SUMMARY PETITION REPORT FOR:

Alabama

Petition results overall: **59248 domestic names**

For Alabama: **608 names (1.0%)**

Some comments from Alabama:

Dan F. from Alabaster told us… "You don't know what fees will be charged until you get to the gate. I had to change a flight where I was bumped from a flight. Then they charge me an additional $150 to get on another flight even when I was bumped. Ten $35 to carry on my laptop. Hell, Its better to drive then fly!"

Sandy H. from Huntsville told us…"I Would prefer the airlines go ahead and add the luggage charge to the price of the ticket rather than adding additional charges at the gate."

Rebecca B. from Jacksonville told us… "When traveling out-of-state for government business, approval of all expected expenses are to be cleared before the trip. When booking airfare, fees for carry-on, or booked baggage is not included. Even a small carry-on bag is charged a fee well beyond what is considered a reasonable rate. I certainly want the airlines to be profitable, but believe they are now taking unfair advantage of customers. Auditors are very particular about pre-approved government expenses. CPAs do not like, accept or appreciate these hidden fees."

Brian J. from Mobile told us… "Travelers need to see the total cost for tickets up front, to help them choose the right ticket."

Mary C from Meridianville told us… "Returning from a cruise we got decked by fees we were never told about nor were displayed on the website. We paid $200.00 to the airlines in hidden fees to get back home. These were round trip tickets and no fees were charged to get to Ft Lauderdale but they nailed us to get back home. I almost went to jail I was so mad that day."

Paul W. from Madison told us… "My favorite "hidden" fee is weight overage charges on baggage. United Airlines charges a flat fee of $100 whether the bag is one oz or 100 pounds overweight! On my last trip with 3 overweight bags the baggage fees exceeded the cost of the air fares!"

Christina S. from Mobile told us… "In March of 2009 I flew from Mobile to Newport News Va for my third granddaughter's first birthday and was shocked to know that upon leaving Mobile I had to pay an extra $45 for a second overnight bag that I wanted to carry on board with me in addition to a $40 fee for the first bag. It was the same thing on the flight back from VA to AL. Needless to say, I hate to think what would have happened had I not had extra money with me!"

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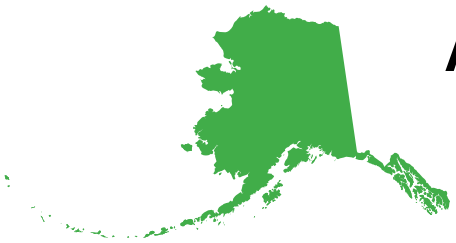
SUMMARY PETITION REPORT FOR:

Alaska



Petition results overall: **59248 domestic names**

For Alaska: **252 names (0.4%)**

Some comments from Alaska:

Mike B. from Anchorage told us… "Failure to disclose all fees and costs associated with any purchase is essentially fraud and should not be permitted. While it would be ideal to let the market kill competitors who behave this way, government must step in when all competitors behave badly. The time has arrived. Please force full disclosure by all businesses, and travel businesses in particular. Thank you."

Anna C. from Anchorage told us… "The purchase of an airline ticket amounts to a sales agreement, a contract. What person would enter into a contract without full disclosure of all costs? Comparing costs and services is an essential component of making a decision to purchase and hidden fees make this process very difficult. If the airlines won't voluntarily enter into an ethical contracting process, they should be forced to do so."

William C. from Fairbanks told us… "Being in Alaska and having to fly out of state for business or personal I rely on the internet to price shop tickets. Well I get a price I can do and go to purchase it and it ends up being more because of "fees" they don't explain on top of taxes. And then when you get to the terminal you don't know which airline is charging for bags or not when you purchase tickets so that is added on... it takes a small savings account now days to fly out of here."

Bernice E. from Wasila told us… "Flying on Spirit Airlines, you pay for the ticket - which doesn't include a seat! I agree, hidden fees for services like checked baggage, seat assignments, meals and more should be disclosed upfront. Or better still, it it's a seat - it should be included in the cost of the ticket."

Milton D. from Anchorage told us… "Having worked for the Airlines in the past, I directly know how… poorly the agents were treated when they tried to help the passengers and travelers. Hidden fees were and are considered a way to snag passengers because they have already paid for and, in most cases, are in the final stages of travel, either beginning or in the middle, and have no choice in the matter. It has been my unfortunate experience to deny a traveler passage unless those fees were paid, and I have seen passengers leave their bags with the ones they are visiting, because the fees were unexpected, and those bags were shipped later, thus causing people to do without things like clean clothes…. I personally feel that a ticket cost should be complete, and that when the person arrives at the departure point they should easily as possible move on with their vacation or whatever travel reason they have without any undue surprises. Thank you.

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SUMMARY PETITION REPORT FOR:

Arizona

Petition results overall: **59248 domestic names**

For Arizona: **1691 names (2.9%)**

Some comments from Arizona:

Alex C. from Tuscon told us… "Do inform customers of additional flight fees such as bag fees..."

Barb N. from Mesa told us… "Doing comparison shopping on-line or thru a travel agent is more complicated and unnecessarily time-consuming due to the variety of fees attached and the difficulty in locating relevant information. I fully support this petition in the interest of fairness & consumer protection."

Donna P. from Chandler told us… "No reason for [hidden fees]! Disclose everything up front!"

Tara S. from Phoenix told us… "There should be no hidden fees. They should be put out, up front along with the price (of which they are part). Hidden fees are no different than saying "this meal is free". Once eaten, you find out you have to pay for the plate, fork, salt and pepper that were used."

Ron P. from Flagstaff told us… "We shopped for a bargain flight to Dusseldorf recently, found tickets that were nearly $50 US less than others, then wham, over $300 for fees and taxes and even landing fees for airports. Let the public know up front what we are paying for and let us make educated decisions without subterfuge."

Alice T. from Phoenix told us… "We took a trip to Puerto Vallerta in Aug. The price perperson was advertised at $380.00 each. The surprise was th real price turned out to be $536.07 each. $50.00 for one checked bag plus tax + fees of $106.07. That was a 41% increase over the ad price. This excessive and corrupt. If we can drive instead of flying we will from now on."

James P. from Tuscon told us… "Advertising of airfares should require both the diclosure and total calculation of all fees (landing fees, security fees, fuel surcharges, baggage fees), i.e., the advertised price needs to reflect an "all inclusive fare."

Gary D. from Holbrook told us… "Hidden fees prevent a person from truly shopping for the best deals. This feels like a scam and shouldn't be tolerated."

Linda H. from Laveen told us… "Just let me know up front what I have to pay!"

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SUMMARY PETITION REPORT FOR:

Arkansas

Petition results overall: **59248 domestic names**

For Arkansas: **290 names (0.5%)**

Some comments from Arkansas:

Veronica M from Little rock told us… "[It's] hard to compare prices when fees aren't tacked on until the end or at check-in."

Kathy I. from Hot Springs told us… "Baggage fees tacked on while you are at the airport are most annoying. If you are traveling it stands to reason that you will have baggage and that should be factored into the sales price."

Michael P. from Cabot told us… "It wasn't until I got to the airport that I learned of the baggage fees. I was a cost that could have been planned into my travels instead of surprising me when I didn't have a choice. It was either pay or don't have clean clothes for the trip. I feel like I was tricked into traveling with that airline. Give me my choices and let me make up my mind with ALL the information that I NEED to know BEFORE the tickets are purchased. "

Peggy R. from Arkadelphia told us… "All airlines should make all fees available to customers before the ticket is purchased. There should be no hidden fees when you arrive at the airport."

Kim T. from Russellville told us… "I was at the airport with a Division II basketball team when the coach was shocked by the [hidden] baggage fee. The budget at the Division II is barely enough to make it through the regular season, so imagine the additional strain this situation caused. It could've all been avoided had he known that he was going to have this additional fee. "

Roger S. from Little Rock told us… "When planning for travel, whether personal or business, I begin my planning with a budget. Please tell me up front what the fees are, in total, before I begin the time-consuming task of locating a flight. Better yet, just raise the cost of the ticket $X. Everyone knows the fees and higher cost will be there, not the advertised cost. Stop playing games, just give the cost of the ticket and let us travel with fewer headaches. Currently, if Southwest Airlines will get me to my destination, I prefer to drive two hours each way to avoid the bait-and-switch airlines!"

Katie B. from Searcy told us… "I travel a lot and am on a tight budget. It is frustrating to waste a lot of time chasing down "good fares" online just to find they are $150 or more than the advertised amount. I am tired of this tricky technique. That is a lot of money to hide. Please make airlines be fair and honest upfront…"

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SUMMARY PETITION REPORT FOR:

California

Petition results overall: **59248 domestic names**

For California: **6865 names (11.6%)**

Some comments from California:

Myra S. from Los Angeles told us… "These absurd hidden fees make air fare shopping impossible, because it is not feasible to compare what different airline flights will actually cost…"

Jan W. from Sacramento told us… "It is impossible to plan family travel any more since fees are so well concealed among the carriers. Whereas in the past web sites offered convenient comparison shopping, comparisons among carriers are now impossible since the true cost of a trip is concealed. Let's require airlines to disclose all of their fees in advance. Deregulation was supposed to increase competition and reduce fares and yet these hidden fees allow airlines to conceal the true cost of traveling. Require airlines to disclose all their fees… and let travelers make the call…"

Greg H. from Pasadena told us… "I recently booked a roundtrip flight to Miami from LA through CheapOAir.com, which offered a fare on a "secret" carrier that was about $40.00 lower than the next lowest fare. It turned out to be Spirit Airlines. At no time did CheapOAir reveal that Spirit charges $30 for carryon luggage, each way. Since I had never flown Spirit before, I had no idea of any of this until I got to the airport and was forced to pay up the $30.00 EACH WAY. As a result I actually spent $20.00 MORE on the fare than I would have had I booked the next highest fared airline, a major carrier which does NOT yet charge for carryon luggage! Deceptive!"

Frank J. from Alameda told us… "I recently checked on airfare for my wife and I. The fare was what I expected. What I did not expect was the 25% increase over and above due to the hidden fees…"

Elisabeth G. from Irvine told us… "Full disclosure should be given for all fees before the traveler buys the ticket in all outlets including on line"

Laura D. from Fresno told us… "Although the airline price that was listed on the website, seemed to be good, but after all the additional fee's that were added, the prices was not so good after all."

Jeff W. from San Francisco told us… "…give me the breakdown of a purchase fee. I want to compare prices before making any purchase... Stop this HIDDEN FEE agenda."

Kay S. from San Diego told us… "Quit messing around and just put upfront ALL applicable fees."

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SUMMARY PETITION REPORT FOR:

Colorado

Petition results overall: **59248 domestic names**

For Colorado: **1733 names (2.9%)**

Some comments from Colorado:

Dave B. from Boulder told us… "If you want to charge more, do so. Stop hiding the costs until after you have paid…"

Terry G. from Aurora told us… "I think it's false advertising if all fees are not clearly disclosed before my purchase."

