FlyUX: Flight Booking Process
UX Handoff Wireframes (version 1.0)

This document presents wireframes that can be used as part of the handoff process from the UX team to the visual design and engineering teams.

Detailed and annotated wireframes are provided for each of the pages and interactions that we previously identified (see the flow diagram document for more details).

Many of the re-usable components that make up the screens have also been catalogued separately in order avoid unnecessary repetition in the wireframe annotations. It is also hoped that they will contribute towards a components catalogue (as part of our design system) that will be built upon by the visual design and engineering teams.

Pages and interactions are numbered hierarchically for ease of reference. Components are ordered alphabetically and named descriptively so that they can be matched to the names implemented in the component library as it is developed.

Pages and interactions

1. Home page

1 **FlyUX logo**
Placed consistently (same size and position) top left on every screen.

2 **Main navigation**
- *Log In*: Takes the user to the main log in screen
- *Manage Bookings*: If the user is logged in it will take them straight to the manage bookings page. Otherwise it will take them to the main log in screen (and then to the manage bookings page after they have signed in).
- *Travel Information*: Takes the user to the travel information section of the website.

3 **Booking form**
See 1.1 Booking form for more details.

4 **News and updates bar**
Provides important news and updates relating the airline and services.

5 **Promotions area**
Each item in this grid consists of an image, a title and a description. Each item points to a specific promotion or travel information page on the site. This area (along with the corresponding pages) can be updated by the marketing team as needed.

1.1 Booking form

1 Select flight type
- Radio buttons with "Return flight" selected by default.
- Selecting "One way" will switch the booking form to 1.1.6 Booking form - select passengers.

2 Select departure airport
- Component: Input - special with the following options
  - Modal: true
  - Keyboard entry: true
  - Clear button: true
  - Selection UI: See 1.1.1 Booking form - select departure
- The departure airport should be populated by default:
  - Use saved preference if user is logged in and has saved preference
  - Use airport nearest to the user's current location if no preference is available.

3 Select destination airport
- Component: Input - special with the following options
  - Modal: true
  - Keyboard entry: true
  - Selection UI: See 1.1.2 Booking form - select destination
  - Placeholder text: "Destination"

4 Select flight dates
- Component: Input - special with the following options
  - Modal: true
  - Keyboard entry: false
  - Placeholder text: "Departing Date" and "Returning Date".
- See 1.1.3 Booking form - select departure date and 1.1.4 Booking form - select return date for more info.

5 Select passengers
- Component: Input - special with the following options
  - Modal: true
  - Keyboard entry: false
  - Selection UI: See 1.1.5 Booking form - select passengers

6 Action Button
- Component: Button with the following options
  - Type: Primary
  - Size: Large
  - Text: "Find Flights"
- If the button is clicked before the destination or dates are selected, show error messages for whichever fields are empty (see 1.1.7 Booking form - error messages).
- Otherwise goes to the select flights screen (see 2. Select flights).

1.1.1 Booking form - select departure

The departure selection is an instance of the Input - special component. The selection UI for the component consists of the countries list and the airports lists along with the rules that govern them as described here.

Book your flight   ○ Return Flight   ○ One way

From

(2)

(1) Dublin   clear ✕   ↦ ↤   Destination   **To**

Country   **(3)**   **Select an Airport**   **(4)**

Austria	Greece	Poland	Cork
Belgium	Hungary	Portugal	Dublin
Bulgaria	Ireland	Romania	Shannon
Czech Republic	Italy	Spain	
Denmark	Luxembourg	Sweden	
France	Netherlands	Switzerland	
Germany	Norway	United Kingdom	

Find Flights

(5)

(1) Input field [Keyboard entry = true]
- The text cursor is at the end of the value when the field is clicked
- Typing in the field acts as an autocomplete to filter the available options. The rules for filtering are as follows:
  - Disable all countries except those that either match the input text OR those that have airports that match the input text.
  - Show a list of all airports that match the query (all airports in a country that match the string plus any airports that match the input text by airport name).
- Unless there is a direct 1:1 match between the text and an airport, the value is made blank if the user navigates away before selecting an airport (leaving "Departure" as placeholder text).

(2) Clear button [Clear button = true]
- Clears the text in the input field (and resets country and airports list).

(3) Countries list
- Clicking on a country (if not disabled) will show that country as selected AND it will show the airports for that country in the Airports list.
- All countries that FlyUX fly from will be listed for departures.

(4) Airports list
- Rules for list of airports to show:
  - All airports for country if a single country has been selected
  - All airports that match the input field text plus all airports in any countries that match the input text
  - The most popular destination airports if no country is selected
- Clicking on an airport will do the following
  - Populate the "from" field (and set the departure airport value)
  - Close the Selection UI for departure airport
  - Move the focus to the next field (see 1.1.2 select destination)
- If the user moves the cursor back into the input field after selecting an airport, all airports in the same country as the selected airport will be listed, but the selected airport will be shown as selected (this is the state shown in the current wireframe).

(5) Modal background [Modal: true]
- The rest of the page (including the rest of the booking form) will be covered by a semi opaque screen to bring the focus to this selection.
- Clicking on the modal background will close the selection UI and remove focus from the input field.

1.1.2 Booking form - select destination

Book your flight ⦿ Return Flight ○ One Way

From

| Dublin | ✈←|

To

Spain ① clear ✕ ⑤

Country ②			Select an Airport ③
Austria	Greece	Poland	Alicante
Belgium	Hungary	Portugal	Barcelona
Bulgaria	Ireland	Romania	Lanzarote
Czech Republic	Italy	Spain	Madrid
Denmark	Luxembourg	Sweden	Majorca
France	Netherlands	Switzerland	Seville
Germany	Norway	United Kingdom	

Find Flights

④

As per the departure selection, the destination selection is an instance of the Input - special component with the selection UI being the list of the countries and airports along with the rules that govern them.

Note that the input field is activated in one of the following ways:
1. Automatically after the user selects a departure airport
2. If the user tabs from the departure airport field
3. If the user clicks into the input field

① **Input field** [Keyboard entry = true]
- As described in 1.1.1 Booking form - select departure.
- Field is empty by default with placeholder text of "Destination".

② **Countries list**
- As described in 1.1.1 Booking form - select departure.
- All possible destination countries will be listed. However, any airports that can't be flown to from the selected departure airport should be disabled (and visibly distinct as being disabled - e.g. faded out).

③ **Airports list**
- As described in 1.1.1 Booking form - select departure.
- Except that clicking an airport in this case will populate the "to" field (and set the destination airport value) and will move the focus to the next field (see 1.1.3 Booking form - select departure date).

④ **Modal background** [Modal: true]
- As described in 1.1.1 Booking form - select departure.

⑤ **Clear button** [Clear button = true]
- As described in 1.1.1 Booking form - select departure.

