
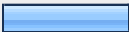
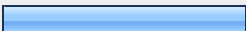


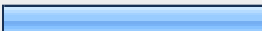

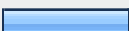


## The annoying fee survey



1. As you are probably aware, most airlines have started to charge for a wide range of things that used to be included in the ticket price, like checking bags, requesting a seat assignment, getting extra legroom, and flying standby. How often when you have traveled have you been surprised by such fees after arriving at the airport?

|   | Response Percent | Response Count |
|---|------------------|----------------|
| Nearly every time  | 10.4%            | 143            |
| Often              | 18.6%            | 255            |
| <b>Sometimes</b>   | <b>36.8%</b>     | <b>505</b>     |
| Never              | 34.3%            | 471            |
| <i>answered question</i>  |                  | <b>1,374</b>   |
| <i>skipped question</i>   |                  | <b>22</b>      |

2. A recent study found that hidden airline fees for things like baggage and extra legroom can increase the cost of an airplane ticket by more than 50% for a typical traveler. If you have been surprised by such fees in the past, how much unexpected strain did they place on your budget for that trip?

|   | Response Percent | Response Count |
|---|------------------|----------------|
| A great deal   | 25.5%            | 337            |
| <b>Some</b>    | <b>39.5%</b>     | <b>522</b>     |
| Not that much  | 16.1%            | 212            |
| None           | 18.9%            | 249            |
| <i>answered question</i>  |                  | <b>1,320</b>   |
| <i>skipped question</i>   |                  | <b>76</b>      |

### 3. Do you think airlines should be required to disclose all of their fees in advance on every web site that sells airline tickets?

|  | Response Percent | Response Count |
|--|------------------|----------------|
| Yes  | 99.3%            | 1,373          |
| No    | 0.7%             | 9              |
| <b>answered question</b>   |                  | <b>1,382</b>   |
| <b>skipped question</b>  |                  | <b>14</b>      |

### 4. How do you feel about these airline fees?

|   | Not annoying | Somewhat annoying | Very annoying        | Rating Average | Response Count |
|---|--------------|-------------------|----------------------|----------------|----------------|
| Checked baggage fees                    | 4.4% (61)    | 22.2% (309)       | <b>73.5% (1,024)</b> | 2.69           | 1,394          |
| Carryon baggage fees                    | 4.6% (64)    | 4.9% (68)         | <b>90.5% (1,261)</b> | 2.86           | 1,393          |
| Telephone reservation fees              | 9.0% (125)   | 23.6% (328)       | <b>67.4% (938)</b>   | 2.58           | 1,391          |
| Change itinerary fees/cancellation fees | 7.6% (106)   | 44.3% (616)       | <b>48.1% (669)</b>   | 2.40           | 1,391          |
| Change name fees                        | 9.8% (136)   | 25.1% (347)       | <b>65.1% (900)</b>   | 2.55           | 1,383          |
| Seat reservation fee                    | 3.2% (44)    | 8.7% (121)        | <b>88.1% (1,223)</b> | 2.85           | 1,388          |
| Early boarding fee                      | 15.6% (217)  | 24.9% (347)       | <b>59.5% (828)</b>   | 2.44           | 1,392          |
| Pillow/blanket fee                      | 12.3% (171)  | 24.1% (335)       | <b>63.6% (884)</b>   | 2.51           | 1,390          |
| Extra legroom fee                       | 17.7% (245)  | 28.8% (399)       | <b>53.6% (743)</b>   | 2.36           | 1,387          |
| Frequent flier upgrade fee              | 13.4% (185)  | 27.3% (378)       | <b>59.3% (820)</b>   | 2.46           | 1,383          |
| <b>answered question</b>                |              |                   |                      |                | <b>1,396</b>   |
| <b>skipped question</b>                 |              |                   |                      |                | <b>0</b>       |

**5. Have you had an experience with surprise airline fees? If so, please tell us about it.**

|                          | <b>Response<br/>Count</b> |
|--------------------------|---------------------------|
|                          | 14                        |
| <i>answered question</i> | 14                        |
| <i>skipped question</i>  | 1,382                     |