
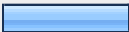
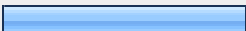


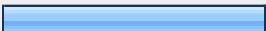

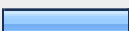


The annoying fee survey



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
Sometimes 	36.8%	505
Never 	34.3%	471
<i>answered question</i>		1,374
<i>skipped question</i>		22

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
Some 	39.5%	522
Not that much 	16.1%	212
None 	18.9%	249
<i>answered question</i>		1,320
<i>skipped question</i>		76

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
answered question		1,382
skipped question		14

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)	73.5% (1,024)	2.69	1,394
Carryon baggage fees	4.6% (64)	4.9% (68)	90.5% (1,261)	2.86	1,393
Telephone reservation fees	9.0% (125)	23.6% (328)	67.4% (938)	2.58	1,391
Change itinerary fees/cancellation fees	7.6% (106)	44.3% (616)	48.1% (669)	2.40	1,391
Change name fees	9.8% (136)	25.1% (347)	65.1% (900)	2.55	1,383
Seat reservation fee	3.2% (44)	8.7% (121)	88.1% (1,223)	2.85	1,388
Early boarding fee	15.6% (217)	24.9% (347)	59.5% (828)	2.44	1,392
Pillow/blanket fee	12.3% (171)	24.1% (335)	63.6% (884)	2.51	1,390
Extra legroom fee	17.7% (245)	28.8% (399)	53.6% (743)	2.36	1,387
Frequent flier upgrade fee	13.4% (185)	27.3% (378)	59.3% (820)	2.46	1,383
answered question					1,396
skipped question					0

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

	Response Count
	14
<i>answered question</i>	14
<i>skipped question</i>	1,382