1.1.3 Booking form - select departure date

Dublin → Barcelona

Flight Dates ①

| ✈ Departing Date | ✈ Returning Date | **Passengers** 2 Adults | Find Flights |

Select your departure date ②

‹ Jun Jul Aug **Sep Oct** Nov Dec **2021 Jan** › ③

④

September 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	**5**	**6**
7	8	9	10	11	**12**	**13**
14	15	16	17	18	**19**	**20**
21	22	23	24	25	**26**	**27**
28	29	30				

October 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	**3**	**4**
5	6	7	8	9	**10**	**11**
12	13	14	15	16	**17**	**18**
19	20	21	22	23	**24**	**25**
26	27	28	29	30	**31**	

‹ ⑤ › ⑤   ⑥
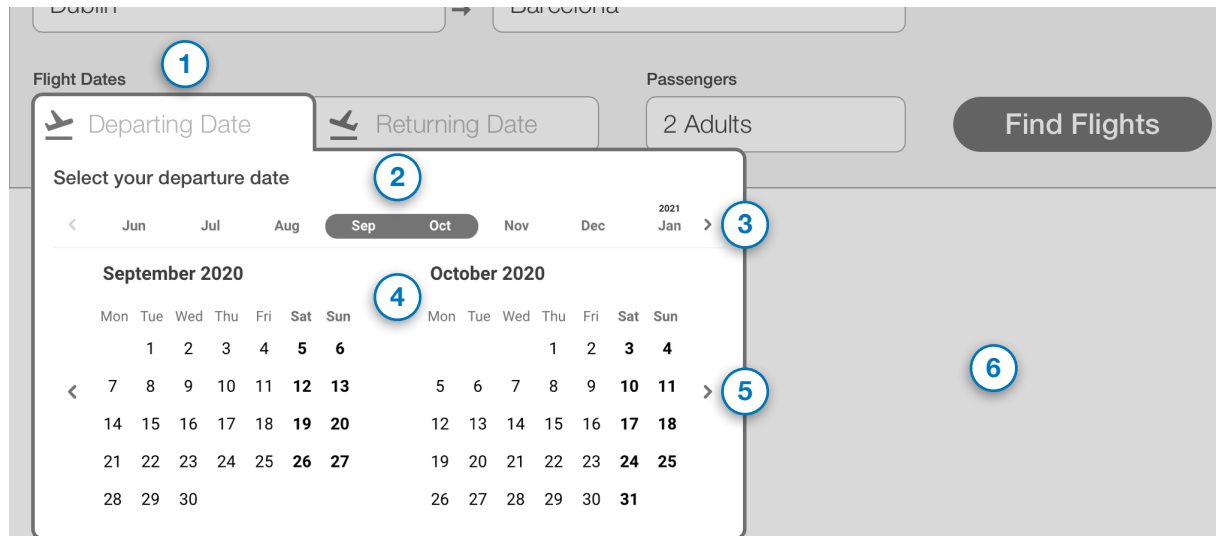
Departure date selection is an instance of the Input - special component. Aspects of the component are described here to provide context.
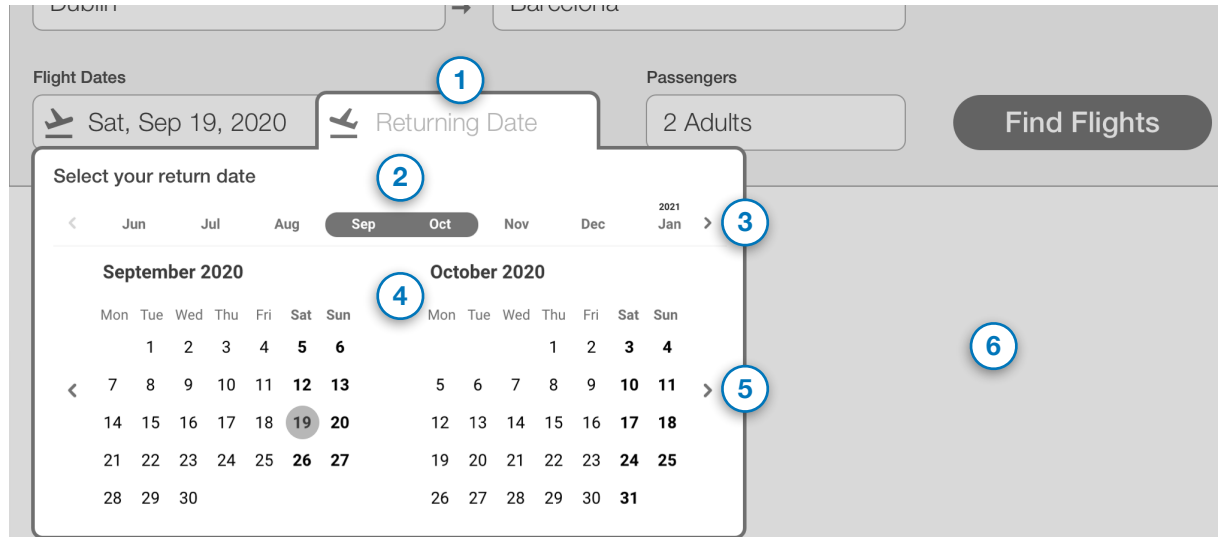
Note that the departure date input field is activated in one of the following ways:

1. Automatically after the user selects a destination airport
2. If the user tabs from the destination airport field
3. If the user clicks into the departure date input field

---

① **Input field** [Keyboard entry = false]
- The user is unable to enter a date into the field manually.
- The field is blank by default with placeholder text "Departing Date"

② **Month selection**
- The user can click on a month to show the calendar for that month and the next (note that both the clicked month and the next are highlighted).
- By default the left most month should be the current month and it should be salected.

③ **Month selection arrows**
- Arrows scroll the months list forward or back by one month.
  - Forward arrow disabled when the right-most month is > 1 year away
  - Back arrow disabled when the left-most month is current month.

④ **Calendar display (selecting a date)**
- Dates before the current date should be disabled.
- When a user clicks on a (non-disabled) date.
  - The clicked date will be shown as selected on the calendar
  - The date field will be populated in the format of "Sat, Sep 19, 2020".
  - For a return flight, automatically switch to 1.1.4 select return date.
  - For one way flights, automatically switch to 1.1.5 select passengers)

⑤ **Calendar scroll arrows**
- Arrows scroll forward or back by one month.
  - Forward arrow disabled when the next month is > 1 year away
  - Back arrow disabled when viewing the current month.

⑥ **Modal background** [Modal: true]
- Clicking on the modal background will close the selection UI and remove focus from the input field.

1.1.4 Booking form - select return date

Returning date selection is an instance of the Input - special component. Most aspects of the month and date selection have been described in 1.1.3 Booking form - select departure date.

This field is only visible for return flights.

Note that the departure date input field is activated in one of the following ways:
1. Automatically after the user selects a departure date.
2. If the user tabs from the departure date field.
3. If the user clicks into the return date input field

(1) Input field [Keyboard entry = false]
- The user is unable to enter a date into the field manually.
- The field is blank by default with placeholder text"Returning Date".

(2) Month selection
- As per 1.1.3 Booking form - select departure date
- By default the left most month should be selected and it should be the same month as the selected departure date.

(3) Month selection arrows
- As per 1.1.3 Booking form - select departure date except that the left arrow should be disabled when the first month in the list is the same as the departure date month.

(5) Calendar scroll arrows
- As per 1.1.3 Booking form - select departure date except that the left arrow should be disabled when the month of the date of departure is being displayed.

(4) Calendar display (selecting a date)
- Dates before the departure date should be disabled.
- The departure date should still be shown as selected.
- When the user hovers over dates after the departure date, the range of dates between the departure date and the hovered over date should be highlighted.
- When a user clicks on a (non-disabled) date.
  - The date field will be populated in the format of "Sat, Sep 19, 2020".
  - The "Flight Dates" label will be updated to include the number of nights for the trip - in the format of "Flight Dates: (8 nights)".
  - Automatically switch to 1.1.5 select passengers)

(6) Modal background [Modal: true]
- Clicking on the modal background will close the selection UI and remove focus from the input field.

