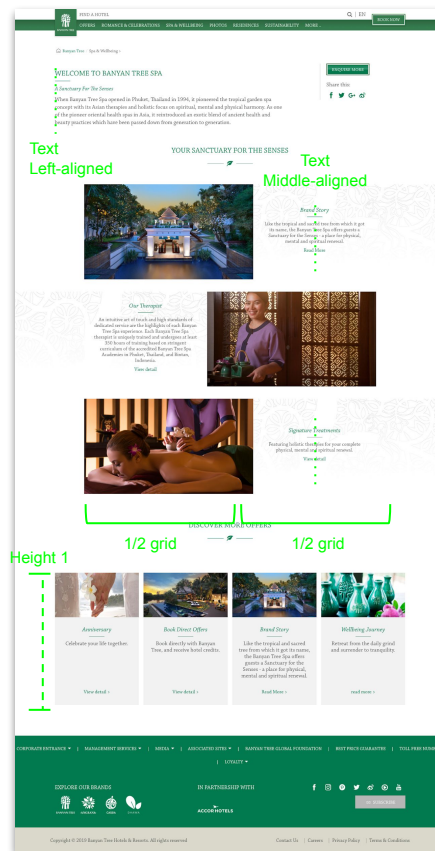
Property

8.3. Aesthetic and minimalist design:

GRID / ALIGNMENT
INCONSISTENCIES (2/3)

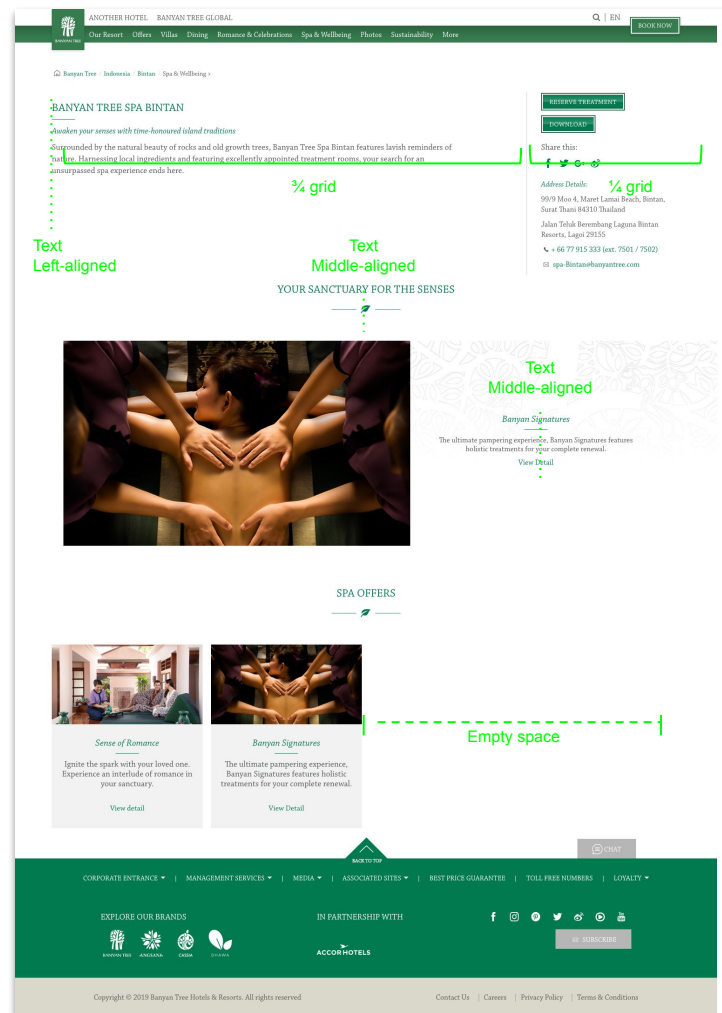
The current website lacked a clear and grid system. It consists of a mixed of Left aligned and Middle aligned content + half/half or ¼ grid.

Without any set grid system established, the overall information looks messy. Therefore the user's eyes navigate down the page/screen in a broken rhythm.



INCONSISTENCIES (3/3)

Without any set grid system established, the overall information looks messy. Therefore the user's eyes navigate down the page/screen in a broken rhythm.