Michelle R. told us… "Hidden fees don't show the true price of the airline ticket. All fees should be disclosed up front and included in the price of the ticket."

John P. from Colorado Springs told us… "Nothing makes me angrier than all these hidden fees. I want to know up front what I am going to pay, don't stand at the gate holding out your hand for more money. Why doesn't the traveler have the right to know what it will cost?"

Steve D. from Denver told us… "I have seen my advertised cost for a flight on Allegiant Air triple when all their hidden fees were added in. Moreover, though I rarely fly on airlines that charge checked bag fees, the times that I have invariably result in insufficient overhead bin storage, slow loading times, and potentially unsafe storage of bags."

Anthony w. from Fort Collins told us… "I tried to cost compare airlines, and thought I had the cheapest one until I found out it was $50 to check a bag. I had to change my return date, and the change fee equalled the cost of a new ticket. It is awful.

Lisa K. from Denver told us… "As a recent on-line purchaser of round-trip airline tickets, I was disturbed to learn of all the hidden add-on fees that made a reasonably priced ticket very much an unreasonably priced one. This type of "bait and switch" way of doing business is, in my opinion, extremely unethical and unfair to airline customers who are caught at the last minute having to pay fees they had no idea existed. Let's put a stop to this practice NOW!

Bruce A. from Fister told us… "STOP HIDDEN FEES! It's criminal not to disclose the fees and allow the public to determine which airline to purchase from. Ideally, these fees should be folded back into ticket prices to allow people to know their travel budget."

Robert S. from Littleton told us… "I absolutely support this petition. It's only honest and fair business practice to disclose these fees PRIOR to purchase.

Brenda T. from Fort Collins told us… "I want to know what I am paying up front."

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SUMMARY PETITION REPORT FOR:

Connecticut

Petition results overall: **59248 domestic names**

For Connecticut: **796 names (1.3%)**

Some comments from Connecticut:

Sara R. from Wethersfield told us… "The hidden fees send a signal about the honesty of the airline. It is dishonest to advertise one price for a ticket, but the actual cost is much more in hidden fees…"

Grant P. from Fairfield told us… "… It seems to be a free for all with each airline adding hidden fees or additional costs at a whim, there is no consistency amongst the airlines and if the consumer still buys the product (because in the end do they really have a choice?) all other airlines tend to follow suit. Where does it end? Why are the airlines and air consolidators not more upfront about all of the fees involved in booking an airline ticket?…"

Connie B. from Shelton told us… "[We were] not prepared with extra money to pay for added on charges at airport."

George W. from Danbury told us… "It is so underhanded that the airlines have been allowed to provide less and less and we pay more and more without even being aware of what these cost are until the very last minute. At that point it is to late to make alternative plans. In essence they have you over a barrel."

Samantha D. from Middletown told us… "The lowest published airfare is not always the lowest cost due to the hidden fees. Please make them disclose all the fees."

Julie F. from Fairfield told us… "Got to the airport only to find out that there was a hidden fee of $30.00 to CARRY ON my bag. Insane!"

Brad A. from Seymour told us… "Outrageous, ALL fees should be known before booking. This is unfair to consumers AGAIN!"

Paula W. from Monroe told us… "All associated costs should be posted so consumers can accurately compare the total cost of a ticket prior to making the purchase."

Fran R. from Portland told us… "I want the opportunity to choose an airline with full disclosure of actual cost. Not book my flight, get to airport to have 3 or 4 hidden fees, etc…"

Chuck H. from Wallingford told us… "The last time we flew (June, 2010) there was a family checking in beside us. They were being charged over $150 just in luggage fees, which they were not prepared for."

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SUMMARY PETITION REPORT FOR:

Delaware

Petition results overall: **59248 domestic names**

For Delaware: **148 names (0.2%)**

Some comments from Delaware:

Quinten C. from Dover told us… "As a retired person living on a fixed income, but love to travel as long as I am able....finding the fees never shown on many web sites, only finding I owe more when I check in."

Gail L. from Newark told us… "Just tell us what the tickets will cost. It is wrong to post low fares, then make up the difference with "charges and fees" that are unclear and unexplained."

Mickey e. from Rehoboth Beach told us… "Cheap seats for me and my spouse became unexpectedly expensive when we were charged $30.00 each to check one bag apiece, $60 total. This was also applied on the return leg of our trip and after a stop over we were charged another $60 for total of $180 that we had not planned or expected."

Amy R. from Wilmington told us… "I do not have a problem with the airlines charging the fees, but the ticket purchaser should be made aware at the time of ticket purchase."

Mary P. from Frankford told us… "I am a consultant. The baggage fees show up as a separate charge and are often marked excess baggage. Clients do not want to pay excess fees as accounting does not comprehend you cannot carry on two weeks of business clothes and your computer. It is difficult to estimate fees in advance. Some airlines have seat charges and only the expensive seats are left after you have booked the flight. I would like one flat fee that includes at least on checked bag. That is not unreasonable."

Charles J. from Wilmington told us… "Hidden fees are not fair to the consumer. Airlines have no reason to hide any costs from travelers. Other industries do not hide things from the consumer."

Matt M. from Newark told us… "I call it bait and switch, while the fares seem competitive, really don't know when booking travel. Open and honesty will gain the trust, and drive competitive pricing."

Abbey A. from Wilmington told us… "Please require airlines to clearly disclose all fees charged."

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SUMMARY PETITION REPORT FOR:

District of Columbia

Petition results overall: **59248 domestic names**

For District of Columbia: **245 names (0.4%)**

Some comments from District of Columbia:

Kelly T. told us… "We should not have to spend hours searching through every airline website simply to take a short trip to visit aging parents. It's getting ridiculous."

David G. told us… "Usually there is only a mention of the checked baggage fee, but it is not always clear whether it is for all baggage or after the first one."

Martin F. told us… "Ticket prices should reflect any hidden fees you are charged when ordered on line and before you arrive at the airport."

Gerry A. told us… "The more hidden fees, the worse things get. I routinely have abandoned all the carriers who are so inclined. Make money off me once with hidden fees and you lose my business."

Daniel M. told us… "The airlines make it so complicated by claiming they divulge fees. However the language is so ambiguous that nobody can understand it. It should be plain and simple, whether it is for Government/Leisure/Corporate or any type of travel."

Barb D. told us… "Recently I flew on USAir and had to pay baggage fees for myself and my minor child. Being rushed and figuring there was no difference, I simply checked "2 bags" under my name. I later learned that I had been charged as if I had 2 bags (much more expensive than if I had checked 1 bag for myself and 1 for my child. USAir, of course, would not refund the difference because "it was too late to do anything about it after I had paid." This is absurd."

Scott C. told us… "On my last flight on USAir, when I showed up at the airport I was told I had to pay $15 to actually get the seat that had been assigned to me in the online ticketing process. It wasn't a premium seat. They said this is a new fee, and weren't very clear about how one could avoid it. The alternative was a non-reclining seat in the back of the plane."

Charlene B. told us… "I had to pay $160 in checked baggage fees to send my daughter and her 3 bags back to college --the $100 charge for the 3rd bag was a very painful surprise. Wish I'd known up front so I could have chosen another airline for her trip. I'm mad as hell about hidden airline fees!"

Mike T. told us… "I am required to have a CPAP machine. …they charged me an extra $15 for carrying this on the flight. Boy was I surprised."

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SUMMARY PETITION REPORT FOR:

Florida

Petition results overall: **59248 domestic names**

For Florida: **4738 names (8.0%)**

Some comments from Florida:

Bob J. from Sarasota told us…"You never know until after you have paid for the flight."

Carla R. from Kissimmee told us… "You can not plan for a trip because you never know the exact amount that you need to complete your trip."

Pete M from Boynton Beach told us… "Why are the airlines allowed to do something that no other provider of public transportation is allowed to do? No bus, train, or other public conveyance is allowed to quote a price, and then charge for all manner of services without disclosing up front what the cost is."

Rita M. from Palm Beach told us… "I would classify such actions as 'DECEPTIVE'. When standing in line at the counter, awaiting boarding approval, you get socked with a surprise. It is easy at that point to just say put it on my credit card. Your plane leaves in 45 minutes and you have no other options left.

Bruce K. from Orange Park told us… "When you purchase an airline ticket, it should be assumed that you will bring at least one piece of luggage to be checked. People are now trying to bring everything they own onto the plane as carry-on and there is limited room. Doesn't this effect the weight of the plane and its balance? I want to stay safe and be allowed one bag or at least know of the fees when the ticket is purchased."

Helen T. from Seminole told us… "When making reservations, it takes a while to dig through all the data on line to find out the "true" cost for the flights... and even then, it is always more.... a lot more. no longer can afford to travel by air."

Tammy L. from Clearwater told us…"When a price is posted it should be the price IN TOTAL of what you will pay for you flight. …it has become a joke how the airline industry is treating consumers."

Greg H. from Flemming Island told us… "What happens when you buy a ticket for someone to come see you, and then they get to airport only to find out they can't pay those charges. And then it's give up flight that was paid for or leave your things behind! This is just wrong…"

Andy M. from Neptune Beach told us… "Well, it looks like you are getting a good price and by the time all the hidden and unexpected fees are added it is outrageous."

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SUMMARY PETITION REPORT FOR:

Georgia

Petition results overall: **59248 domestic names**

For Georgia: **2392 names (4.0%)**

Some comments from Georgia:

Kari C from Marietta told us… "…ridiculous and outrageous hidden fees have priced a typical family like mine out of flying to our vacation destinations. When tickets from Atlanta to places such as Disney are $800 or more each, something is seriously wrong."

Jared D. from Athens told us… "You should know the total cost of air travel at the time of booking."

Henry C. from Athens told us… "These hidden fees are hurting college students who attend out of state schools!"

Andrew M. from Tucker told us… "Yes airlines, I know I can navigate to your website, open the 'luggage' section, and find out how much the fee will be to check my bag. Then I can navigate to the 'About Us', FAQ, 'Help', or other menu, and eventually find out how much it will be to select a seat, and I'm sure somewhere in there, it tells what the PFCs, 9/11 and other fees will all total up to be. But to do that for multiple airlines to compare fares and have a decent idea of how various ticket prices cost… It's an insane waste of time. …let me quickly see what my total cost would be without hours of extra research."

David L. from Decatur told us… "While searching for fares it has been quite disconcerting to find that published fees are not what they seem. It is more like bait and switch… publish true fares up front! Nothing hidden…! It is frustrating enough… full fare pricing… HONESTLY!"