1.1.5 Booking form - select passengers

Dublin → Barcelona

Flight Dates (8 nights)

🛬 Sat, Sep 19, 2020   🛬 Sun, Sep 27, 2020

Passengers

(1) 2 Adults

Adults (18+)

2   (−) (+) **(2)**

Children (2 to 18yrs)

0   (−) (+)

Infants (less than 2)   **(3)**

0   (−) (+)

(4)   Done

Note that all age selections are
for the time of travel

(5)

Find Flights

The passenger selection is an instance of the Input - special component. The selection UI for the component consists of input fields for each passenger type as described here.

Note that the passenger input field is activated in one of the following ways:
1. Automatically after the user selects a return date (or departure date for one way flights).
2. If the user tabs from the return date field.
3. If the user clicks into the passenger input field

(1) Input field [Keyboard entry = false]
- The user is unable to enter the passengers manually.
- The field can never be blank (min value of 1 for adults)
- Format of the value is as follows:
  - If there are no children or infants:
    "[Number of adults] Adults"
  - If there are 1 or more children or infants:
    "[Number of adults] Adults + [number of others]"

(2) Adults selection
- Component: Input - number with the following options:
  - Min value: 1
  - Default value: 2
- As the value changes, the input field will be updated accordingly.

(3) Children and infants selection
- Component: Input - number with the following options:
  - Min value: 0
  - Default value: 0
- As the value changes, the input field will be updated accordingly.

(4) Done button
- Component: Button with the following options:
  - Type: Primary
  - Size: Medium
  - Text: "Done"
- Clicking this button will close the passenger selection UI.

(5) Modal background [Modal: true]
- Clicking on the modal background will close the selection UI and remove focus from the input field.

1.1.6 Booking form - one-way version

This form of the booking form is very similar to what is described in 1.1 Booking Form. Only the differences are described here.

(1) Select flight type
- Radio buttons where "One Way" is selected.
- Selecting "Return Flight" will switch the booking form back to the default described in 1.1 Booking Form.

(2) Flight type icon
- Note that this is subject to visual design input
- We should consider using an icon to reinforce the difference between a return flight and a one way flight.

(3) Flight Date
- Component: Input - special
- Note that the label is now "Flight Date" (it is plural for a return flight)
- Shows only the departing date field for a one way flight.

1.1.7 Booking form - error messages

If the "Find Flights" button is clicked before a destination or dates are selected we will need to show one or more error messages (see 1.1 Booking Form).

In general we need to highlight the field in which there is a validation problem and provide a message associated with the field.

(1) Departure or destination error
- Shown if there is no destination or departure.
- If there is no departure airport selected, highlight the departure airport field and show a message of "You must select a departure".
- If there is no destination airport selected, highlight the destination field and show a message of "You must select a destination".

(2) Flight date error
- Shown if the user tries to search for flights before selecting dates.
- For no dates on a return flight:
  - "You must select flight dates"
- For one missing date:
  - "You must select a departing/returning date" (use departing or returning depending on which date is missing).

2. Select flights page

2.1 Select outward flight

FlyUX

① ② ③ ④ ⑤

| ①
Choose Flights | ②
Add Baggage | ③
Select Seats | ④
Your Details | ⑤
Payment |

Dublin to Barcelona

③

| September 17
Thursday
€65 | September 18
Friday
€59 | September 19
Saturday
€69 | September 20
Sunday
€69 | September 21
Monday
€69 |

④ There are 2 flights available from €69 each

| 07:20
Dublin | Duration: 2 hours 30 minutes
Direct Flight | 09:50
Barcelona | Flight
UX 1234 | €69
Total: €172.50 | Select | ⑤ |

| 14:30
Dublin | Duration: 2 hours 30 minutes
Direct Flight | 17:00
Barcelona | Flight
UX 7834 | €73
Total: €182.50 | Select |

Barcelona to Dublin

⑥

---

① FlyUX logo
As per the home page. This remains consistent even though the main navigation is replaced with the booking progress stepper.

② Booking progress stepper
- Component: Booking progress stepper
  - Step: 1

③ Flight date tabs
- By default show the selected departure date in the middle with tabs for two days either side of it.
- For each tab show the date in the format shown plus the cheapest price for that date.
  - If no flights are available for the date on the tab show a hyphen in place of the price and disable the tab.
- Arrows allow the date tabs to scroll forward or back.
  - Left arrow is disabled when the left most tab is tomorrow.
- Clicking on a non-disabled tab will load the available flights for the date of the tab that was clicked.

④ Flights heading
- If there is more than one flight available:
  - "There are [X] flights available from €[Y] each"
- If there is only one flight available:
  - "There is 1 flight available from €[Y] each"
- (where X is the number of flights available and Y is the price per adult)

⑤ Flight listing item
- Component: Flight listing item
  - Content: Use the flight details for the listing item (times, flight number, duration and adult price). Calculate a total price based on the passengers and business rules for pricing.
- Clicking the select button selects that flight. User proceeds to 2.2 Select return flight for a return flight otherwise 2.3 Flights selected.

⑥ Return flight area
- Heading is greyed out and content is blank until a flight is selected.

2.2 Select return flight

FlyUX

① Choose Flights   ② Add Baggage   ③ Select Seats   ④ Your Details   ⑤ Payment

Dublin to Barcelona

Saturday, September 19

1

| 07:20 Dublin | Duration: 2 hours 30 minutes — Direct Flight | 09:50 Barcelona | Flight UX 1234 | €69.00 x 2 adults €34.50 x 1 child | = €172.50 |

Change your selected flight

2 ### Barcelona to Dublin

3

| September 25 Friday €83 | September 26 Saturday €83 | September 27 Sunday €72 | September 28 Monday €69 | September 29 Tuesday €54 |

4 There are 3 flights available from €72 each

08:00 Barcelona	Duration: 2 hours 30 minutes — Direct Flight	10:30 Dublin	Flight UX 4850	€82 Total: €206.00	Select	**5**
13:15 Barcelona	Duration: 2 hours 30 minutes — Direct Flight	15:45 Dublin	Flight UX 3339	€72 Total: €180.00	Select	
18:00 Barcelona	Duration: 2 hours 30 minutes — Direct Flight	20:30 Dublin	Flight UX 3339	€82 Total: €206.00	Select	

1 **Selected departure flight**
- Component: Flight listing item
  - Type: Selected
  - Content: Use the flight details for the item (times, flight number, duration and adult price). Show the total price based on the passengers and business rules for pricing.

2 **Returning flight heading**
- Show the flight heading as no longer greyed out.

3 **Flight date tabs**
- As per the description in 2.1 Select outward flight.

4 **Flights heading**
- As per the description in 2.1 Select outward flight with one additional possibility.
- If the date on the tab is before the date of the outward flight:
  - "There are [X] flights available from €[Y] each. However you cannot select these flights as they are before your departure flight".

5 **Flight listing item**
- Component: Flight listing item
  - As per the description in 2.1 Select outward flight with the following additional requirement:
  - If the selected tab is for a date prior to the outward flight, the select button is disabled.
- Clicking the select button for a flight selects that flight and the user proceeds to 2.3 Flights selected.