9.1. Help users recognize, diagnose, and recover from errors:

BOOKING RESULTS

(Booking)

1. During the Booking selection, if user input in a field an invalid entry, they will get an explanation of error message + a selection of suggested locations for user to browse. This was clear.
2. If the user did not fill in the fields for the confirmation form and clicked 'CONFIRM RESERVATION', they will receive an error message indicating which fields to fill up. This was clear.

ROOMS & RATES China Yuan Renminbi English - US

Your Stay: 11/1/2019 - 11/3/2019 Guests: 2 Adults Update

[Return to Check Availability](#)

1 ⚠ We apologize. There are no available rooms for your requested stay. However, the following hotels are available:



BANYAN TREE CHONGQING BEI BEI
Chongqing - China
[more details](#) [SELECT](#)



BANYAN TREE LANGCO
Thua Thien Hue Province - Vietnam
[more details](#) [SELECT](#)



BANYAN TREE LIJIANG
Lijiang - China
[more details](#) [SELECT](#)

YOUR INFORMATION Malaysian Ringgit English - US

Your Stay: 11/1/2019 - 11/2/2019 Guests: 2 Adults Total Rate: 20,065.80 MYR ✓

2 ❗

- Please enter a title
- Please enter your First Name
- Please enter your Last Name
- Please enter your Email Address
- Please enter your Daytime Phone number
- Please enter the payment type

Reserve this room using information from your member account.

E-mail Password Forgot your password? Click here [SUBMIT](#)

► Indicates Required field.

Your Information

Title First Name (English Only)

Last Name E-mail Address

Retype Your E-mail Address

☐ Create New Account ?

Address

Country/Region Phone Number

Credit Card Info

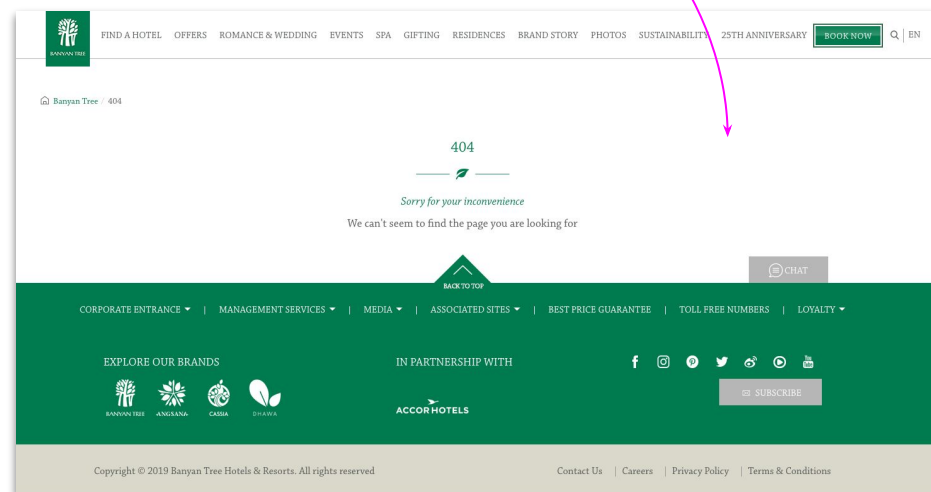
9.2. Help users recognize, diagnose, and recover from errors:

ERROR 404

Upon clicking 'View More' from Hotel Listing, and on some pages browsing through the website, user is directed to an Error 404 page. But there is no further information to assist the user.