Fran A. from Marietta told us… "When planning a vacation… finances is the most important factor and hidden FEES are terrible because it means that I will have to do without something…"

Donald C. from Norcross told us… "When I buy tickets to travel, I do not expect to suddenly find that I owe more money when I arrive at the airport. Or that there are additional charges that I do not see until after I've committed to purchasing a ticket for a set price. Why can't an airline provide a total cost for the ticket ahead of time?"

Steve J. from Marietta told us… "We flew out of Atlanta with one baggage fee. We flew… back to Atlanta and they increase the fee with the same number of bags. We did not go over any weight limit. Sure it was probably a mistake on Atlanta's part initially, but I would sure like to know what my total cost of flying is before I commit to an airline."

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SUMMARY PETITION REPORT FOR:

Hawaii

Petition results overall: **59248 domestic names**

For Hawaii: **481 names (0.8%)**

Some comments from Hawaii:

Brenda A. from Kihei told us…"The airlines have gotten away with outrageous fees by not properly informing consumers in advance, only to surprise them upon check in, at which point there is nothing that can be done. Additional costs should be stated upfront so that we have a choice of which airline best suits the needs of the traveler."

Diane B. from Kailua Kona told us… "It is only fair to the traveler to know what it is going to cost before he leaves the ticket counter."

Bill E. from Lahaina told us… "Showed up at the airport and they are charging me for a carry on..."

Lee J. from Honolulu told us… "My mom recently flew from L.A. to Hawaii and did not realize that the pillow and blankets were an extra charge. Upfront disclosure of all hidden fees can help to decide which airline to fly with."

Ned P. from Honolulu told us… "It is annoying to purchase a fare, then find out about hidden fees that would have made another airline less expensive."

Kelly O. from Mililani told us… "My daughter and I were traveling together and all of sudden her activity bag which is no larger than a backpack but shaped as suitcase was going to be charged for carry on luggage. An activity bag is essential when traveling with a child."

Abigail G. from Honolulu told us… "I would think it would be simple common sense that airlines should disclose additional fees in advance. In my opinion, there should not even be any need for such a ruling. It's just the right way to do business!"

Edward N. from Pahala told us… "I find it very hard to know what my ticket is really going to cost before I commit to the ticket. Taxes, boarding fees, luggage costs, who knows what. I feel the airlines need to figure out what they need to stay solvent and that is what you charge. Also, there are times when you must travel (death and sickness in the family) last minute and this is becoming impossible also."

Will P. from Honolulu told us… "Some add fees for checking in at the airport rather than on-line."

Steve A. from Honolulu told us… "Tell me the fees upfront and let me then make an informed decision, but don't trick me because this is unfair and should be illegal."

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SUMMARY PETITION REPORT FOR:

Idaho

Petition results overall: **59248 domestic names**

For Idaho: **400 names (0.7%)**

Some comments from Idaho:

Ellen D. from Bliss told us… "[On my] last trip hidden fees added 30% to overall cost."

Mark E. from Boise told us… "You can't properly price the actual cost of a trip since some airlines charge for some things while others do not. You think you're getting a good deal until you find out you have to pay for luggage, or a meal."

Sharon V. from Cottonwood told us… "All fees should be disclosed up front!"

Steven S. from Idaho Falls told us… "My travel plans are well budgeted and I feel what I pay for a ticket should for BE EVERYTHING…"

Pauline D. from Idaho Falls told us… "We had thought we had purchased tickets at the best price available and then after having arrived for our flight felt trapped and held hostage with more fees to be paid before continuing on."

Lawrence B. from Sugar City told us… "I travel a lot and would rather pay for my ticket and all costs up front, not while I'm checking in at the airport. Every airline has a different method of hidden fees…"

Olivia J. from Boise told us… "Please require airlines to list all potential fees at all points of contact with regard to the customer purchasing process. It is only fair to be made aware of exactly what we are purchasing at the time."

Tammy R. from Coeur D'alene told us… "On a recent multiple leg trip I spent as much on baggage as I did on one of the legs of the trip."

Helen S. from Bliss told us… "My husband and I arrived at the airport and were charged $35.00 per bag, for four bags, both ways. That was an additional $140.00 we spent for what we thought were good priced tickets."

Lisa B. from Boise told us… "I would like the airlines to have to quote the price for a flight with the price of a checked bag included, i.e., if you are going to check a bag, you indicate that, and then the price will include whatever charges the airline will charge for the seat (including extra charge for checking the bag)"

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SUMMARY PETITION REPORT FOR:

Illinois

Petition results overall: **59248 domestic names**

For Illinois: **2365 names (4.0%)**

Some comments from Illinois:

Marcy W. from Braidwood told us… "We need full disclosure of airline fees so that we can choose airfare based on the true cost of the ticket prior to making a purchase."

Marion T. from Joliet told us… "I got to the airport and was asked to pay for my baggage yet i was not aware of that when i booked the flight.i had little money because i was an international student in the USA so it really affected my finances.its better when all the fees are put done in the ticket fares."

Chris V. from Cary told us… "You think you have found a inexpensive flight for your college student and by the time you add all the fees on you can't afford the ticket!"

David B. from Minooka told us… "We the travel agents can't keep track of all the fees, how can our customers. Once they both the tickets and get to the counter it is too late to change their minds, once they get told of all their additional fees."

Sylvia M. from Chicago told us… "Please require all airlines to post all fees upfront, so the consumers will know the total price of the ticket, baggage fees, etc."

Maureen G. from Bartlett told us… "My son was traveling who was 17 at the time and doesn't own a credit card so after my parents dropped him off they had to come back to the airport to pay the fees."

Beverly G. from Glen Ellyn told us… " I HATE trying to make comparisons among the various carriers with half the information hidden or difficult to find. Isn't there some way to make it alot simpler?"

Jayne W. from Skokie told us… "…when you tell us the price of the ticket, include your 'new' baggage charges. And the amount of money you guys are charging now to change a ticket is ridiculous!"

Yvette O. from Bolingbrook told us… "It's a waste of time comparing airline ticket prices due to hidden fees. What looks cheaper is not really so because of fees and taxes."

Mindy F. from Palatine told us… "With hidden fees, we have no way of comparing flights."

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SUMMARY PETITION REPORT FOR:

Indiana

Petition results overall: **59248 domestic names**

For Indiana: **900 names (1.5%)**

Some comments from Indiana:

Roslyn T. from Fort Wayne told us… This happened about a year ago and I can't remember how I booked my travel, but I booked Delta and wound up getting a return flight under the Delta heading but conducted by their subsidiary Northwest. My checked bag cost $25 on my departure flight but when I got to the airport for my return flight the cost to check my bag for the return flight was $30! Supposedly all were booked as Delta flights. This tells me the airlines could charge anything they want for the return flights and you're trapped, I was. In most return flight cases, you wouldn't have ground transportation anymore, access to UPS or some other delivery service, and little time to spare to send your bags an alternative method or you would miss your flight. This shouldn't be allowed. Fees should be made very clear from the beginning of your flight selection process."

John C. from West Lafayette told us… With travel budgets becoming more and more restricted it is crucial that we know what the total cost is for tickets when we first apply for travel funds, not when we return from trips. University budgets are getting tighter and tighter and hidden fees can tax travel budgets significantly."

Jennie B. from Indianapolis told us… As an infrequent business traveler you submit a travel request for an airline ticket. Then must try to justify all of the other fees that are not included in the price of the ticket. Can be a reimbursement nightmare. Just put it on the ticket price and be done with it."

Elaine B. from Goshen told us… "We prepare our plans for travel and book flights according to our budgets, only to fined out a bunch of stuff is added on to the final price.it is not right to treat your costumers in this manner be honest with us."

Luanne W. from Peru told us… "It is my belief that the airlines should have to state all charges up front. So there are no surprises in the end!"

Jessica F. from Fort Wayne told us… "I was disgusted to find out that we had to pay for pre-boarding on Allegiant Air. When we got to the airport, we were told that it did not matter and everyone boarded at the same time. I wish all fees were listed up front and you knew going in. The $69 each way turned out to be a $250 round trip. Just list a $250 fare so you can compare prices better. On Allegiant you have to pay to board, for your seat and even for a beverage.

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SUMMARY PETITION REPORT FOR:

Iowa

Petition results overall: **59248 domestic names**

For Iowa: **611 names (1.0%)**

Some comments from Iowa:

Chris B. from Royal told us… Last time I flew, not until I got to airport to check in did I know that all luggage had a cost. Plus every other service that had always been available with a paid ticket. Thanks for trying to get this past, info needs to not be hidden from customers.

Scott M. from Des Moines told us… Bought 3 tickets recently to Los Angeles, great quoted prices, the time I paid for luggage, seating, and boarding, I doubled the price of the ticket. We need all prices in the original quote, no hidden cost allowed!!

Jane W. from Urbandale told us… Please require that airlines disclose ALL fees associated with purchasing an airline ticket. This should be required whether tickets are purchased in person, online, or thru a third party. Thank you.

Ashley H. from Le Mars told us… My family has been planning a trip to Washington D.C. for some time. We finally got an airfare we were happy with only to find out they charge for bags AFTER we had already booked them. I'm pretty upset. At least make sure that info is plainly marked before someone has to complete the purchase process.

Patty M. from Des Moines told us… It is so unfair to find out when arriving at the airport that I will be "nickel-dimed" inflating the cost of my trip. At that point it's pretty difficult to protest....they have you over a barrel so to speak. All charges should be noted "up-front" which would make it more fair for travelers to be able to "shop" for the truly best deal.

Tom S. from Des Moines told us… Extremely unfair Just charge upfront and be fair.

Valerie G. from Des Moines told us… When we are planning a vacation, we save until we can go. We don't have extra money for paying hidden fees along the way!! We are trying to get out of debt!! These hidden fees should not be allowed!!

Missy R. from Adel told us… In March of 2010 my family and I vacationed in Hawaii. We had no idea that when we arrived at the airport we were going to be charged $20 per suitcase before we could board the plane. The same incident happened on our return home. What a surprise! There were several in our group, so the amount added up quickly. The trip was well worth it, but we wish we would have known ahead of time...

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SUMMARY PETITION REPORT FOR:

Kansas

Petition results overall: **59248 domestic names**

For Kansas: **511 names (0.9%)**

Some comments from Kansas:

Harry A. from Hutchinson told us… I like to manage my money and hidden fees does not allow me to do that. Plus it is unfair to the consumer to be charges fees they are not expecting.

Sandy W. from Overland park told us… I don't believe airlines should be able to advertise fares non-inclusive of hidden fees. Since the real cost of the ticket is not the base fare, then to allow airlines to continue to advertise base fees is false advertising.

Christopher E. from Wichita told us… When I took a trip recently to Seattle I had no idea what the fee for my checked bag would be until I checked in for my flight.

Mary B. from Shawnee told us… It's very frustrating when you are trying to budget and you think the fare is one price, but by the time you checkout, at least another $50-$100 is tacked on from misc.fees, taxes and luggage.

