# Transcript: How to book a flight when blind – Which? YouTube Video

SCREEN READER: Flights underscore selector underscore cell underscore airport underscore label

ADI LATIF: Oh my God: is that the airports being announced?

Hi, I'm Adi and I'm a digital accessibility consultant.

because I'm blind I can't see my phone screen. I’m going to be looking at some airline apps.

I’m going to try and book myself a flight to Alicante

using my phone and using a feature called a screen reader.

SCREEN READER: EasyJet Help

ADI LATIF: So, when I touch it, it talks to me.

Okay so the first up on our list is British Airways.

SCREEN READER: Speedmark logo, button

ADI LATIF: So, the first thing I’m being announced is

some button it's called a speedmark logo button. I have no idea what that means.

SCREEN READER: Book a flight button.

ADI LATIF: Okay that's a beautiful example

it said, "book a flight" and it's telling me it's a button. so, I know I can access that.

SCREEN READER: Alexandria Algiers Alicante Spain ALC Alicante.

ADI LATIF: Okay let's try and find the calendar.

SCREEN READER: February 2022.

ADI LATIF: This might take a while.

SCREEN READER: Find flights find flights.

ADI LATIF: Okay yeah let's try that

SCREEN READER: £309

ADI LATIF: I don't know what's going on - I’m just going to click on this

from um

SCREEN READER: From £199

ADI LATIF: From £199. So, this is literally blind faith.

I have no idea what I’m signing up for here

SCREEN READER: Continue select to add add new continue dimmed button continue

ADI LATIF: I give up! Stop can't go any further, I’m just confused trying to figure out what's going on

OK, next on the list is Ryanair.

SCREEN READER: Search underscore flight underscore label underscore price underscore integer.

ADI LATIF: So, it should have brought me to the flight results page where it's listing the flights.

SCREEN READER: Search underscore flight underscore label underscore price underscore integer.

ADI LATIF: Yeah, I’m gonna I’m gonna give up with this because I don't know if I’m picking the right

dates. There's no confirmation to let me know I’m actually picking the right dates

The next app I'm going to test out is Tui…

SCREEN READER: Flights underscore selector underscore cell underscore airport underscore label

ADI LATIF: Oh my God! Is that the airports being announced?

Let's live life on the edge. Let's just double tap whatever this one is.

SCREEN READER: London Stansted

ADI LATIF: Yes, so London Stansted that's fine! Alright so this might be a bit

tricky the airport names are not labelled. So visually someone who can see you're probably saying: ‘Adi, I can see the names of the airports there what's wrong with you?’ but my screen reader cannot because they have to be coded up correctly.

I give up!

So now I am going to use the Jet2 app.

SCREEN READER: One two three four five six seven eight nine ten eleven twelve thirteen [continues counting]

ADI LATIF: Okay I'm not touching anything it's reading out

all the dates in one go which means I won't be able to select any of them.

Okay I give up.

Okay the next app I’m going to test drive is the EasyJet app

SCREEN READER: Book trip.

ADI LATIF: So, all the buttons are being announced - lovely

SCREEN READER: London all airports United Kingdom

please select from the following available dates. the first of May 2022 button.

ADI LATIF: This is great: it's telling me I’m in May and the day

SCREEN READER: Error There are validation errors that must be corrected

ADI LATIF: Oh, wow it's telling me there's an error in this form. I didn't pick a title

SCREEN READER: Register email password

ADI LATIF: Okay I think I’ll stop at this point

The app was designed very thoughtfully so it was inclusively designed

That experience of using the easyJet app I didn't feel

blind but the experience I had with the other apps I just felt my blindness. I felt

it's not fair I can't see the screen and I’m not able to use this app.

NARRATOR: Good news since we contacted them Tui have reached out to AbilityNet to help them create an app that is more usable by blind people

BA said that they're investing in a significant program of updates

to their platforms which will benefit all of their customers

Jet2 said it was looking into improving its app as a matter of absolute priority

While Ryanair said it was continually improving its app and website to make it more inclusive