View More

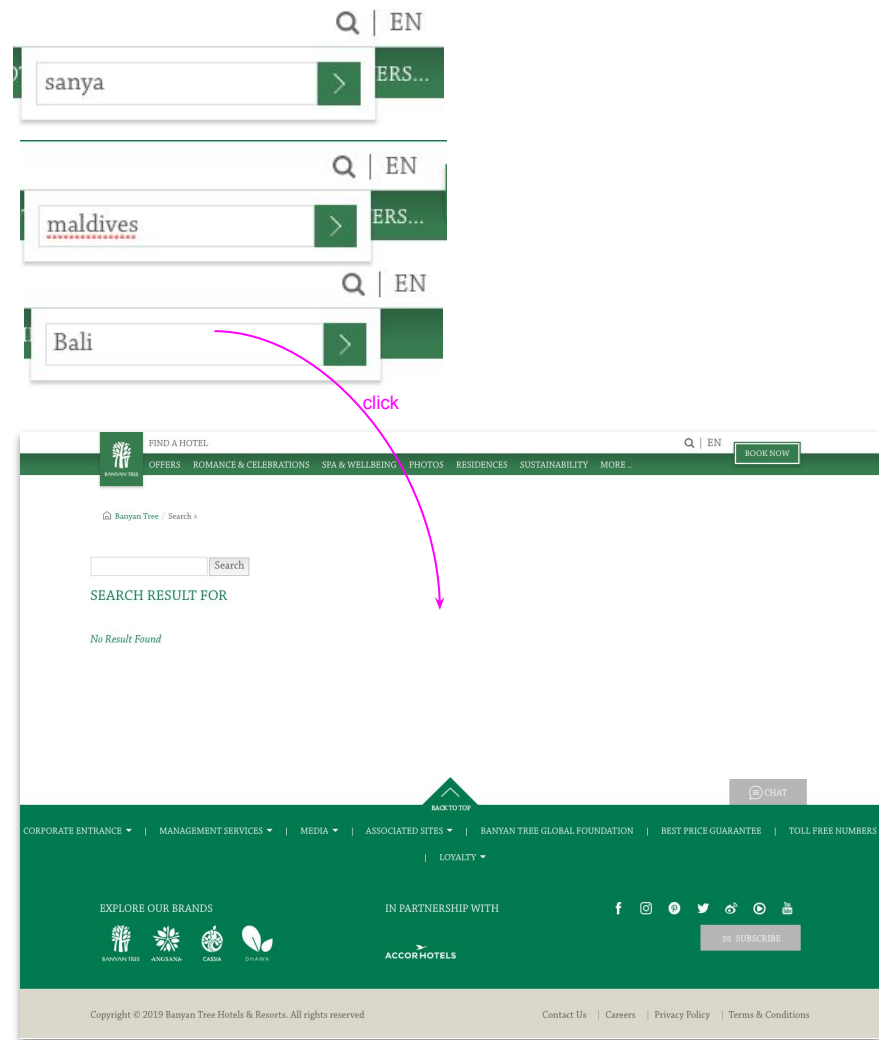
click



9.3. Help users recognize, diagnose, and recover from errors:

SEARCH RESULTS

Upon input of query into Search Bar, it did not yield any results. (When users try a search and get no results, there's a high risk of site abandonment - typically to then perform a Google search instead, which will almost always be successful.)



10.1. Help and documentation: TOOLTIPS

The tooltip icon is used on the form, where the user needs to click on it to reveal more about the summary of booking. This is not the best way to display info, as this is where the user wants to have an overview of information after going through a selection process in the previous pages.


BANYAN TREE HANGZHOU

BEST PRICE
 guarantee



YOUR INFORMATION

China Yuan Renminbi
 English - US

Your Stay: 11/26/2019 - 11/27/2019
 Guests: 2 Adults
 Total Rate: 2,728.44 CNY
 





Check-In	Check-out	Average Per Night	Guests
Tuesday, November 26, 2019	Wednesday, November 27, 2019	1	2 Adults

Room Type	Booked Rate
Water Terrace Suite - King	5 Days Advance Purchase - 10% off - Breakfast

Room Charges 2,340.00 CNY
Tax 388.44 CNY
TOTAL RATE
2,728.44 CNY
 Price Breakdown




 click


 click

Room Type

Water Terrace Suite - King



A warm fireplace, soothing verdant shades highlighting the suite interior, tastefully chosen oriental motifs and a spacious balcony from which to admire the beautiful Xixi Wetlands mark your entry into this suite. Spanning 120 square metres, accentuated with a comfortable king-sized bed, a jumbo deep bathtub and situated within the hotel annexe, find your sanctuary within this beautiful and modern oriental suite.

Amenities

Connectivity & Entertainment

- Wi-Fi
- LCD TV

Bathroom

- Hairdryer

Other Services, features & Amenities

- Complimentary daily mini-bar (non-alcoholic)
- Air-Conditioning
- Coffee/ tea making facilities replenished daily
- Daybed
- Relaxing Terrace/Balcony
- Fireplace

Booked Rate

5 Days Advance Purchase - 10% off - Breakfast



Book your holiday 5 days in advance and save up to 10% with the following inclusion:

- Daily breakfast for 2 persons

Minimum stay of 1 night

10.2. Help and documentation: CHAT

1. There was a chat button at the bottom of the page (together with the footer bar), but was only visible after the user had scrolled down to the end of the page.
2. Upon clicking chat, a window opened indicating that they (Banyan Tree) is not available. This might cause frustration to the user if indeed they had a query.