Sidney S. from Kansas City told us… Once I paid twice the amount of my fare for my luggage, I was told that terms was what I signed, which when I came back and read through was vague and was hidden at some 20th position in total of 26 terms that ran through may be 3 pages or so. It was utterly disgusting since if I had known clearly about this I would have picked southwest airlines, if I have to pay anything extra for a flight which is not I paid in advance is truly cheating least to say

Leslie K. from Paola told us… We are very prudent stewards of the limited resources available to the Church for education purposes and travel. Limited resources and tight budgets do not allow for hidden fees. Please recognize the need for intervention on our behalf. Thank you.

Dana M. from Overland Park told us… This summer when traveling to California and back the amount posted on the website for baggage fees was less than what they actually charged.

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SUMMARY PETITION REPORT FOR:

Kentucky

Petition results overall: **59248 domestic names**

For Kentucky: **439 names (0.7%)**

Some comments from Kentucky:

Walter M. from Corbin told us… I recently booked a flight that had hidden fees totaling 42% of the overall cost. One of the fees was titled as a "convenience fee" which I learned later was a fee charged for booking online, or booking through an agent. In other words, you were booked a fee whether you did, or did not.

Abe N. from Morehead told us… This July, I found out only at the airport, when I wanted to check-in my luggage --with a long line of passengers waiting behind me!-- that I had to pay close to two hundred dollars for my bags. I had purchased my ticket online, and I would have arranged my trip and packed my suitcases differently, had I known of those hidden costs ahead of time.

Karen M. from Burlington told us… Hidden fees are often a factor in what airlines I choose and if I decide to book a flight at all. The price should be clearly defined up front.

Henry L. from Lexington told us… Hidden fees are deceptive. They really do not tell is what the price of the ticket is, it is a deceptive practice to guess about the ticket at a lower price only to find on later, but the nonrefundable ticket, has added fees at the airport.

Marnie J. from Fort Wright told us… Having been in banking, I think it is only fair that airlines disclose all fees clearly to customers so they may get an accurate sense of what they are spending.

Chuck F. from Southgate told us… Fees cost almost as much as the fare did on my last trip. Fly Southwest if you can!!

Matt T. from Louisville told us… You can compare house, mortgage, appliance, pest control, telephone, etc. costs accurately. Why not travel costs?

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SUMMARY PETITION REPORT FOR:

Louisiana

Petition results overall: **59248 domestic names**

For Louisiana: **471 names (0.8%)**

Some comments from Louisiana:

Curt M. from Lafayette told us… It's aggravating when you think you've gotten a good deal on a flight and then due to hidden fees sprung on you at the gate you find out that your good deal wasn't so good. Just tell the airlines to put the charges in the price of the ticket. I think it's only fair to know the cost of flying up front. Thanks. CM

Lauri S. from Baton Rouge told us… What good does it do to hide and not allow consumers easy access to know what all charges are being charged, none. Booking and arriving at the airport only to find that the Airline has charged you with hidden fees that turn your trip into a money nightmare. How can our Government allow this. Fight for the Consumer and yourself as a Consumer Secretary LaHood. Linda

Joseph G. from Covington told us… The hidden fees at times add as much as $150.00 to the travel. This is not appreciated and felt to be unjust.

June G. from Metairie told us… Please make it possible to compare rates on an even playing field by requiring airlines to present complete and total costs in clear, understandable language. It is demoralizing to deal with air carriers that do not disclose or appear to deceive customers.

Gina S. from Farmerville told us… I want to know the complete cost upfront when purchasing ticket and to be charged for the total charges at time of purchase, not later when I may not have a credit card on sufficient cash.

Ollie L. from Covington told us… I think hidden fees should be disclosed up front as it highly impacts the cost of the trip and this needs to be known up front upon purchase. Upon my last research for a planned trip, I decided not to go when I saw they were charging for a reserved seat on the plane...Ridiculous! Just increase the cost of the total flight and be done with it so we can compare actual value!

Darryl T. from New Orleans told us… All fees should be shown up front. In these rough economic time as a consumer you want to be able to make the most informed decision. It is unfair and unjust not to be able to see all fee up front.

Mike J. from New Orleans told us… The airlines should be forced to show the true costs of fly with the air carrier

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SUMMARY PETITION REPORT FOR:

Maine

Petition results overall: **59248 domestic names**

For Maine: **333 names (0.6%)**

Some comments from Maine:

James R. from Gray told us… I want all fees shown upfront with the ticket price. I hate hidden fees and try to avoid airlines that have them.

Steve T. from Portland told us… Unable to compare prices for airline tickets because of the hidden fee factor. How about boycotting the airlines!!! Stop flying for a day and see what happens!!! We're mad as hell and we're not going to take it anymore!!!

Nina S. from Greenwood told us… Planning a vacation has become very difficult, and often not worth looking into flights. Comparisons take lots of time and are unreasonable.

Luanne R. from Sanford told us… My clients are extremely frustrated with the fact that they cannot have 1 free checked bag included in the price of their airline ticket. Now that the major carriers are joining forces (Delta/Northeast, Continental/United), I fear what may be coming in the future as far as ticket prices and increased fees go. Travel & tourism is extremely important to this country and if the airlines keep going the way they are, fewer and fewer people are going to be traveling. A family of 5 can't afford to go to Disney world because they can't afford all the luggage fees! Thank goodness travel agents still have Southwest and JetBlue to book these families on.

Scott D. from Winslow told us… Just be up front with the costs, do not try and hide what is really there, you make yourselves unreliable. Be different, and people will WANT to fly with you!

Philip L. from Durham told us… It is very frustrating to try and comparison shop for tickets when all the fees are not included. You purchase a ticket without knowing what the total cost will be until you get to the final stages. Please make it easier and require all fees to be included in the advertised price.

Doris T. from Readfield told us… I just took a trip from Portland Maine to Albany NY and paid $479.00 for the round trip ticket. I then had to pay an additional $25.00 each way for my 1 piece of luggage. that is aweful. they don't even serve peanuts or pretzels anymore. I am surprised they didn't charge me for the cup of soda.

Annabelle P. from Newport told us… Consumers deserve to have all fees described when inquiring about purchasing a ticket. To tack on other fees is dishonest!

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SUMMARY PETITION REPORT FOR:

Maryland

Petition results overall: **59248 domestic names**

For Maryland: **1086 names (1.8%)**

Some comments from Maryland:

James D. from Montgomery told us… It has become almost impossible to compare airlines offerings between ticket price and 'real' price. While one may include luggage, another does not. One lets my pick my seat,the other charges to reserve seats for my family together. Food, drinks, blankets, everything has become a possible add-on and you don't know what to expect next.

Jane H. from Baltimore told us… All fees should be shown upfront. Not added on at the end of your flight calculation price.

Steve K. from Temple Hills told us… You see a air fare for my Girlfriend to fly to the U.S. from Mexico and when you purchase the ticket the fees and taxes are more then the air fare you thought you were getting all fees and taxes should be shown in the cost of the ticket not added later. Then you must pay for luggage and if you want a drink on the plane you must pay for it. Then there is the 10.00 sandwich you have to pay for if you are hungry. You end up spending more in fees and charges and hidden cost the the ticket cost in the first place.

Scott P. from Hyattsville told us… The hidden cost to travel is ridiculous. A couple times I have flown with carriers such as American Airlines or Continental and have been hit with hidden fees when checking in. This makes it harder on the traveler when they have accounted for a certain amount of money and in an event such as hidden fees have to scrummage up the funds to pay the airlines so you can make your flight on time.

Lauren W. from Elkridge told us… Price comparison of airfare is extremely difficult because of hidden fees.

Pat B. from Hagerstown told us… It's ridiculous to have an advertised airfare go up by about 50% during the booking and checkin process at the airport. If I am going to pay all of the fee's then require that they be upfront so I can determine the real cost of flying aand can do an accurate cost comparison before having to purchase a ticket!!!

Brenda E. from Mitchellville told us… Hidden fees and charging for carry-on and checked bags are just an underhanded way that some airlines use to mislead the consumer on the actual cost of a flight. Corporate greed at it's best.

Harry L. from Westminster told us… As a retired person, the hidden fees could make the difference whether I can afford to fly for vacation.

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SUMMARY PETITION REPORT FOR:

Massachusetts

Petition results overall: **59248 domestic names**

For Massachusetts: **1568 names (2.6%)**

Some comments from Massachusetts:

Rochelle S. from Melrose told us… I really need to be able to compare the TRUE cost of the ticket when shopping, and that includes all the fees. Allowing these fees to be concealed, while fares are competitively priced, amounts to bait-and-switch tactics to the traveling customer.

Matt D. from Bolton told us… When I'm searching websites like Orbitz, Kayak, Southwest to schedule business travel I'd like to be able to effectively compare airfare costs. This is not easy to do with the current system that doesn't disclose all the fees.

Bev F. from East orleans told us… We are frequent travelers both inside the USA and overseas and we budget our trips in advance. We are shocked when we see a ticket price advertised and then find the airline taxes to be equal to or more than the advertised ticket price. In any other area of commerce, this would be called Bait & Switch and would be outlawed.

James M. from Acton told us… The price of our plane ticket from Boston to Miami doubled after all the taxes, surcharges and hidden fees were totaled

Pat N. from Edgartown told us… Just when you think you are getting a good deal on an airline the hidden taxes and fees pop up and make it less of a deal

Arlen T. from Southborough told us… With all the fees I feel that it is becoming prohibitive for the average person to fly. When for the two of us to fly the extra at least $100 or more in addition to the ticket and buying food etc has made us not want to fly.And we have always flown and taken vacations. If the airlines want people to fly, then they will have to give us back the services and make us feel welcome and not just a way to tack on more fees.

Phil P. from Cataumet told us… I believe all fees should be shown up front. It is difficult to compare flight costs when different airlines have varying policies on presenting fees up front.

Pat K. from Auburn told us… with 3 people in my family and myself, a working single parent, these fees make it a struggle to go back home to visit my family. Please repeal the baggage fees

Jennifer E. from Cambridge told us… Like my clients, I am annoyed at the effort it takes to find out what the true cost of flights will be. The current methods are NOT complete disclosure. Airlines need to include these options in the price of the ticket. If they can't make money that way, they should raise the cost of the ticket!

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SUMMARY PETITION REPORT FOR:

Michigan

Petition results overall: **59248 domestic names**

For Michigan: **2103 names (3.5%)**

Some comments from Michigan:

Karen W. from Goodrich told us… Hidden Fees make it virtually impossible to compare the actual costs of booking a flight. Maybe we should all turn to Southwest and boycott the other airlines when possible and then the other airlines will get the hint.

Jenny R. from Laingsburg told us… We can't afford to travel as much as we like and these hidden fees make it even harder to afford travel.

