02 - REGISTER - MAISON VERRE - REVENUE EXPERIENCE AUDIT

FRICTION AND EVIDENCE REGISTER

Each observation is logged with the evidence behind it, so priorities rest on what was seen.

ID	OBSERVATION	EVIDENCE
F-01	Total cost revealed late	Observed in journey walkthrough at the date-selection step; raised independently in a stakeholder interview.
F-02	Booking terms hard to find	Policy reachable only via a secondary link; not referenced near the booking action.
F-03	Competing calls-to-action	Room page presents three actions of equal visual weight.

*Demonstration content. Illustrative only. Findings shown are exampels of format, not results or guarantees.