

Search, quotes and extras

Use provider-approved test arrangements and sample data. For each check enter Pass, Fail, Not tested or Not applicable, plus an evidence reference.

01 Search details

Use the agreed trip. Dates, travellers and product choices carry into the results without unintended changes.

[Save the search and result evidence.](#)

02 Product details

Open the selected room or fare. Inclusions and restrictions match the intended product.

[Record any unclear or missing detail.](#)

03 No available result

Use a provider-approved empty-result case. The customer has a clear route to change the search or ask for help.

[Record the message and next action.](#)

04 Quote route

Open a sample quote. Trip details, total and the supported next action are clear.

[Record whether the route is bookable or an enquiry.](#)

05 Enquiry delivery

Submit approved sample data. Check the on-screen acknowledgement and the staff-side record.

[Record receipt and the responsible team.](#)

06 Optional extras

Add and remove an extra. The selected items and resulting total agree.

[Record the calculation before and after.](#)

Checkout and difficult outcomes

Use provider-approved test arrangements and sample data. For each check enter Pass, Fail, Not tested or Not applicable, plus an evidence reference.

07 Traveller validation

Use missing or invalid sample details. Errors identify what needs correcting and preserve usable information.

[Record the error and successful correction.](#)

08 Basket totals

Compare the currency, total, amount due now and balance with the agreed setup.

[Record the expected and actual amounts.](#)

09 Successful payment

Use the provider-approved test method. Payment status and the accepted booking outcome are checked separately.

[Keep the relevant test references.](#)

10 Declined payment

Use a supported decline scenario. The message and staff records show the actual outcome clearly.

[Check there is no false success message.](#)

11 Changed or unavailable offer

Run the supported supplier scenario. A revised choice is clear before the customer continues.

[Record the message and acceptance route.](#)

12 Uncertain booking outcome

Use an agreed simulation. The responsible team follows the retrieval or recovery process before a retry.

[Record the owner and evidence of the outcome.](#)

Documents, access and launch

Use provider-approved test arrangements and sample data. For each check enter Pass, Fail, Not tested or Not applicable, plus an evidence reference.

13 Confirmation and documents

Open the actual output. Dates, travellers, services, references and status agree with the accepted booking.

[Record the document and booking comparison.](#)

14 Mobile journey

Repeat the important steps on a phone. Labels, totals and actions remain readable and usable.

[Record device, browser and barriers.](#)

15 Keyboard and form checks

Reach controls by keyboard. Check visible focus, labels and useful errors; increase text size.

[Record barriers for a fuller accessibility review.](#)

16 Public page discovery

Open important public URLs directly. Review titles, links, rendered content and indexing settings.

[Record the URLs and search review owner.](#)

17 Staff handover

The team can find a booking, identify its status and use the agreed support route.

[Record the owner for customer follow-up.](#)

18 Fixes and launch decision

Retest affected cases after fixes. Record unresolved issues and the authorised launch decision.

[Keep the decision date and accepted scope.](#)

A record you can repeat

Use this page for any check that needs more detail. Write the expected result before testing, then record the actual outcome and what happens next.

Check number, test date and tester

Website version, environment, device and browser

Scenario and approved sample data reference

Expected result

Actual result and evidence location

Issue owner, next action and retest date

Retest outcome and accepted scope

Launch decision: accepted by and date

How to use the evidence

These 18 checks are Travelgenix recommendations. Add scenarios for your own products, suppliers and legal responsibilities. Record the reason when a check does not apply.

Agree the test method before you begin. A payment sandbox does not make a travel supplier a sandbox. Any controlled live booking needs explicit approval, clear costs and a recovery plan.

Keep passwords, secret keys, card details and unnecessary personal information out of your evidence. Use appropriately redacted records.

We recommend holding launch for unresolved issues affecting the accepted price, booking outcome, payment, essential customer information or private records. Give other issues an owner and an agreed decision.

Basic keyboard, form and zoom checks are not a full accessibility assessment. Passing this pack is not legal, security or accessibility certification.

Sources checked on 19 October 2026

Travelgenix University: the booking widgets

<https://university.travelgenix.io/embedding-travel-booking-widgets-into-your-website>

Stripe: testing payments

<https://docs.stripe.com/testing>

Expedia Group Rapid: shopping and Price Check

<https://developers.expediagroup.com/rapid/lodging/shopping/about-shopping-api>

Expedia Group Rapid: handling booking requests

<https://developers.expediagroup.com/rapid/lodging/reference/handle-booking-reqs>

W3C WAI: Easy Checks

<https://www.w3.org/WAI/test-evaluate/preliminary/>

Google Search Central: JavaScript SEO basics

<https://developers.google.com/search/docs/crawling-indexing/javascript/javascript-seo-basics>