Onboarding

user greeted with sign in or log in prompt. Options include phone #, email, Google, and Apple registration. User has option to bypass sign up / log in and go directly to search.

→

Search Home

user sees search form (destination, date, travelers), rewards program highlight, and suggested properties

→

user clicks search fields to input data

→

Destination Input

when user enters destination - system provides smart search and autocomplete to avoid errors

once selection is made the user is taken automatically to input date parameters

→

user selects auto-populated destination

→

Date Input

user presented with intuitive date picker - calendar uses colors to indicate start/end dates and selects dates in between in a lighter shade - calendar display before user action shows the next three days to demonstrate functionality - after input user taken immediately to traveler input

→

user selects dates and clicks "select dates"

→

Traveler Input

user presented with dialog requesting details for number of rooms, adults, and children for the travel itinerary - user uses + - buttons to add/delete # of rooms/travelers

→

user +/- # of rooms and travelers and clicks button "search"

→

Search Results

user presented with mapped view (including price gps tags), # of search results, and a scrollable list of hotel properties - includes badges for top pick - and sort/filter feature

→

user reviews search results and selects hotel property to view in greater detail

→

Property Listing

user presented with complete snapshot without scrolling (images, hotel name, stars, ratings, reviews, top amenities) - user able to quickly "select a room" or scroll for more details on amenities, nearby attractions, and traveler reviews

→

user interacts with button "select a room"

→

Checkout - Reserve A Room

user presented with search input data (dates, traveler details and allows revision on this page), cancellation policy details, algorithmic pic for "top pick" for room type per search data, user can quickly reserve recommended room type or scroll for more options

→

user chooses room type then interacts with button "reserve"

→

Checkout - Confirm & Pay

user presented with complete snapshot of booking (hotel card - stars, ratings, reviews), booking details (dates, guest, room details, cancellation policy, top amenities), price details (per night cost, savings, fee's, and total)

if user is logged in they see "Pay With", major credit logos, and +add button to add payment method

if user is not logged in, user presented with prompt to sign up or log in - provides country / region and phone # input (user would then confirm phone # and return to logged in state of checkout screen)

→

user interacts with button "confirm & pay"

→

My Account - Bookings

user automatically redirected to "My Bookings" and presented with display of all bookings segmented by upcoming, past stays, and cancelled bookings

if user is logged in and has no completed bookings, they are greeted with a prompt declaring "no booking yet", CTA and a "search" button

← (dashed return from Search Results to Search Home)