Shirley O. from Detroit told us… This is very unfair to the consumer!! Be up front with the fares and all the additional charges. The will have to pay no matter what the airlines post. So they shouldn't make the consumer feel like the airlines is cheating me. don't try

Dianna F. from Sterling Heights told us… The lure of advertising is amazing. I booked an airfare to Sweden for $800 dollars and by the time the fees were added, it was over $1000. Why am I charged for a coach seat? What if I elect to stand and not pay the extra money. What am I paying for if not a seat? I'm not talking an upgrade, just a regular seat.

Lenny S. from Flushing told us… Just make them be honest so the consumer can make an informed comparison

Brad S. from Ypsilanti told us… This is nonsense, I cannot get realistic results when searching airfares for a business trip. It's like buying a car THEN finding out that an engine and transmission are extra cost options!

Lori H. from Grand Blanc told us… You think you have a bargain and in the end it costs you more. Also when they say there are now fees then on your credit card there a additional fees.

Darla H. from Fenton told us… Just give us the price that it cost - if you need to charge more be honest about it.

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SUMMARY PETITION REPORT FOR:

Minnesota

Petition results overall: **59248 domestic names**

For Minnesota: **1118 names (1.9%)**

Some comments from Minnesota:

Betty S. from Minneapolis told us… Hiding fees from consumers until it is too late is unethical. Generating revenue and not paying taxes on it is legal for the airlines (for now), but should not be. What other legal business can you generate revenue tax free? The airline's bank account wins, but at the cost of customer relations.

Greg L. from Maple Grove told us… Nearly every flight search is complicated by the inability to compare actual costs with hidden fees not being expressly presented.

Donna S. from Blaine told us… If there is a charge for something. The charge should be upfront so people are aware at the time of purchase NOT when they get to the airport. I personally feel that all the extra add on fees are excessive. Next thing you know you will need to pay to use the toilet on the plane.

B. R. from Woodbury told us… I was surprised to hear that check in luggages have to be paid for, at the last moment. But with no other choice, I had to pay.

Chris H. from Andover told us… Hidden fees are a dishonest practice. If you are charging a cost, it needs to be in your fare.

Ellen C. from Lakeville told us… Extra airline fees should not be hidden. They should be upfront and part of the initial cost of the ticket. This includes baggage fees. Why should baggage cost more if a person does not have access to a computer for the return trip and therefore has to pay an increased baggage fee at the airport.

Kit W. from Saint Paul told us… All options that will cost a passenger money to fly related to the flight should be able to be purchased at the time of the ticket and the costs for these fee should be able to be calculated to a consumer can actually compare the real prices of competitors.

M. A. from Eden Prairie told us… When purchasing a ticket, I expect to pay the price listed, but after committing to purchase a ticket the total price has been a large amount higher due to hidden fees and made the trip much more expensive than I had planned. Think the listed ticket price should be the price I have to pay and it is stated up front, not added on at the end.

Greg S. from Woodbury told us… When I ordered my last tickets from Delta, no mention was made of how much each bag was going to cost me.

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SUMMARY PETITION REPORT FOR:

Mississippi

Petition results overall: **59248 domestic names**

For Mississippi: **209 names (0.4%)**

Some comments from Mississippi:

Jim M. from Jackson told us… Hidden fees have gotten outrageous! Consumers need to be able to quickly and easily discern how much airline travel will cost IN TOTAL. Right now it is almost imposible to tell how much it will cost until you are at the gate to check in, which is too late to do anything about it. Air carriers should list the cost of the flight and let consumers decide who they should spend their money with. The nickel and diming of air travelers has got to stop!

Jean C. from Saltillo told us… Why should you get my credit card number and all of my private info and then tell me my total. Tell me everything up front and then let me have the choice.

Melissa F. from Bay Saint Louis told us… I travel for both business & personal reasons. I don't mind paying a fair price for a good product, but unknown airline fees are making it harder to plan & budget a trip. I work for a Federal Agency. The hidden fees are adversly affecting our ability to travel for work purposes & mandated training. On a personal level, excess fees just add to the stress of airport security & flight. In addition, I'm experiencing departure delays because of crew struggles to stow carry-on luggage. I believe passengers are carrying on luggage in order to avoid checked luggage fees. Excess luggage presents safety concerns as well, should their be an emergency in flight. Obviously, reforms are needed. Otherwise, airline travel is nothing more than 'bait & switch'.

Paula O. from Hernando told us… I think it is very unfair and unethical to be surprised with hidden airline fees on the day of your flight at the time you're checking in for departure. At this point we passengers are robbed of the option to deline these charges by shopping around for a more competitively priced carrier.

Trisha P. from Bay Saint Louis told us… I was shocked when I recently flew US Airways and had to pay almost half of the cost of my ticket in luggage fees... I mean these companies are charging for cokes, snacks, earphones, and now bags (weight and quantity)!

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SUMMARY PETITION REPORT FOR:

Missouri

Petition results overall: **59248 domestic names**

For Missouri: **772 names (1.3%)**

Some comments from Missouri:

Evelyn W. from Columbia told us… I believe that hidden fees are very unfair to the consumer and quite frankly am no longer willing to travel by air if I can find ANY other way in part due to those fees and the lack of care and consideration it represents on the part of the airlines.

Suzanne M. from Saint Charles told us… You never know what a ticket truly costs

Chris V. from Columbia told us… We took a Delta connection flight to Las Vegas and were surprised to find out that the fees were $70 for our two checked bags. That's $140 for the whole trip. Ridiculous. Would have chosen Southwest if I would have known.

Jerome L. from St. Louis told us… These hidden fees are a major reason why I no longer fly as my primary means of transport. The airlines are currently enjoying soaring profits. Good! However, we must be protected from those airlines who nickel and dime us to death.

Lindsay E. from Theodosia told us… My youngest son travels to see family in FL at least 2X each year. It has become increasingly difficult to know how much it will cost for this trip as the fees change frequently, and never go down, only up. I have arrived at the terminal to check his luggage and found that it will cost $35-minimum to check his bag. $50 or more if it's a large or heavy bag. Now they want to charge for the small carryon he always travels with in case his main luggage doesn't arrive when he does. My older son has travelled internationally with the same problems. Fees need to be clearly stated up front so you know for certain how much you are spending at the time of reserving your flight. Not when you arrive at the airport ready to check baggage and board.

Linda W. from Kansas City told us… I travel on our UMKC credit card always, (or at least often) and our "approved limits" are the quoted prices. That is ALL we get. Consequently, we the traveling passenger is stuck for the difference on each and every trip. Being on educational business, this is neither fair or equitable. Lindsay W. Davis

Laura K. from Kansas City told us… How can a person shop for an airline ticket, when airlines can "add" lots of fees once the ticket is purchased??? As a former million-mile flier with Lucent, I now avoid airline travel at every turn.

Pat N. from Florissant told us… Hidden baggage fee prohibited me form doing on line flight fees comparisons and budgeting my travel cost. Please provide "no hidden costs travel".

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SUMMARY PETITION REPORT FOR:

Montana

Petition results overall: **59248 domestic names**

For Montana: **263 names (0.4%)**

Some comments from Montana:

Miles M. from Lewistown told us… Hidden fees seem to pop up every time we fly. Get rid of them or be up front in original ticketing.

Gary W. from Helena told us… Why should there ever be hidden fees. DUH!

Ollie N. from Billings told us… I would prefer that All Fees be listed when booking your reservation regardless how your reservation is booked. All Fee information should be clearly listed to the consumer.

Travis S. from Livingston told us… Almost $200.00 in additional baggage fees that were not quoted on the ticket prices when reservations were made.

Kelly M. from Bozeman told us… With discount airlines and airfares, these hidden fees can actually increase the real price by as much as 50%. UNFAIR!!! Clear upfront explanation of fee's may shift many buyers to other airlines.

Tom H. from Whitefish told us… To properly evaluate and budget for air travel, it seems necessary to divulge to true cost of flying. Hiding fees for the purpose of disguising additional tariffs is false advertising and should be treated as such.

Janice S. from Forsyth told us… When you find out that the advertised flight ticket really is not the "real" price because it is just the base price, not showing "purchasing fee", segment fee, airport tax, and fuel tax. Just put the must pay fees all up front in the advertised fee instead of at the "buy" point.

Brian S. from Stevensville told us… We are increasingly concerned with fees we cannot access when we are making our reservations for airline travel. We feel this is sneaky, to put it succinctly. Thank you for looking out for us as consumers.

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SUMMARY PETITION REPORT FOR:

Nebraska

Petition results overall: **59248 domestic names**

For Nebraska: **315 names (0.5%)**

Some comments from Nebraska:

Steve W. from Omaha told us… The hidden fees operation of the major airlines is just another "bait and switch" by American businesses.

Cecilia W. from Elkhorn told us… Hidden fees make family travel on a budget virtually impossible.

Brianna C. from Wilber told us… With a family of five, we rely on comparing pricing before purchasing. All fees should be disclosed so that informed buying decisions can be made.

Chris T. from Omaha told us… The most frustrating hidded fee for me is bag fees. When shopping for personal travel I look for the cheapest fare and hidden bag fees can invalidate that search. I have gotten to the point where I have to research each airlines baggage policies before I shop to know if I am really getting the best deal. In addition I have to be careful of any purchases I make while I'm on vacation, because it may not fit in the luggage I had already intended to bring home.

Dave H. from Omaha told us… All costs should be added in to the price of the air ticket, then there would be no need for an explanation of hidden fees! I'm done flying to to the added cost every time I want to go some place!

Pat J. from Omaha told us… I'm a senior citizen, I travelled to Florida last year to see my sister and baggage fees cost me $100.00, for 1 bag round trip!!I was really shocked and disappointed that the airlines are seemingly charging us for everything!! Bags used to fly free.

Ron D. from Clearwater told us… A person saves to take the family of 6 — 4 children, wife and me, and then get to the air port and they tell you bags cost extra.

Vickie M. from Omaha told us… Why should you be allowed to add extra fees while virtually no other business does? It's like buying your groceries and as you're checking out they ask for a checker fee, a cart usage fee, a bagging fee, a fee to bring the cart out to your car, and an outside cart holder fee. All that stuff is factored in to the price you pay for groceries! Make it the same for airlines.

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SUMMARY PETITION REPORT FOR:

Nevada

Petition results overall: **59248 domestic names**

For Nevada: **659 names (1.1%)**

Some comments from Nevada:

John W. from Las Vegas told us… Full disclosure for fees should be an imperative. Let consumers decide with all the facts!

Terry T. from Reno told us… Hidden fees have caused family members a financial hardship when a planned and budgeted trip paid in advance, was faced with additional fees in the middle of scheduled route travel. We had to use a nearly maxed out credit card, leaving no room for emergency needs and now greater debt. This trip could have been modified, if only we knew of ALL the Hidden Fees the airlines tack on...not known to us or our travel agent.

