

# Business Travel Footnotes™

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A BUSINESS TRAVEL UPDATE FROM HESS CORPORATE TRAVEL 150 NORTH MAIN STREET BOUNTIFUL UT 84010 – (801) 292-8687  
*Airlines*

## ***Delta Adds Fuel Surcharge to Frequent Flier Tickets***

Showing the depths to which soaring fuel prices are pushing airlines, Delta Air Lines said that it will add a fuel surcharge to SkyMiles Award Tickets originating from the U.S. and Canada. As of Aug. 15, SkyMiles will charge \$25 for award travel between the 50 states and Canada and a \$50 for award travel between the 50 states/Canada and all international destinations, including the Caribbean, Latin America, Puerto Rico, the US Virgin Islands, Trans-Atlantic and Trans-Pacific.. (Source: Delta Air Lines press release).

## ***United Follows American With \$15 Fee for First Checked Bag***

United Airlines is adopting American Airline's policy and charging passengers \$15 to check one bag for domestic travel each way. To check three or more bags, overweight bags or items that require special handling will increase from \$100 to \$125 or from \$200 to \$250, depending on the item. It will not charge first and business class passengers and customers with premier status with Star Alliance airlines. (Source: United press release).

## ***Continental Eases Same-Day Change Rule***

Continental Airlines now lets you change flights within 24 hours of your original scheduled departure for a fee. Within the 24-hour "same-day" period, customers with restricted tickets may change to another flight departing within 12 hours for the fee. Continental previously allowed customers to choose from flights departing within three hours. Fees are \$50, or \$25 for Continental's OnePass Platinum and Gold Elite members. (Source: Continental press release).

## ***Airlines Tie Latest Fare Hikes to Travel Dates***

Airlines are starting to tie fare increases to specific dates, says Rick Seaney, CEO of FareCompare.com. In the past, legacy airlines either increased airfares or fuel surcharges by a fixed dollar amount or in some cases by laddering the hike based on distance across the bulk of their route system – always tip-toeing around low cost airline routes. Now legacy airlines, along with Southwest, are starting to schedule some of their hikes by date of departure. United Airlines first increased prices on flights departing after Oct. 5. Then, Southwest Airlines announced an airfare increase of \$10 to \$20 roundtrip (\$5, \$8, \$10 each way) based on distance for flights departing after Nov. 1. (Source: FareCompare.com).

## ***Northwest Suspends or Cancels Three International Flights Due To Fuel Costs***

Northwest Airlines and its joint venture partner KLM Royal Dutch Airlines are suspending flights between Minneapolis/St. Paul-Paris and canceling flights between Detroit-Dusseldorf and Hartford-Amsterdam – effective Oct. 1. The airline cited soaring fuel costs and decreased customer demand. Customers booked on these flights will be offered alternate NWA or SkyTeam alliance flight re-accommodations. Selective frequency reductions and aircraft type changes may also be implemented on additional trans-Atlantic flights, depending on oil prices and ongoing customer demand. Flights will resume between Minneapolis/St. Paul and Paris on March 28, 2009. (Source: Northwest press release).

## ***Continental, United Plan to Merge in All But Name***

Continental Airlines and United Airlines plan to link their services and networks worldwide in an effort to create new revenue opportunities and cost savings. Continental plans to join the Star Alliance, to which United already belongs. The two carriers plan to cooperate on frequent flier programs, lounges, facility utilization, information technology and procurement. The plan grew out of the two airlines' earlier merger discussions. Continental will also join United, Lufthansa, Air Canada and other Star Alliance carriers working together to establish trans-Atlantic and other international joint ventures.(Source: United, Continental press releases).

## Security

### ***TSA, Delta Offer Mobile Check-in at La Guardia***

Delta Air Lines and the Transportation Security Administration are launching paperless mobile check-in on Delta and Delta Connection flights at LaGuardia Airport. Customers can download their boarding pass to their mobile devices via delta.com and drop their bags at the baggage drop counter. The TSA will scan the electronic boarding pass, check the customer's ID and process the customer through security; customers then present their electronic boarding passes to the gate agent at boarding time. (Source: Delta press release).

## Car Rental

### ***Hertz Cuts Refueling Prices, Introduces New Express Check-in***

Hertz is now basing its refueling pricing for both its the Hertz Fuel & Service Charge (FSC) and the Fuel Purchase Option (FPO) on the average price per gallon as set by the Oil Price Information Service (OPIS) in the geographical area where the car is rented. The FSC—for those who don't fill the tank--will be based upon local market fuel prices, plus a one-time refueling fee of \$6.99. The FPO--for those who do refill the tank--will reflect local market fuel prices minus a small discount of approximately \$0.15 per gallon. In addition, Hertz is starting a new self-service check in program that guarantees that you get your car in ten minutes or less. (Source: Hertz press releases).



## ***Spotlight On.....***

### ***Airport Traffic and Customer Satisfaction***

***Prices might be rising and airlines might be cutting costs, but if you're still flying, don't expect to see fewer people at the airport. Total airport traffic continues to grow according to Airports Council International, which just released its May 2008 figures.***

- ***The Africa and Middle East regions grew the most-- 20 and 15 percent respectively***
- ***Europe, the largest international market, grew by six percent.***
- ***North America grew four percent, Asia Pacific three percent.***
- ***Domestic traffic was flat in North America and Europe***
- ***Latin America-Caribbean region grew four percent; Asia Pacific grew by 3 percent.***

***Customer satisfaction with airports is down due to airline delays and cancellations caused by weather, air traffic issues and staff and service cutbacks, according to latest J.D. Power and Associates North America Satisfaction Study.***

- ***Satisfaction is down 14 points from 2007 after increasing steadily for the previous four years***
- ***Airport customer satisfaction is much lower than hotels, rental cars and even airlines***
- ***Philadelphia is tops among biggest airports, Chicago Midway among medium airports and Dallas Love among the smallest***
- ***What bothers customers most are service inconsistencies in the security process***

***Source: Airports Council International Release & J.D. Power and Associates***