2.3 Flights selected

FlyUX

① Choose Flights — ② Add Baggage — ③ Select Seats — ④ Your Details — ⑤ Payment

✈ Dublin to Barcelona ①

Saturday, September 19

| 07:20 Dublin | Duration: 2 hours 30 minutes — Direct Flight → | 09:50 Barcelona | Flight UX 1234 | €69.00 x 2 adults €34.50 x 1 child | = €172.50 |

Change your selected flight

✈ Barcelona to Dublin

Sunday, September 27

| 13:15 Barcelona | Duration: 2 hours 30 minutes — Direct Flight → | 15:45 Dublin | Flight UX 3339 | €72.00 x 2 adults €36.00 x 1 child | = €180.00 |

Change your selected flight

Your booking summary: ②

✈ **Dublin to Barcelona**
Departing Dublin at 07:20 on Saturday September 19, 2020.
Arriving Barcelona at 09:50 on the same day (2 hrs 30 mins).
Flight UX 1234

| €69.00 Adult Fare | x 2 | € 138.00 |
| €34.50 Child Fare | x 1 | € 34.50 |

✈ **Barcelona to Dublin**
Departing Barcelona at 13:15 on Sunday September 27, 2020.
Arriving Dublin at 15:45 on the same day (2 hrs 30 mins).
Flight UX 3339

| €72.00 Adult Fare | x 2 | € 144.00 |
| €36.00 Child Fare | x 1 | € 36.00 |

③ Your booking includes cabin baggage and random seat selection. You can upgrade these options before paying.

| TOTAL | | € 352.50 |

④ **Continue**

Note: This is the first time the booking summary and continue panel is shown. More information is provided in the description of the component itself. However, it is important to point out that the panel should always be visible (floating and anchored to the bottom of the screen). The booking summary and continue panel will now be immediately visible on every screen for the remainder of the booking process.

① **Selected flights**
- For a return flight:
  - Both the outward and return flights are shown under their corresponding headings.
- For a one way flight:
  - The outward flight details are shown under a single heading (i.e. no return flight details or heading)

② **Booking summary and continue**
- Component: Booking summary and continue
  - Flight content: For all flights applicable show a heading, summary of flight details and price breakdown in tabular format.
  - Total: Show the total cost as part of the price breakdown table.
  - Continue message: As per below.
  - Continue button: As per below.
  - Continue to step: 2

③ **Continue message**
- A message is shown as part of the booking summary to explain that only the minimal baggage and seating options are included in the price.

④ **Continue button**
- Component: Button (as part of Booking summary and continue)
  - Type: Primary
  - Size: Large
  - Text: "Continue"
- Clicking the continue button takes the user to the add baggage screen (see 3. Add baggage).

3. Add baggage page

FlyUX

1 Choose Flights
2 Add Baggage
3 Select Seats
4 Your Details
5 Payment

Upgrade and Save!

Our upgrade packages offer great value upgrades to your baggage, seating and more.

OR...

Value Upgrade

- 25kg checked-in bags included
- Seat selection included

€15 per adult

Super Value Upgrade

- 40kg checked-in bags included
- Seat selection included
- Priority boarding
- On-board refreshments included

€25 per adult

Add baggage for individual passengers

Skip baggage allocation

	Cabin Bag (1 each included in fare) €5 each	25kg checked-in €10 each	40kg checked-in €20 each
Adult 1	1	0	0
Adult 2	1	0	0
Child 1	1	0	0

Your booking summary:

Dublin to Barcelona
Departing Dublin at 07:20 on Saturday September 19, 2020.
Arriving Barcelona at 09:50 on the same day (2 hrs 30 mins).
Flight UX 1234

€69.00 Adult Fare	x 2	€ 138.00
€34.50 Child Fare	x 1	€ 34.50

Barcelona to Dublin
Departing Barcelona at 13:15 on Sunday September 27, 2020.
Arriving Dublin at 15:45 on the same day (2 hrs 30 mins).
Flight UX 3339

€72.00 Adult Fare	x 2	€ 144.00
€36.00 Child Fare	x 1	€ 36.00
TOTAL		€ 352.50

Your booking includes cabin baggage and random seat selection. Adding baggage is optional.

Continue

---

1 Booking progress stepper
- Component: Booking progress stepper
  - Step: 2

2 Upgrade section
- Instructional text plus two upgrade panels - one for each of the upgrade packages.
- The buttons in the upgrade panels are button components (type: primary, size: large).
- Clicking on an upgrade panel button shows an interim modal (see 3.1.1 Upgrade selected modal) and also applies the upgrade (see 3.1.2 Upgrade selected).

3 Skip button
- Component: button with the following options:
  - Type: secondary
  - Size: medium
  - Text: "Skip baggage allocation"
- Clicking the skip button takes the user through to the select seats page (see 4. Select seats).

4 Baggage allocation table
- See 3.2 Adding bags for individual passengers

5 Booking summary and continue
- Note the different continue message.
- The continue button takes the user through to the select seats page (see 4. Select seats).

3.1 Selecting an upgrade package

Notes on selecting an upgrade:
- By default a flight includes one cabin bag and a randomly assigned seat.
- Extra baggage and allocated seats can be added individually (at a cost)
- An upgrade package is a cost-effective package of the individual upgrades
- Adding an upgrade will change the included allocations:
  - For example, adding the "Value Upgrade" means that the flight includes 1 cabin bag per passenger + 1 checked-in bag per adult and that any normal seat can be selected at no additional cost for all passengers.
- Passengers can add baggage in addition to the included baggage (at a cost) regardless of whether they have upgraded or not.

3.1.1 Upgrade selected modal

1 Modal content
- Component: Modal
  - Title: "Value Upgraded Added" or "Super Value Upgrade Added" depending on which was added.
  - Content: As shown in the wireframe.
  - Show Close Button: True

2 Modal background
- As part of the modal component, the page is covered in a semi-opaque screen.

3 Modal okay button
- Component: Button with the following options:
  - Type: primary
  - Size: medium
  - Text: "Okay"
- Clicking the button will close the modal (revealing 3.1.2 Upgrade selected).

4 Price panel updated
- Note that the price panel has been updated to show the upgrade cost - even though it is partially obscured by the modal background. See 3.1.2 Upgrade selected for more info about the price panel changes.

3.1.2 Upgrade selected

FlyUX

① Choose Flights ② Add Baggage ③ Select Seats ④ Your Details ⑤ Payment

Upgrade and Save!

Our upgrade packages offer great value upgrades to your baggage, seating and more.

OR...

Value Upgrade

🧳 25kg checked-in bags included

🧳 Seat selection included

✓ Added for 2 adults ①

Super Value Upgrade

🧳 40kg checked-in bags included

🧳 Seat selection included

⏱ Priority boarding

☕ On-board refreshments included

€25 per adult

Add baggage for individual passengers

Skip baggage allocation

	Cabin Bag (1 each included in fare) €5 each	25kg checked-in (1 for each adult included in fare) €10 each	40kg checked-in €20 each
Adult 1	1 ⊖ ⊕	1 ② ⊖ ⊕	0 ③ ⊖ ⊕
Adult 2	1 ⊖ ⊕	1 ⊖ ⊕	0 ⊖ ⊕
Child 1	1 ⊖ ⊕	0 ⊖ ⊕	0 ⊖ ⊕

③ *Your baggage allowance has been updated.* ✕

Your booking summary:

✈ **Dublin to Barcelona**

Departing Dublin at 07:20 on Saturday September 19, 2020.
Arriving Barcelona at 09:50 on the same day (2 hrs 30 mins).
Flight UX 1234

| €69.00 Adult Fare | x 2 | € 138.00 |
| €34.50 Child Fare | x 1 | € 34.50 |

✈ **Barcelona to Dublin**

Departing Barcelona at 13:15 on Sunday September 27, 2020.
Arriving Dublin at 15:45 on the same day (2 hrs 30 mins).
Flight UX 3339

| €72.00 Adult Fare | x 2 | € 144.00 |
| €36.00 Child Fare | x 1 | € 36.00 |

④ **Value Upgrade** ✕ Remove upgrade
Includes 25kg checked-in luggage plus seat selection.

| €15.00 Adult Upgrade | x 2 | € 30.00 |

TOTAL € 382.50

⑤ Continue

---

① **Upgrade panel selected state**
- The upgrade panel that was selected changes to a selected state.
- The button is replaced with "Added for X adults" (where X is the number of adults travelling).

