Topic: Customized Terms and Conditions, Iteration 1 (Also combining so Country:	ome designs for iteration 2)		
Total participants: Page	Task	Comments	Proposal
TERMS AND CONDUTIONS How long is the offer said! The rich which have been attended to the conduction of the backer offered days. These states that the said attended to the attended of the backer of the backer of the conduction of the said the s	Identify the Cancellation Policy and Terms and Conditions.	 4/5 participants could spot the cancellation policy and terms and conditions and didn't face any problem. 1/5 one person finds that there is more scrolling 	Current: No action required Later: How to reduce the scrolling when there are more days the request is sent for.
Verify the Terms and Conditions Modification and Cancellation Conditions (Required)	Check the flow if it is understandable	5/5 find it easy to accept the terms and conditions in check box and radio buttons. No issues found	Current: No action required Later:
	⚠ Check the text and understandability	 1/5 finds the text 'my customized cancellation policy' is confusing 1/5 are not able to understand just by looking at the words 'Booker's Terms and Conditions' without opening what it is. 	 No action required Current: Change the text 'my customized cancellation policy' to 'my Venue's cancellation policy' Make sure we have some description/introduction in when the pdf file is opened which explains what it is. Later: No action required
	Upload your cancellation policy	5/5 finds it easy to upload the policy and a new policy. No issues found	Current:No action requiredLater:No action required
	Decline request and select reason	 No issues found to decline the request 4/5 finds the text for declining to be understandable 	Current: • No action required Later:
All the previously uploaded and saved policies ***PRS *** Design Office London **********************************	Find out what is required and not required on this page.	 4/5 say they will not have different policies for companies like google and apple. Hence the column for company is not required 1/5 say they will not have different policies for companies for individual or group booking 	No action required Current: Delete the company column Later: No action required
Secretarian	Find out how many different policies they have and check if this page is required	 4/5 finds this page may not be useful. They need a function just to save the last used policies. 1/5 finds that they can have different policies as per the individual booking or group booking and finds this page may be useful 	Current: • No action required Later: • Check if you have to remove this page • Ask Meetago customers and still check if this is required.
	Upload a new cancellation policy and go ahead with the offer	 No issues found for upload Mostly from my computer. The other upload options to the considered-sharpoint, cloud 	Current: No action required Later: The other upload options to the considered-
Request approval_Last step 1/ 11 Bissep Almost there! Just review terms & conditions and submit your offer How long would an offer be valid? All if you decide to submit the offer, the booker will have until September 1st, 2022 18:00 (CEST) to finalise their decision. Modification and Cancellation Conditions You have selected to use your Customized Cancellation Policy. Other Important Terms and Conditions. You have accepted Booker's Terms and Conditions. How is booker charged? The booker will select the payment method upon confirming the offer. Once this process is finalised, you may utilise the provided billing address to generate an invoice.	Identify the Cancellation Policy and Terms and Conditions and check the text	No issues found	Current: • No action required Later: • No action required
Request approval_ 1st step All information provided! Review & confirm Well content assaultancy Modification and Cancellation Conclisions (Invarient State Invarience), but provided to any steps and the year to be review & confirm Decommendation for the confirm Well state assaultance or menting and send years and the year to be reviewed to remember to remember to intermediate. Decommendation for the state of the st	⚠ Identify how useful HRS Pay information is to the suppliers	 5/5 said they will not change the method of payment for different booking request in terms of company, group booking, single booking etc. 2/5 said not having the payment information on step 2 will make it easier and help to reduce the time spent on reading on this step 	Current: No action required Later: Remove HRS pay from step 2 and add on step 1 add a page for the HRS Pay settings in onboarding and settings
Verify the Terms and Conditions Weiffication and Cancellation Conditions Weiffication Condition Conditions Weif	⚠ Understand if users see the 'Last accepted ' and 'Not accepted previously'	 3/5 didn't see the 'Last accepted ' and 'Not accepted previously' at first. 2/5 Didn't Understand the text what 'Last accepted ' and 'Not accepted previously' means 3/5 Didn't read through the tooltip 4/5 finds that it is helpful but might not observe it as first and have to read through it again. 	 No action required Later: Check with usability testing with more people how they perceive this. Find out will they get used to it or this feature will not add value. Consider the learning curve and implement this feature since it is a new feature(Need to check/discuss) Add hotspot and text for easier understanding for new user. Reduce the payment step here. So when there is less reading this feature is not required.
Other remarks	Cancellation policy behaviour	The suppliers mostly go with the venues cancellation policy since: • it is often difficult to read the guidelines of customers terms • involve the lawyer to check the policies • check with revenue management	No action required Later: Check how T and C feature works and collect feedback from user
	Europe suppliers- Cancellation policy	The suppliers in Europe also wish to have the ability to upload their own cancellation policy	Current: No action required Later: Understand with more research if other platforms in DACH are already providing such service. What is the market needs.