Scenario – Lawrence

Lawrence hears about the BHF from his daughter who lives in Bristol and searches on the internet to find it.

Before the festival

Searches for a Bristol harbour Festival website using bing

- Cost
- What's on, what times and where within the festival
- Parking
- Dates and times opening
- Toilets
- Lunches

Finding the what's on guide his is able to click on the item and add it to his own personalised itenery which he is able to print out and take with him.

On Festival Day

Arrives at 10.30am, having left Essex at 8am

Finds that the Toilets that he has looked up are horrible, sees the kiosk and tries to look for some more.

First use
Searches for Festival facilities on the navigation., after he has found an alternative he would like to know where there are and in relation to where he is standing and directions to get him there.
Finds that there is a [Print out map] button.
The kiosk knows it's location so is able to provide a relevant map.

Second Use
One of his itenery events is cancelled so since he has some spare time and rather than walk around directionless he goes back to the kiosk and in the hope that he will find something else that will interest him.
Scrolls through the navigation and looks for a list of all the events on that day.
And he is able to print out the event with its location, map and time.