② **Changes to the baggage allocation table**
- The inclusion text is updated:
  - "(1 for each adult included under fare)" for either the 25kg baggage column or the 40kg baggage column depending on which upgrade was selected.
- The corresponding number fields for the adults travelling are also updated such that now they have a minimum value of 1
  - (Note that with a min value of 1, the minus button is disabled)

③ **Tooltip**
- Component: Tooltip with the following options:
  - Show Close Button: True
  - Text: "Your baggage allowance has been updated"
- Closing the tooltip removes the tooltip from the page (as per the component description).

④ **Booking summary update**
- Use the name of the upgrade package as a subheading
- Clicking "Remove upgrade" will remove the package and revert to the default state (see 3. Add baggage).
- Note that the price table and the total is updated accordingly.

⑤ **Continue button**
- The continue button points to the next step of the process (see 4. Select seats).

3.2 Adding bags for individual passengers

FlyUX

1 Choose Flights   **2** Add Baggage   **3** Select Seats   **4** Your Details   **5** Payment

Upgrade and Save!

Our upgrade packages offer great value upgrades to your baggage, seating and more.

OR...

Value Upgrade

- 25kg checked-in bags included
- Seat selection included

€15 per adult

Super Value Upgrade

- 40kg checked-in bags included
- Seat selection included
- Priority boarding
- On-board refreshments included

€25 per adult

Add baggage for individual passengers

Skip baggage allocation

	Cabin Bag (1 each included in fare) €5 each	25kg checked-in €10 each	40kg checked-in €20 each
Adult 1	1	1	0
Adult 2	1	0	0
Child 1	1	0	0

Your booking summary:

✈ Dublin to Barcelona

Departing Dublin at 07:20 on Saturday September 19, 2020.
Arriving Barcelona at 09:50 on the same day (2 hrs 30 mins).
Flight UX 1234

€69.00 Adult Fare	x 2	€ 138.00
€34.50 Child Fare	x 1	€ 34.50

✈ Barcelona to Dublin

Departing Barcelona at 13:15 on Sunday September 27, 2020.
Arriving Dublin at 15:45 on the same day (2 hrs 30 mins).
Flight UX 3339

€72.00 Adult Fare	x 2	€ 144.00
€36.00 Child Fare	x 1	€ 36.00

Baggage

25kg checked-in luggage	€10.00	x 1	€ 10
	TOTAL		€ 362.50

Continue

---

1 Passenger rows
- A row is shown for each passenger in the journey

2 Input fields
- Component: Input - number with the following options:
  - Min value:
    - 0 if there is no included allowance for the given passenger and baggage type.
    - 1 if there is an included allowance for the given passenger and baggage type.
  - Default value:
    - 0 if there is no included allowance for the given passenger and baggage type.
    - 1 if there is an included allowance for the given passenger and baggage type.
  - Max value: [to be defined by the weight capacity business rules]
  - Keyboard entry allowed: true
- As the values are changed, the booking summary updates accordingly (see below).

3 Booking summary updates
- Use "Baggage" as the subheading for any individual changes to the baggage allowance.
- Add an entry for each additional baggage type that is added.
- Update the quantities, subtotals and total for each additional bag that is added.

4. Select seats

FlyUX

① ② ③ ④ ⑤
Choose Flights   Add Baggage   Select Seats   Your Details   Payment

Select your seats

You selected our Value Upgrade so you can choose any regular seats at no additional cost.

▢ Premium €10   ▢ Regular (included)   ☒ Unavailable

[Seating plan grid]

🛫 Dublin to Barcelona

Adult 1 | Click on a seat | ⑤
Adult 2 | Auto assigned |
Child 1 | Auto assigned |

🛬 Barcelona to Dublin

Adult 1 | Auto assigned |
Adult 2 | Auto assigned |
Child 1 | Auto assigned |

Your booking summary:

🛫 Dublin to Barcelona
Departing Dublin at 07:20 on Saturday September 19, 2020.
Arriving Barcelona at 09:50 on the same day (2 hrs 30 mins).
Flight UX 1234

€69.00 Adult Fare   x 2   € 138.00
€34.50 Child Fare   x 1   € 34.50

🛬 Barcelona to Dublin
Departing Barcelona at 13:15 on Sunday September 27, 2020.
Arriving Dublin at 15:45 on the same day (2 hrs 30 mins).
Flight UX 3339

€72.00 Adult Fare   x 2   € 144.00
€36.00 Child Fare   x 1   € 36.00

Value Upgrade   ☒ Remove upgrade
Includes 25kg checked-in luggage plus seat selection.

€15.00 Adult Upgrade   x 2   € 30.00

TOTAL   € 382.50

Make sure you select all of the seats before you continue.

⑥ | Continue |

① Booking progress stepper
- Component: Booking progress stepper
  - Step: 3

② Instructions text
- Text changes depending on whether the customer has selected an upgrade package (see 4.2 Selecting seats - additional scenarios).

③ Seating plan key
- The price will show as "(included)" if the customer has selected an upgrade package that includes seating of that type.
- Unavailable seats will not show a price.

④ Seating plan
- Unavailable seats are disabled. Clicking an unavailable seat will do nothing.
- In most cases, clicking on a seat results in that seat being selected as described in 4.1 Selecting seats - seat selected.
- Other scenarios are described in 4.2 Selecting seats - additional scenarios.

⑤ Seat input field
- Component: Input - text with the following options:
  - Keyboard entry allowed: false
  - Default value: "Auto assigned"
  - Placeholder: "Click on a seat" if in focus.
  - Special behaviours:
    - If the value for the input is "Auto assigned" it will be cleared (to reveal the "Click on a seat" placeholder) when clicked. Similarly if a value is input field loses focus when it has no value it will revert to a value of "Auto assigned".
    - If the input field is for a different leg of the journey, the seating plan will update to show the seats for that leg of the journey.
    - When a seat in the seating plan is clicked, the input field currently in focus will receive a value in the format of "Seat [row][position]" (e.g. "Seat 4D").
- The first seat input field is in focus by default (when the page loads).

⑥ Continue button
- Clicking continue will take the user to the next step of entering passenger details.

4.1 Selecting seats - seat selected

Premium €10 | Regular (included) | X Unavailable

✈ Dublin to Barcelona

Adult 1	Seat 4D
Adult 2	Click on a seat
Child 1	Auto assigned

✈ Barcelona to Dublin

Adult 1	Auto assigned
Adult 2	Auto assigned
Child 1	Auto assigned

1 Seat in seat plan clicked
- The seat that was clicked is now shown in a clicked state.

2 The seat input field for the selected seat
- This is the field that was in focus when the seating plan seat was clicked.
- Note that its value is now populated with the seat number for the selected seat.

