

Round table introductions

Travel Behaviour and Information Needs

I want to start by hearing about any recent trips that you went on, and the steps that you took to prepare for those trips.

When was your most recent trip?

Where did you go to?

Was the trip for business or pleasure (i.e. vacation)?

What was the destination? Probe: Did anyone travel to a destination which posed potential risks?

Who did you travel with, if anyone? Probe: Was it with a tour? Which tour company?

What steps do you typically take to prepare for a trip like the one you just went on? Is there any information you require when preparing for a trip? Explain. Probe: Do you seek information about the country you are visiting (e.g. local customs)? Do you like to read about the country or prepare in advance? Why do you need this information?

Thinking about the information that you looked for when preparing for your trip, did anyone look for information on...

- the potential risks of traveling to certain countries or regions?
- visa and passport requirements?
- vaccinations and medical requirements?
- health insurance?
- motor vehicle operation and licensing?
- foreign currencies and exchange rates?