Mark A. from Carson City told us… When I arrived at the airport, they charged me an additional, unexpected, $35.00 taxes, above the purchase price on Expedia.

Brian T. from Las Vegas told us… We always look for the lowest airfares and we found one one online. We purchased the tickets and my wife flew to Baltimore on one airline and back on a different airline. She had to leave my sons car seat in Baltimore because the airline charged $25/bag and she didn't have the extra money to cover all of the bags and the carseat. I think the airlines should not charge for a carseat as baggage.

Marie K. from Las Vegas told us… No hidden fees should be allowed...full disclosure with 7-14 days advance notice of changes.

Sera G. from Las Vegas told us… When I do travel it would just be nice to be AWARE of ALL my fees. Is that too much to ask?

Rob M. from Las Vegas told us… Why can't the airlines just charge what they need for the ticket and quit trying to make extra money on extras? …people are taking too many large cases on board in order to avoid the charges. PLEASE do something to make this better.

Lauri W. from Henderson told us… A fee to purchase a ticket over the internet its called a convenience fee.

Chris B. from Fallon told us… Hidden fees have caused me to stop and re-evaluate my ability to travel. After finding affordable travel options, I have seen them disappear due to the fees you find out about late in the booking process. All fees should be transparent and disclosed as part of the ticket price.

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SUMMARY PETITION REPORT FOR:

New Hampshire

Petition results overall: **59248 domestic names**

For New Hampshire: **301 names (0.5%)**

Some comments from New Hampshire:

Bart B. from Pittsfield told us… There is no reason why a business can not disclose the cost of all products and services to the customer.

Chris B. from Jefferson told us… Researching fares is impossible. They never say how much taxes, permits, hidden fees are. Not fair to the consumer.

Amy P. from Jackson told us… I think all fees should be stated up front. I sell goods and I have to display all fees to my customers, it should be the same for airlines.

Sarah W. from Manchester told us… I don't have a hidden fees story, but feel that the airlines need to proactively provide all information regarding what additional items or fees will be added to the purchase an airline ticket. Too much information in such cases is much better than not enough.

Jennifer C. from Manchester told us… I travel a lot and every time it seems to me that there are some new fees, unknown to me, that are added on. When I buy something, I have the right to know what the exact cost is. There must be changes made and if the airline industry won't do it, then God forbid the bureaucracy will.

Eric S. from Nashua told us… We were fortunate to only have one additional bag apiece on our most recent vacation trip. However, it added $100 to the round trip for the two of us. That turned out to be about 25% of our flight costs!

Charles D. from Lebanon told us… Hidden baggage charges are almost common place now. As are additional fees for seat assignments. Consumers are being tricked into thinking that an airline is a low cost option when in fact these additional charges make that untrue. I'm a big guy, what's next, will they be charging me for a fee for a seat belt extension. This is a troubling trend and consumer protections should be put in place. Addressing these issues during check-in also reduce the efficient operations at airports.

John D. from Hampstead told us… As a procurement professional, it angers me to have anyone deliberately attempt to subvert the comparison of prices and features. My tendency is to eliminate them from the bid list.

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SUMMARY PETITION REPORT FOR:

New Jersey

Petition results overall: **59248 domestic names**

For New Jersey: **1432 names (2.4%)**

Some comments from New Jersey:

Ronald S. from South Orange told us… Hidden fees result in false advertising and undermine credibility in all other airline operations such as safety, maintenance and pilot competence.

Erin B. from Toms River told us… Very annoyed to find fees for carry-on luggage when only fees for checked luggage were announced. Also $40 and more per bag is outrageous and enough to make me cancel such as ski trips, etc. where I must carry more than 1 bag.

Lance M. from Somerset told us… it's hard to budget for business trips when you don't know exactly what you have to pay. where i work every dollar counts.

Phil C. from Atco told us… I've been trying to purchase airline tickets on line with different companies advertising round trip to Europe, Caribbean and South America, but after long searches that i finally find a good price, it almost doubles with all the additional charges, which are different with each company as I'm ready to give them my credit card #. Someone or agency should stop this practice and be told upfront on how much a round trip ticket is in economy.

Mark E. from Hillsdale told us… Hidden fees make travel costs unpredictable, and make me much more reluctant to get on a plane when I can't realistically create room in my budget for the price of the ticket. Also baggage fees and fuel charges were justified when the price of fuel was through the roof, but prices have long since come down, so now the fees just look like a money-grab.

Ed C. from Phillipsburg told us… Fees should be clearly stated as part of the overall ticket price. Stop the surprise fees!

Angie W. from Galloway told us… Low fares? When you have to pay for over head and under plane luggage or carry-on, plus for a seat, the cost is more than the ticket. Add taxes etc. and where is the low price?

Nina E. from Gross told us… Checked bag fees never disclosed when purchasing tickets.

Connie B. from Seaside Park told us… Make all fee posted as I have been to the airport and low and behold fees for this and that it was crazy I would have booked on another airline.

Matt D. from Ocean told us… It's impossible to make an informed purchasing decision on an airfare nowadays. Fees comprise 20-50% of the price of a ticket… absurd and insulting.

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SUMMARY PETITION REPORT FOR:

New Mexico

Petition results overall: **59248 domestic names**

For New Mexico: **499 names (0.8%)**

Some comments from New Mexico:

Bonnie R. from Santa Fe told us… All fees need to be described completely and displayed before purchase

Ken N. from Albuquerque told us… would like to travel for leisure and see the country but with all these fees its just not economical anymore so I don't do it. Various states and cities are not going to be getting my dollars.

Madeline J. from Santa Fe told us… If people could see the truth about the real cost of airline fares, i.e., that the taxes and extra bogus fees are often MORE than the fare, they would revolt. And they never know what new charge will await them when they check in. What other industry can do that? Where is the part about truth in advertising? The airlines are robbing the public because they can't balance their books. Try giving up competitive routes! Greed is the name of the airlines game.

Elsie K. from Radium Springs told us… I am on disability and the hidden fees make it impossible for me to plan a trip to visit my grandchildren. The price of the ticket alone is already high and then you add the hidden fees and there is nothing left to enjoy on the trip or spend on the grandchildren. I have a very limited income and can't afford more than what I see that I am going to spend. Please do away with these hidden fees!!

Millie G. from Albuquerque told us… All fees need to be disclosed when purchasing airline tickets

Walter R. from Albuquerque told us… I thoroughly research airlines and their fees, concentrating on the fine print. If I unearth any extra fees or phrases like "there may be extra charges for..." I immediately begin a search for another carrier. I need to know up front what my total costs will be in order to make cost comparisons which will determine which airline I choose..

Kent S. from Rio Rancho told us… It is frustrating arriving at the airport, checking in and being told I forgot to pay my luggage fee online and I not only have to pay the fee but an up charge for paying at the counter.

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SUMMARY PETITION REPORT FOR:

New York

Petition results overall: **59248 domestic names**

For New York: **3519 names (5.9%)**

Some comments from New York:

Kelly A. from Brooklyn told us… Had my daughter fly to the West Coast and all the extra fees that had been undisclosed added up to about 20% of the total ticket costs shown.

Chris B. from South Salem told us… We travel and book travel based on budgets. Often these hidden fees and airfare exceed planned budgets causing issues. Many times fees are different ie on the same trip different legs charged separate and different fees for baggage one $30 one $45 which resulted in a dramatic price increase. Low balling fares on the front end and tacking on extras when we have no recourse or option is a terrible business practice.

Robert F. from Bellmore told us… When you arrive @ the airport, all travel expenses should be accounted for. This is the only industry that is doing this, could you imagine if ice cream shops charge more for a spoon and a cup to hold the ice cream, or a dentist who charges more for Novocaine. There needs to be a reasonable assumption/opportunity to pay for all travel expenses at the time of ticket purchase.

Dave M. from Verbank told us… We travel frequently to visit family in hawaii and the west coast. Nearly every time we travle we end up double our ticket cost in extra baggage fees or food cost

Summer V. from Babylon told us… I flew with family from rochester to ATL and had to pay add'l 160 in fees

Carl S. from Syracuse told us… hidden fees are outrageous everytime I book a flight cause you do not see them upfront.sonny

Shawn V. from Watertown told us… We should know upfront how much we are going to be charged.

Alice C. from Pearl River told us… You think you are getting a great deal on an airline fee and bang, there is a another $50 fee per ticket. This is just another way you are charging taxes and it needs to be stopped.

Ron L. from Jackson Heights told us… Hidden fees double the price of the ticket.

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SUMMARY PETITION REPORT FOR:

North Carolina

Petition results overall: **59248 domestic names**

For North Carolina: **1546 names (2.6%)**

Some comments from North Carolina:

John A. from Charlotte told us… No more hidden fees from the airlines. The price should be up-front and in an honest manner.

Nancy Z. from Cullowhee told us… I would like to see all hidden fees listed where it is easy to find when comparing airline travel.

Frank T. from Cary told us… I make it a point to be a cost conscience shopper but the airlines are making it more difficult to compare with hidden fees such as 1st suitcase second etc. Also their international policy is relative to what country why should Mexico have no free bags but Belise have? Often I feel we have "Bait and Switch" tactics.

Cynthia S. from Jacksonville told us… I have a horrible time shopping for tickets now because I don't know what the "true" price is going to be for me. This is a new scam the airlines are trying to put into place for extra income and it is completely unfair to the consumer.

Donna F. from Chapel Hill told us… With a short trip to NYC from Raleigh, the bag fees can equal 50% of my plane ticket.

Jerry M. from Southport told us… When we were scouting for trip prices, the airline stated one price. When we went to make reservations, the added-on prices put the actual price almost $300 more per ticket. This is a crime and totally outrageous.

Gwen H. from Tarboro told us… Had originally booked a flight to Florida on 9-28-10 through Expedia, got a good price of 179.00. Had to change dates, called airline and they charged me 450.00, which was hard on me and my pocketbook. How can they do this?

Ken L. from Raleigh told us… If there is anything that I have no choice about, anything that is part of the travel deal, anything that keeps me in compliance with laws and/or regulations, anything that is part of the travel deal, IT SHOULD BE PART OF THE DECLARED, ADVERTISED PRICE.

Mitch S. from Raleigh told us… planning travel the first thing observed on most web sites and by travel agents is the comparative cost of the tickets from the various routes and airlines. This, unfortunately is no longer relevant because there is no way to easily compare the true cost of taking each of the flight schedules offered.

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SUMMARY PETITION REPORT FOR:

North Dakota

Petition results overall: **59248 domestic names**

For North Dakota: **108 names (0.2%)**

Some comments from North Dakota:

James T. from Durbin told us… When I travel for business, the reimbursement I get comes before I have to pay the stupid extra fee. So I have to resubmit my forms. The extra fees are a real pain in the rear quarter of my body!!!!!