3 The next seat input field
- The focus is automatically shifted to the next seat input field.
- "Auto assigned" is removed and the "Click on a seat" placeholder is now shown.

Note: If the user selects a seat that is not included in their upgrade package (or if they have no upgrade package), the booking summary will also update (see 4.2 Selecting seats - additional scenarios).

4.2 Selecting seats - additional scenarios

4.2.1 Last seat on the outward journey selected

For a return journey, when all seats on an outward journey are selected we show an info box to help users find their way to selecting the seats for the return flight.

1 **Info panel**
- Component: Info panel with the following options:
    - Text: "Don't forget that you'll want to select your seats for the return flight as well"
    - Action button: "Okay" (see below)
    - Fade in: true

2 **Okay button**
- Component: Button
    - Type: tertiary
    - Size: medium
    - Text: "Okay"
    - Action:
        - Move cursor to the next field (first seat selection for return)
        - Fade out the info panel

## 4.2.2 Seats added with no upgrade package

If the user adds seats without selecting an upgrade package, we need to update the booking summary as shown

1 **Booking summary update**
- Use "Seats" as the subheading.
- Add an entry for each seat type that is added.
- Update the quantities, subtotals and total for each seat that is added.

## 4.2.3 Clicking on a seat when no seat selection field is in focus
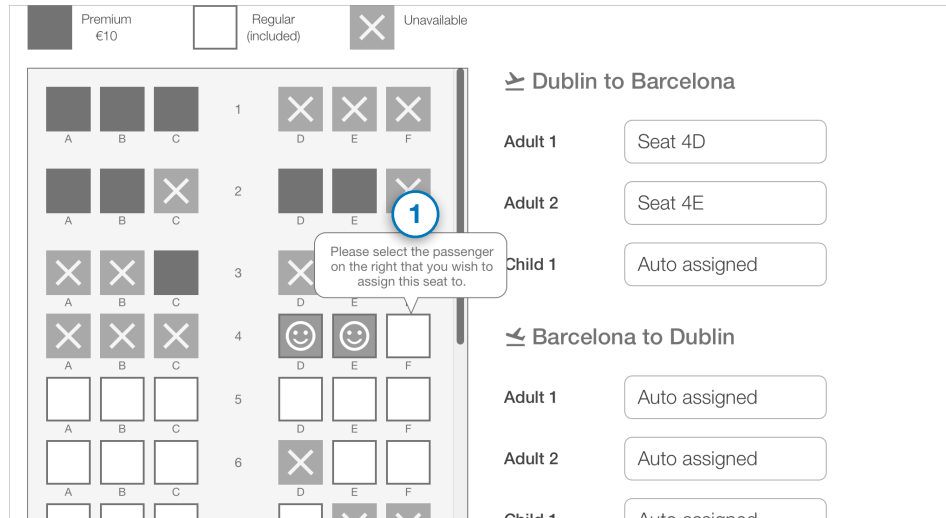
In general we expect that the user will proceed through seat selection linearly and that as such we can automatically shift the focus from one field to the next whenever they make a selection. However, since we allow users to go back and change a seat (by selecting a seat selection input field manually) we also need to account for the occasion that the user shifts the focus out of an input field entirely.

If the user clicks a seat when no input field is in focus, we show a tooltip asking them to select the passenger to which they wish to assign this seat.

(1) **Seat assignment tooltip**
- Component: Tooltip
  - Text: Please select the passenger on the right that you wish to assign this seat to.

4.2.4 Showing an upgrade option
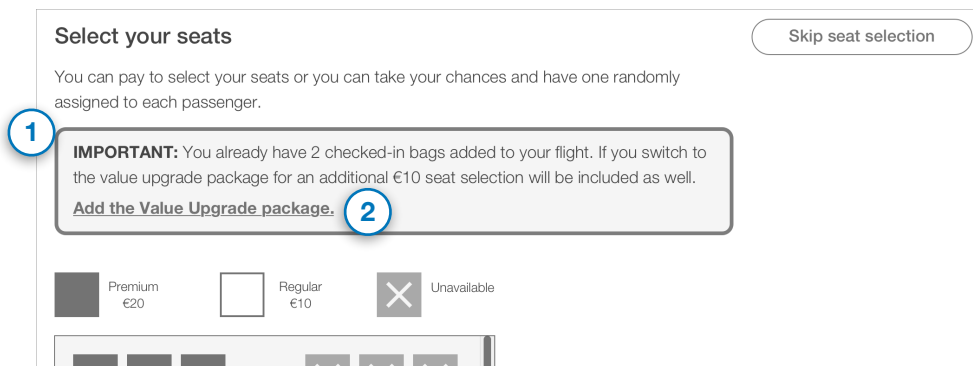
If the system detects a better value fare (business rules yet to be defined) we will show an upgrade message.
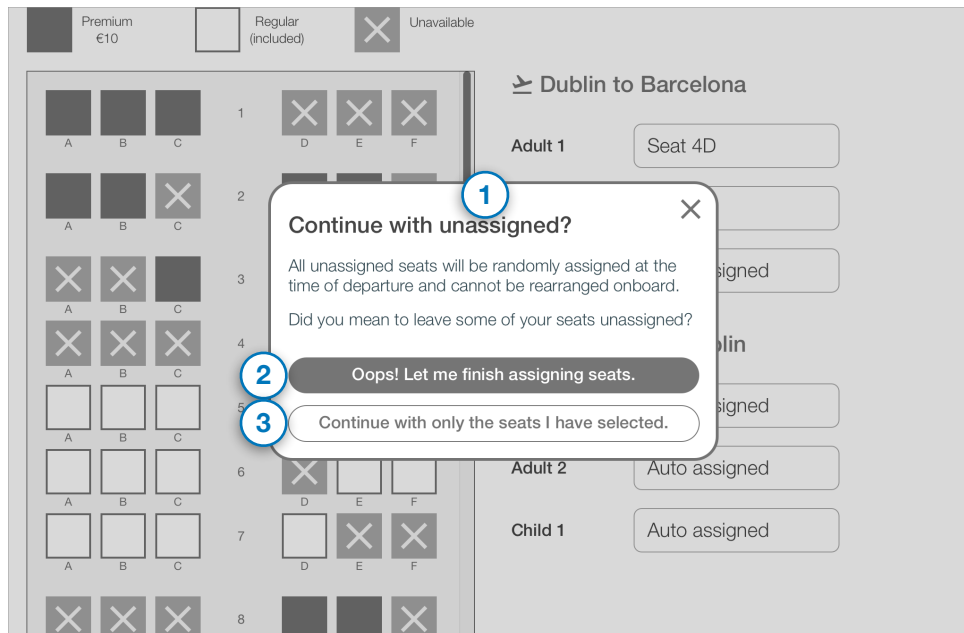
(1) **Upgrade message**
- Component: Info panel
  - Text: (Yet to be defined and subject to business rules)
  - Action button "Add the [package name] package" (see below)

(2) **Add package button**
- Component: Button
  - Type: tertiary
  - Size: medium
  - Text: "Okay"
  - Action: Apply package, update booking summary and remove info panel.

4.2.5 If a user continues without selecting all seats.

Premium €10 | Regular (included) | ✕ Unavailable

✈ Dublin to Barcelona

Adult 1 | Seat 4D

Continue with unassigned? ① ✕

All unassigned seats will be randomly assigned at the time of departure and cannot be rearranged onboard.

Did you mean to leave some of your seats unassigned?

