Example	Heuristic violated	Severity (0-3)	Notes
Tickets page says "Buy Tickets" - looks like a CTA button but is just a title, confusing as to where I am and pointless clicking	Learnability	2	I'll click the big "Buy Tickets" button… oh wait, that's not a button
Before ticket sales, gives me info about ticket confirmation. It's confusing getting info that's not relevant, also makes me think there was some error and it thought I purchased tix.	Learnability	1	Why is it telling me about ticket confirmation… I didn't buy any tickets yet.
Many types of tix and it's unclear what distinguishes them from each other - hard to know I'm picking the right one	Learnability	2	There's a lot going on here… what's the difference between these tickets… like 2 types of gen admin
Instructions are situated above a nav menu - makes me think I take action from that menu of options	Learnability	1	"Select a ticket"... from these nav buttons? Wha?
There is a config menu, which seems irrelevant for a ticket purchase process - confusing/distracting, could be confusing later when I want to see the menu of ticket options	Learnability	2	Why's there a menu
It's unclear what some of the products are - what exactly is the season pass?	Satisfaction	2	Would be nice to have a description of each product… like exactly what the season pass entails
It would be helpful if I could see and compare the deals from this purchase page	Satisfaction	2	A link to the deals from here would be nice
Cart shows the number of categories of purchases instead of items - I'm confused how many things I bought	Learnability	2	
Final checkout is in all caps - I don't know why. It's distracting because now I'm fiddling with my caps lock key.	Satisfaction	2	Final checkout... Why is everything in all caps
There's a field to create an order password. I don't know what this is or what it's for. Am I typing the right thing? Do I have to create an account?	Learnability, error mana	3	"Create order password"? what is that
Didn't notice/see the parking - I might have wanted to buy that; If I missed it, I'll have to go through this process again	Error management	2	
Two similar general admission options - it might confuse or result in purchasing the wrong ticket type	Learnability, error mana	3	
Mobile interface being used on a desktop website	Satisfaction	1	
"Parking" tickets are gray - Might be inferred as sold out even when it's not	Learnability	2	
Billing info screen looks overwhelming	Satisfaction	1	