Colleen E. from Bismark told us… So tired of booking a flight that has a good price quote only to find that after I book it adds all sorts of extra charges. Just be honest and tell us the bottom line.

Sean S. from Fargo told us… Make airlines tell me the real price when i buy the ticket

Katie K. from Dickinson told us… It is expensive enough for us in rural america to fly and now with all the hidden costs our options on flying anywhere on vacation is something we seriously consider when we pick a destination.

Lou M. from Fargo told us… I travel a lot and get upset when fees are sneaked up on me. Let me know up front, when I buy my ticket just what extra costs are going to be charged. Thanks, Lew

Jennifer D. from Minot told us… As a brick-and-mortar travel agency, we do provide all of our clients with the most current baggage fee information. However, we continually get blamed for these "hidden" fees and are asked if they can be prepaid at the time of booking instead of at the airport. I find it quite frustrating that us "brick-and-mortar" agencies get the blame for consumers not knowing about hidden fees - even when we are clear with every requirement the airlines are now issuing. I would find it very helpful if 1. these hidden fees would go away altogether, 2. we were able to prepay these fees at the time of booking, or 3. if the airline agents at the desk would not pass off a crabby consumer by blaming the booking agent for the airline error.

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SUMMARY PETITION REPORT FOR:

Ohio

Petition results overall: **59248 domestic names**

For Ohio: **1874 names (3.2%)**

Some comments from Ohio:

Kerry B. from Cincinnati told us… Young adults don't always travel with the kind of cash the airlines are requiring… both of my kids have gotten stuck in the past

Ron P. from Hamilton told us… You go on-line see the ticket price, after doing a lot of comparison shopping, then POW! you figure in ALL the additional airline charges and that LOW TICKET PRICE just JUMPED sometime 50% or greater...sounds like the Credit Card Companies had seminar for the airline executives!!

Tim D. from Clyde told us… Why don't all airlines show the actual fee for one bag so fliers can more easily make a comparison of price?

Charlene H. from Columbus told us… Just really frustrating when you buy a ticket for say $300 and then pay an additional $50 for taking a suitcase. It is making customers take up ALL the upper bin space and it is annoying!!!

Melinda L. from Willowick told us… I would rather have fees upfront so I can plan what I need to spend and not be surprised. I also always check luggage. Others don't due to fees and then bang people or crowd passengers as carry on luggage is managed. It makes the trip uncomfortable.

Darlene B. from Norwalk told us… Heading to Alaska I was charged 25.00 for my carry on as well as that same amt. for the checked bag! I was furious but couldn't do anything about it.

Shannon S. from Amelia told us… Consumers are tired of dishonest advertising by the airlines through hidden fees. It is time for all businesses to be more upfront and honest with their pricing.

Jacob D. from Dayton told us… purchasing my airline ticket I would much rather pay for all of my costs up front,when I am purchasing my ticket. I think this it is fair to the consumer to know all of the costs up front and it is more convenient to pay (luggage fees) at the time of the ticket sale, rather than, pay again at the airport.

Ellen B. from Dayton told us… Travel in Aug 2010...got a great deal on tickets..too good to be true...then a friend told me to see if there were baggage fees..yep $25.00/bag...the airlines said nothing to me when I booked the flight. Would have saved my family $150.00

Rob M. from Warren told us… The hidden fees are almost as much as airline ticket sometimes.

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SUMMARY PETITION REPORT FOR:

Oklahoma

Petition results overall: **59248 domestic names**

For Oklahoma: **439 names (0.7%)**

Some comments from Oklahoma:

James M. from Oklahoma City told us… In order to price tickets I have to pretend that I am purchasing the ticket on each airline I consider and then cancel before my credit card is charged. I have to do this for each flight I am considering. What appears to be the least expensive ticket often is the most expensive after the fees are added to the ticket. And this does not even include the fees that I may be charged at the airport.

Pat S. from Tulsa told us… I was told if I purchased my ticket with the airlines credit card they would waive the baggage fee, but then it turned out it had to be a Platinum card or better and the baggage fee showed up later on my airline credit card after the trip.

Lisa T. from Lawton told us… I had to fly to San Antonio for an interview. I was visibly upset that I could not take a suitcase unless I paid extra for it. I had no idea because this is not clearly stated when a ticket is purchased. This posed a hardship for me because I couldn't afford to pay extra. I was trying to get a better job. I would appreciate at least the listing of all fees so that I as a consumer could make a more informed choice. Thank you.

Kathy C. from Chelsea told us… I don't want hidden fees AT ALL and I DO want to be able to shop online for the best fares that include everything!

Jerry G. from Bixby told us… We flew to Hawaii in July with an overnight stay in LA. When we checked in for our LA to Kauai flight we had to pay another $100 to check in our luggage. We paid $200 each way.

Trudy M. from Edmond told us… When traveling with our 5 granddaughters, the total hidden fees are like taking an extra person with us. On our last trip fro oklahoma city to washington d.c., the fees for the 5 of us where more than the price of a single ticket.

Sharon B. from Tulsa told us… Please no more hidden fees!

Barb V. from Grove told us… Until I took a flight and found that we were seated in the back two seats of the plane, I had no idea there was a fee to be able to sit up further in economy rows. I of course knew first class had added fees, but not in economy. I resent any hidden fees anywhere. You plan for a trip within the boundaries of what you can afford, so this hidden fee situation can blow a good vacation into a nightmare. Thanks for letting me vent.

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SUMMARY PETITION REPORT FOR:

Oregon

Petition results overall: **59248 domestic names**

For Oregon: **1020 names (1.7%)**

Some comments from Oregon:

Lorraine R. from Bend told us… We need full and open disclosure of all fees related to our airlines travel.

Jim C. from Portland told us… My employer reimburses according to a cost established prior to traveling. Last-minute and hidden fees mean I as a traveler subsidize my employer. Efforts to disguise cots wind up penalizing the traveler.

Greg W. from Molalla told us… If there must be fees, they should be added to your ticket, not at the airport.

Matt C. from Portland told us… I agree with the petition. Frankly, I don't see why airlines would oppose it it creates a level playing field. I cannot fathom why airlines such as Singapore, Cathay Pacific, and others can provide truly excellent, hassle-free service, whereas airlines here apparently cannot. Although that may sound like a simplistic statement, I'm an expert in competitive strategy, and have consulted with dozens of Fortune 500 companies around the world.

Amy S. from Gold Hill told us… Hidden fees often add up to $100 or more. I am handicapped and would like to see no additional charges for handicap checking one bag. I always have to pay the checking fee b/c I can't carry or lift a bag on the plane.

Chris C. from Eugene told us… Hidden fees are a form of false advertisement I believe. It should be disclosed as it is part of the cost. Hidden fees include tax, luggage and any other non-disclosed additions to the final cost of sale.

Rich B. from Salem told us… Hidden fees are not fair,and I also think all airlines should be required to give a second seat discount to overweight passages who cannot fit into a seat.Not fair to have to pay 2 full price fairs because seats are designed small.

Mary W. from Salem told us… You plan and plan... you are given a price and then low and behold, it is a fee for the lay over, the fees for the luggage another fee because they want too..

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SUMMARY PETITION REPORT FOR:

Pennsylvania

Petition results overall: **59248 domestic names**

For Pennsylvania: **1944 names (3.3%)**

Some comments from Pennsylvania:

Tom K. from State College told us… "…The hidden fees have to stop. Make them be up front with consumers and not hide behind "gotcha" techniques. The American people deserve better treatment. I don't care if they charge extra fees, but don't surprise me with them. I can't afford overages when I am job hunting."

Theresa N. from Erie told us… "We (my family) look forward to our vacations and save our pennies. However, when hidden costs come up, we are unprepared and angry."

Ken B. from Philadelphia told us… "It is always a shock to see the final bill for a ticket be 25-40% higher than the advertised price. I also notice that "temporary" fees don't go away when the original cause abates…"

Sam J. from Albion told us… "The airlines put out a fee for a round trip ticket at xxx dollars. Then you add all the extras in, it cost way more to fly. I liked the old system, where you paid one price to fly and for luggage. It is hard to compare the cost of flying with so many fees to add to the ticket cost."

Nancy K. from Lansdale told us… "Booking flights online then getting a fee for online booking (usually $25.00 USD). We should be getting a $25.00 discount for doing all their work for them... plus for this they want you to use our printer paper and printer ink to boot!"

Michael D. from Pittsburgh told us…"I purchased 5 airline tickets for my family, $1100. I didn't get seat assignments, because I was told I would have to purchase advanced seat assignments for an additional $20 per seat, my kids are 4 and 3, plus 20 dollars per bag, so now my travels for a family vacation just went up $200 each way before even getting to the destination. Ridiculous."

Ann P. from Quakertown told us… "…I much prefer that they would just raise the fares and drop all the extra charges. The fees are just a scam to boost unrealistically low fares. Just one more way to make air travel miserable."

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SUMMARY PETITION REPORT FOR:

Rhode Island

Petition results overall: **59248 domestic names**

For Rhode Island: **201 names (0.3%)**

Some comments from Rhode Island:

Shelli H. from Coventry told us… I believe all hidden fees should be disclosed to the consumer

Jerry M. from Providence told us… The whole idea of fees on top of the fare seems entirely absurd for so-called full-service airlines. Airlines should compete on price and service, including the cost of flying into the cost of the ticket.

Coleen A. from Narragansett told us… just not right.all fees must be posted clearly and up front.

Nancy T. from Woonsocket told us… I'm tired of going from stop to stop only to find that there is a charge for undisclosed items that I should have know about at the time of purchase. I feel it is like buying a car only to find out that the tires are extra!!

Vicky T. from Westerly told us… Hidden fees change one's ability to afford a trip. This kind of gouging has to stop. All fees should be upfront so people can make wise decisions

Sandy B. from Providence told us… All these extra fees are going to do is force more and more people to try to squeeze a carry-on on board into already tight quarters. My cousin and I went to Florida. After paying $30 PER BAG, she was charged an extra $50 because her bag was 2 inches too long (according to the woman at the counter). We were livid and will never fly with that airline again. At least ONE free checked bag should be included. That's part of travel, you bring things with you. Ridiculous.

Joe C. from Warwick told us… When in travel in Hawaii, the cost to return my bags to the US on the same airline was DOUBLE the cost to book them over. SHAME on the airline. What happened to customer service????

Tom W. from Greene told us… We flew from Providence, RI to Vancouver, CA and had to pay an additional $25 per piece of luggage (5 pieces for 5 people) when we checked our baggage in at the airport (in addition to the baggage fees I had paid on-line) in order to get our luggage from Seattle to Vancouver because the tickets I purchased required us to change planes in Seattle. Not only did we have to pay the additional fee but when we got off the plane we had to pick our bags up next to the plane and carry them ourselves. What "service" were we paying for?