② **Oops! Let me finish assigning seats.**

③ Continue with only the seats I have selected.

Adult 2 | Auto assigned

Child 1 | Auto assigned

This modal is only to be shown if the following conditions are true:
- Flight has more than one passenger
- One or more (but not all) passengers have seats assigned
- The user clicks "Continue" in the booking summary

① **Continue modal**
- Component: Modal
  - Title: "Continue with unassigned seats?"
  - Content: As shown in the wireframe.
  - Show Close Button: True

② **Cancel button**
- Component: Button
 - Type: primary
  - Size: medium
  - Text: "Oops! Let me finish assigning seats."
  - Action: Close modal, put focus on first unassigned seat, highlight all unassigned seat fields.
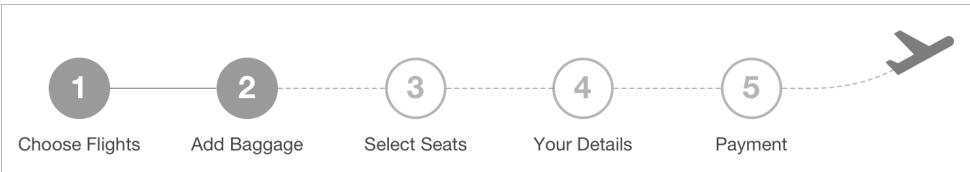
③ **Continue button**
- Component: Button
  - Type: secondary
  - Size: medium
  - Text: "Continue with only the seats I have selected."
  - Action: Go to the next step in the booking process (passenger details).

Components

Booking progress stepper
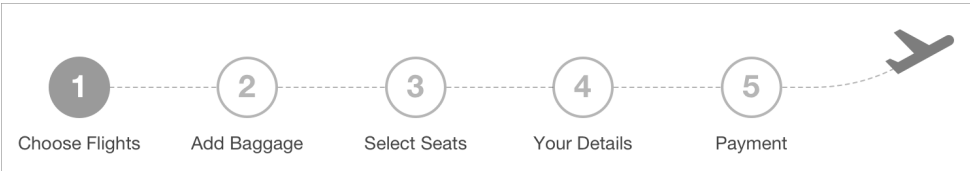
Step = 1

Step = 2

Provides the following information:
- How many steps (screens) in the booking process
- Which step the user is currently viewing
- Progress (how much is done and how much is yet to do)

Interactivity:
- Read-only (nothing is clickable)

Option	Default Value		Description
Step	1		The step we are showing as in progress (with all previous steps showing as done). Currently the allowed values are between 1 and 5.

Booking summary and continue

Provides the following information:
- Flight information (summary)
- Itemised extras information (baggage, seating, upgrades)
- Pricing breakdown

Interactivity:
- Continue button (to move to the next step in booking process)
- Remove button (for removing upgrades)
- Panel should be anchored to the bottom of the page (such that it is always visible).

Option	Default Value		Description
Content	REQUIRED (no default)	(1)	Content is derived by the system from the user's booking inventory (i.e. from the flights and products that have been added to the booking). As such the content will likely be an object from the system containing all the information required to render the itemised summary as shown in the wireframes.
Continue to	2	(2)	The next step in the booking process that the continue button points to. Currently the allowed values are between 2 and 5.
Continue message		(3)	Shows as a message above the continue button if not empty.

Button

Each button type requires five visibly distinct states:
- Default state
- Hover state (when the user hovers over the button)
- Focus state (when tabbed to via keyboard navigation)
- Active state (on mouse down)
- Disabled state (clicking has no action when disabled)

Option	Default Value		Description
Type	Primary		The button type - can be either "Primary", "Secondary" or "Tertiary"
Size	Medium		Three sizes available for each button: Large, Medium and Small.
Text	REQUIRED (no default)		The text shown in the button
Disabled	FALSE		If this is true, the button will be in the disabled state
Action	Submit		The action that the button triggers. By default a button will submit the form it is placed in but it should also allow for custom actions.

Flight listing item

| 07:20 | Duration: 2 hours 30 minutes | 09:50 | Flight | €69 | Select |
| Dublin | Direct Flight → | Barcelona | UX 1234 | Total: €172.50 | |

Type: Selectable

Saturday, September 19

| 07:20 | Duration: 2 hours 30 minutes | 09:50 | Flight | €69.00 x 2 adults | = €172.50 |
| Dublin | Direct Flight → | Barcelona | UX 1234 | €34.50 x 1 child | |

Change your selected flight

Type: Selected

Provides information about a single flight (with content provided as an object from the system).

Interactivity:
- Select button allows the flight to be selected
- In a selected flight listing item there is a change link that takes the user back to the flight selection step so they can choose again.

Option	Default Value		Description
Content	REQUIRED (no default)		The flight and flight price information as demonstrated in the wireframes will come from the system and will likely be passed to the component as a data object.
Disabled	FALSE		If true, the select button will be set to the disabled state (and become not clickable)
Type	Selectable		Type "Selectable" shows the select button. "Selected" is the only other type that can be used. A selected flight listing item shows a price breakdown with no select button.
Select action			The action for when the select button is clicked (to add it to the inventory etc).

Info panel

① IMPORTANT: You already have 2 checked-in bags added to your flight. If you switch to the value upgrade package for an additional €10 seat selection will be included as well.

② **Add the Value Upgrade package.**

Provides helpful information (and preferably an action) as needed.

Interactivity:
- Action button can interact with the page - including removing the info panel from the page.
- Info panel can fade in if it is added to the page after page load

Option	Default Value		Description
Text	REQUIRED (no default)	①	The text shown in the info panel
Action button		②	Optional button component (with corresponding action). Preferably use the tertiary style of button.
Fade in/out	FALSE		Fade the info panel in when it is shown (useful for dynamically showing the info panel after page load). Fade should be 500 milliseconds.

Input - number
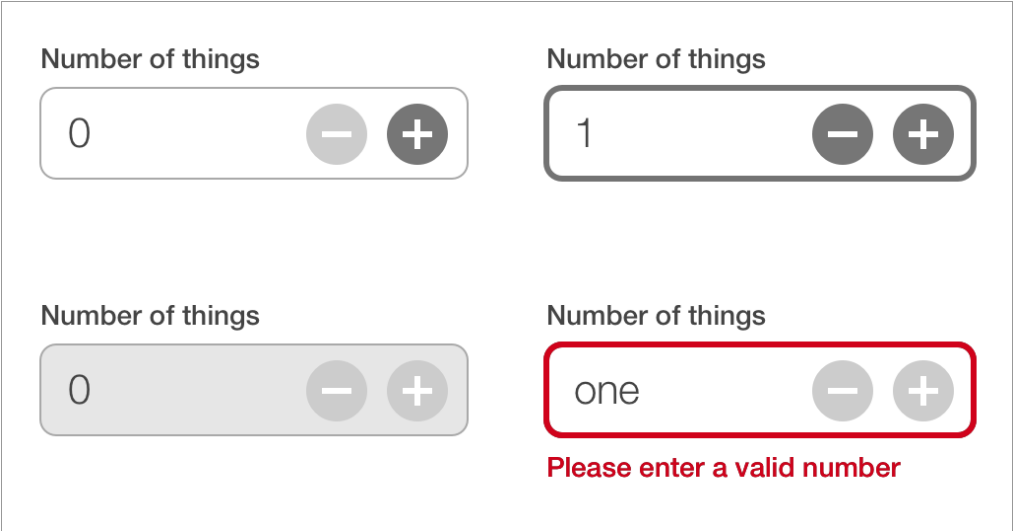
Default, focused, disabled, error (clockwise from top left)

For input of numbers.

Requires the following visibly distinct states:
- Default (as shown)
- Focused: It needs to be obvious when the field is in focus (i.e. when it is clicked or tabbed to via keyboard navigation).
- Disabled: Needs to look disabled. Clicking a disabled input field does nothing. Clicking the plus or minus buttons of a disabled input field does nothing.
- Error/invalid: If the value is invalid it needs to be indicated and a validation message included.

Interactivity:
- Clicking into an input field (or clicking the label text) triggers the focused state and clears any placeholder text. If there is a value in the field, the cursor is placed at the end of the value.
- Clicking the plus or minus button will increase or decrease the numerical value (providing the plus or minus button is enabled).
- Leaving the input field triggers the validation (and shows an error message if needed).

Option	Default Value		Description
Default value	0		The value shown (and saved) by default.
Min value			The minimum value allowed in the field. Note that the minus button will be disabled if the value is equal to the min value.
Max value			The maximum value allowed in the field. Note that the plus button will be disabled if the value is equal to the max value.
Keyboard entry allowed	TRUE		If this is false, keyboard entry will be disabled such that the value can only be changed by clicking the plus or minus button.

Option	Default Value	Description
Placeholder		Placeholder text can be used (i.e. with no default value) in theory. However, in practice it's better to use a default value.
Label text		The text used for the input field label

Input - special

From

Placeholder text

Before being clicked

From

Placeholder text

UI for setting the value of the field.

①

After being clicked

Acts as regular Input - text field but with additional UI to help populate the value of the input.

When the user clicks into the field (or clicks the label text), as well as showing the focus state, an additional UI panel is attached and presented. The user is able to interact with the contents of this panel in order to set a value on the input field.

The Selection UI should be animated when it is shown (and closed). It should slide down from the input field over 500 milliseconds (and slide up when it closes).

If the "modal" option is set to TRUE, the background cover should fade in over the page content (fade duration of 500 milliseconds).

Option	Default Value	Description
Placeholder		Set the placeholder text that shows when no value is set.
Keyboard entry	TRUE	If this is set to false, keyboard entry is disallowed (so that the value can only be set by interacting with the selection UI).

Option	Default Value		Description
Clear button	FALSE		If set to TRUE, a clear button will be added to the input field (unless no value has yet been set). Clicking the clear button will clear the input field and update the selection UI accordingly.
Modal	FALSE		If set to true, the entire rest of the screen will be covered with a modal background (15% opacity) so that the focus is drawn to the selection UI.
Selection UI	REQUIRED (no default)	(1)	The section UI will be the elements and logic required for rendering a UI that the user can interact with to set the value of the input field. If keyboard entry is allowed, it will also need to be handled as part of the selection UI.
Label text			The text used for the input field label.

Input - text

Enter some text

Text here...

Enter some text

Text here...

Enter some text

I have entered text

Enter some text

Text here...

Enter some text

Please enter some valid text

Default with no value, focused, default with a value, disabled, error (clockwise from top left)

A text entry field requires the following visibly distinct states:

- Default (as shown)
- Focused: It needs to be obvious when the field is in focus (i.e. when it is clicked or tabbed to via keyboard navigation).
- Disabled: Needs to look disabled. Clicking a disabled input field does nothing. Clicking the plus or minus buttons of a disabled input field does nothing.
- Error/invalid: If the value is invalid it needs to be indicated and a validation message included.

Interactivity:

- Clicking into an input field (or clicking the label text) triggers the focused state and clears any placeholder text. If there is a value in the field, the cursor is placed at the end of the value.
- Leaving the input field triggers the validation (and shows an error message if needed).

Option	Default Value		Description
Keyboard entry allowed	TRUE		If this is set to false, keyboard entry will be disabled. This is useful for input - special components or for screens where the UI is used for setting the value of an input field.
Placeholder			The placeholder text used if there is no value
Label text			The text used for the input field label.
Default value			A value that is set on the field by default.

Modal
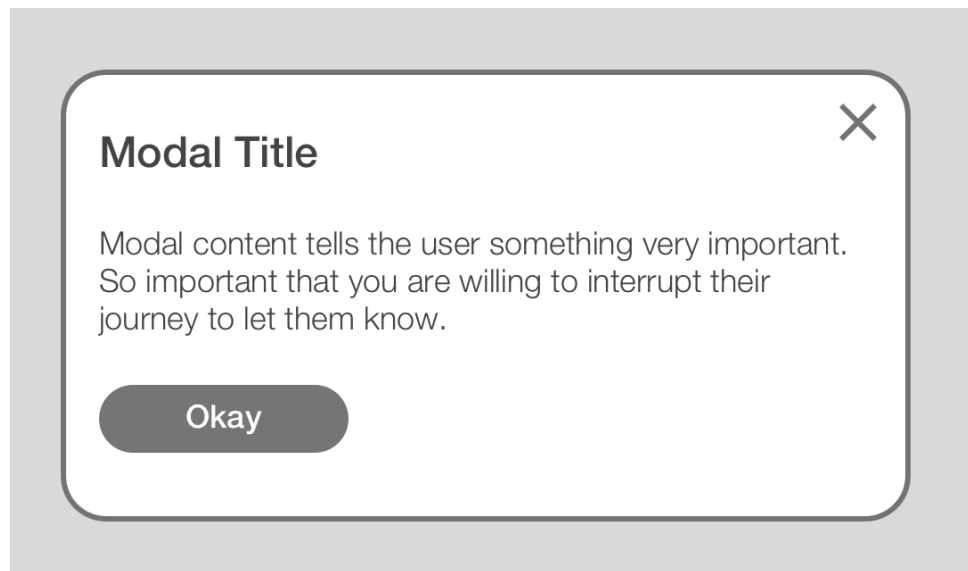
A modal is used for showing important information to the user. They should be used very sparingly since they interrupt the user's journey through the booking process.

The modal background should fade over the page content (fade duration 500ms). The panel (and content etc) should show on top of the modal background after the background has faded in.

Conversely, when the modal is closed, cancelled or dismissed, the modal content should disappear straight away and then the modal background should fade out over a period of 500 milliseconds.

Option	Default Value		Description
Title			The title of the modal panel
Content			The content for the modal panel. Note that modal content can include interactive elements such as buttons.

Option	Default Value		Description
Show close button	TRUE		Whether or not a close (X) button should be shown as part of the modal (we may require some modals to be dismissed only via the content of the modal).

Tooltip

You can use a tooltip to provide a helpful prompt.
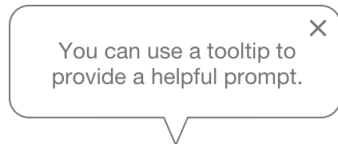
A tooltip can be used sparingly to provide helpful contextual information to the user.

It should be read only and have no interactive elements (aside from the optional close button).

It should animate into place from the element to which it is attached. The bubble should slide out and grow from the element it is attached to over a 500 millisecond period.

Option	Default Value		Description
Text			The text we show in the tooltip (please ensure it is no more than a sentence).
Show close button	FALSE		Whether to show the close (X) button in the top left of the tooltip.
Position	auto		Other options are "above", "below", "left" and "right". If set to auto, the tooltip will prefer to position above the element but will automatically switch to a different side if it would otherwise be truncated by the boundaries of the viewport.