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SUMMARY PETITION REPORT FOR:

South Carolina

Petition results overall: **59248 domestic names**

For South Carolina: **715 names (1.2%)**

Some comments from South Carolina:

Pete M. from Columbia told us… I've been surprised by unexpected baggage check fees. They are inconsistent, and unexpected. My employer does not cover unexpected fees, so I now have determined that I will drag everything onto the plane and fight for overhead storage. Flying under the best of circumstances is stressful. With all of the security focus, it is more stressful. Now, with the cumulative effect on passengers of hidden and unexpected fees, that stress load just goes up.

Joanna P. from Santee told us… I want to know all of the hidden fees..

Don G. from Hartsville told us… I recently booked non-refundable airline tickets. In addition to $22 per ticket from my credit card to change currency, I also have to pay to check our luggage. I have never had to pay these fees before and I was not made aware of them until after I had bought my tickets.

Andrea K. from Conway told us… Hidden fees are especially hurtful and insulting when booking a last-minute flight--with little or no options--for a family funeral!

Mike W. from Hilton Head told us… Hidden fee's for luggage and other stuff that shows up on my credit card that always cost me more than expected, so from an "expectation management" perspective the airline industry fails miserably. My company couldn't survive were we to operate like this and so the Airline Industry can ONLY benefit from NOT hiding anything by providing clear and concise FULL DISCLOSURE!!!

Diane S. from Greenville told us… As someone on a tight budget, I need to know up front what my ticket is going to cost. Makes the difference in whether I can take the trip. I view these hidden charges as "shady dealings." I do realize airlines have to be competitive and have to turn a profit, but let them determine their fair price, and put it out there!

Vince R. from Greenville told us… It is downright fraud when a "$39 One Way" flight ends up costing over $150.

William B. from Myrtle Beach told us… When they tell you the ticket is $200, then that should be the price. Not extra for taxes, airport fees, baggage check fee, carry on fee etc. . . which can make the ticket $300 in the end.

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SUMMARY PETITION REPORT FOR:

South Dakota

Petition results overall: **59248 domestic names**

For South Dakota: **117 names (0.2%)**

Some comments from South Dakota:

Dorothy L. from Brandon told us… All fees should be noted upfront while ticketing and searching airfares.

Richard A. from Lemmon told us… Enough already! There is no rational reason why ALL the fees associated with an airline ticket cannot be clearly shown to the consumer so that an "apples to apples" comparison of prices can be made.

Carol K. from Sioux Falls told us… We went from Oahu to Maui and was not charged extra for bags on the way over, but on the way back with exactly the same luggage we were charged a $25 fee. There's no way around what they want to charge they must just decide that day!

Cheryl S. from Yankton told us… Trip out east w/3 family members cost an extra $138 for bags round trip. Where's all this money going? Airlines are making a bundle on these & where's the benefit to travelers?

Kathy D. from Reliance told us… Living in a rural area, my nearest airport is 120 miles away in Sioux Falls, South Dakota. In addition to my flight, I'm faced with a two hour drive and often the expense of a hotel room to catch a flight. To drive to Minneapolis or Omaha, it's a six hour drive. My expenses add up quickly enough without worrying about what hidden fees the airline is charging me.

Larry G. from Mobridge told us… It's really unnecessary to have all these hidden costs. The airlines can make their money on the ticket cost.

Jona O. from Colome told us… I just think it is a matter of unethical marketing.

Karen H. from Sioux Falls told us… Withholding fee information from posted advertisements in newspapers, TV, or online is utterly deceitful. It wastes valuable time when comparison shopping and needlessly entraps travelers into a web of ever-increasing costs. The practice of hidden fees is preposterous. After checking numerous "deals" and "Special offers", most of them turn out to be a serious attempt at restructuring the cost while juggling the fees -- all at no savings to the consumer!

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SUMMARY PETITION REPORT FOR:

Tennessee

Petition results overall: **59248 domestic names**

For Tennessee: **845 names (1.4%)**

Some comments from Tennessee:

Ahmed E. from Goodlettsville told us… Hidden fees cost me an additional $79.00 on my last airline travel. These fees were not disclosed until I was checking in and it was too late to do anything about it if I was to go on that flight. I want ALL costs disclosed up-front! It's only right.

Allan R. from Cookville told us… These hidden fees inflate the total travel cost

JoAnn C. from Knoxville told us… On a recent visit, my daughter brought her 1 year old baby to see us. Needless to say, she had to check her luggage to have her hands free to carry the baby. On her return trip home, her luggage weighed 7 pounds over the weight limit because of shopping she did while visiting. Unfortunately, she was not aware of that she was over the limit and the airline charged her an extra $90 for her checked bag!! This was very unfair. I think we need to have a post office in every airport so when passengers find themselves in this kind of predicament they can mail the excess to their destination rather than be robbed by the airlines!

Thomas S. from Burns told us… My wife and I were charged 25 Dollars for each of our travel bags which were weren't expecting when we flew to Europe. and then again when we flew back to the US again."

Sherry M. from Nashville told us… It is frustrating planning a trip only to find the total cost is significantly higher then expected. I can't lie and hide things from my Customers, why should they be allowed to? Travel used to be enjoyable… Hidden fees are just another slap in the face of consumers.

William H. from Antioch told us… I only have "X" amount to spend on an airline ticket so I need to know UP FRONT how much it's costing me. It makes all the difference between affording to fly and staying grounded because of the ultimate price. Besides, you wouldn't like it if I hid thing from you, would you?

Martha O. from McMinnville told us… ALMOST IMPOSSIBLE TO DETERMINE AIRLINE PRICING DUE TO THE HIDDEN FEES.

Betty S. from Summerton told us… You can take a $300 round trip ticket and add another $150 in fees. That is outrageous!

Steve B. from Germantown told us… Your ticket starts out $600 and ends up $800.

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SUMMARY PETITION REPORT FOR:

Texas

Petition results overall: **59248 domestic names**

For Texas: **3942 names (6.7%)**

Some comments from Texas:

Pam L. from Houston told us… When my husband and I arrived at the checkin counter they told us we would not be able to sit together. As I have a vision problem, we elected to pay $50 additional fare for Frontier to find two seats together near the front of the air plane.

John S. from Rockwall told us… When I am spending MY money, all fees should be disclosed. I have not returned to an airline because of all the 'extra' fees that were not disclosed while making travel arrangements. Shame on the airlines for having the nerve to hide fees when the travel industry is ALREADY a disaster!

Melissa L. from Houston told us… These ridiculous airline fees must be openly disclosed. The consumers need to be better protected from the airlines' shady business practices.

Marie J. from Austin told us… these fees need to be shown upfront

Sam B. from McKinney told us… The additional fees - hidden or not - the airlines are charging now are absolutely out of control. Something must be done to stop the airlines from taking advantage of the traveling public. Please go back to regulating the airlines!!!

Ingrid A. from Addison told us… I don't think it's fair to continue allowing the airlines to put hidden fees on traveler's. Please work to eliminate this. Thank you.

Adam P. from Austin told us… hidden fees are unfair and unnecessary. The have personally raised my trip cost $100 in the past. I think airlines should have to tell you all expected fees before you buy the ticket, then I can make the best choice of airline. If the fees are legitimate, why are airlines "hiding" them? Please force the airlines to do what is right-If you went to the movies or the store, or even a hotel, the charges for the "extras" are clearly stated before you purchase them, so why do the airlines get to operate differently?

James G. from San Antonio told us… Hidden fees are unacceptable. Full disclosure is the only option. I use third party sites to book my airline tickets and to be blindsided later by fees not disclosed by the airlines almost makes me want to boycott the airlines and instead take train, bus or car..

Kate H. from Bishop told us… working on travel arrangements for delegates, it is difficult to compare airlines when costs are figured differently.

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SUMMARY PETITION REPORT FOR:

Utah

Petition results overall: **59248 domestic names**

For Utah: **665 names (1.1%)**

Some comments from Utah:

Marie J. from Sandy told us… It is absurd that these fees are not stated explicitly as part of the cost of the ticket, and, for baggage, that there is no clear statement of the potential charges when the ticket is bought.

Phil S. from Salt Lake City told us… Hidden fees are so outrageous. I want to know the total price up front so I can be prepared for saving money. Hotels also do this and it makes me livid.

Wesley C. from Draper told us… My son was hit with a baggage fee upon his return flight home to the U.S. from Germany. One Delta agent said there would be no fee due to the very early purchase date on the ticket. However, the airport agent refused to honor this previous "contract". Such lack of information sharing can be a hardship for travelers, especially those unprepared for a rather large additional fee they must pay at the airport.

Diane W. from Logan told us… My sister's husband passed away so I travelled to California to help her out. I had limited cash with me and when I got to the airport found out that they had increased the price per bag charge and I almost didn't have enough money to pay for it. I arrived in California with $3 in my pocket. I'm sorry, but to me it's like going into a restaurant ordering your food and when they bring it to your table, charge you $10 extra for the silver ware if you want to eat. Too bad restaurant owners don't know who the airline executives are, because that is exactly what I would do. And by the way, there is no refund on your meal is has already been prepared. The entire airline industry is taking advantage of all americans with their nickle and dime tactics. Sock it to them!

Mary P. from Salt Lake City told us… Undisclosed fees for flights SLC to the UK almost double the cost ($600 low season to $1200 high season). Unless you need an urgent bereavement fare, when Delta insist the lowest you can get is just shy of $3,000 !!

Ben D. from South Jordan told us… When I book a flight, I want to pay the bill before hand. I don't want to get to the airport and find out, Oh, that's another $25 per bag to get on board.

Daniel C. from Park City told us… “What's wrong with "Straight-up business?!”

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SUMMARY PETITION REPORT FOR:

Vermont

Petition results overall: **59248 domestic names**

For Vermont: **227 names (0.4%)**

Some comments from Vermont:

Nancy F. from West Braintree told us… "I am shocked to see that the airport fees add one third of the cost to a ticket price. As a citizen of the USA, I know I already pay taxes that support security for airports and now there is fuel costs, seat preference added costs. additional costs for snacks and meals... what is next if the airlines & airports get away with it?! The last ticket was to MD and fees above and beyond actual ticket were $87.00 on a $200 ticket."

Brad T. from Burlington told us… "Nowhere was I informed when ordering that I would have to pay $25 to check a single piece of luggage."

Mike A. from Rutland told us… My problem is the inability to compare prices. When you think you are getting a better value with an alternate airline, you get to the airport and find you have been tricked."

Pat M. from Burlington told us… Let's get it out front right away. This is how free enterprise works best."

Karen P. from Jericho told us… "I think it is a "gotcha" way to do business that should not be allowed!"

Don E. from Granitville told us… Just tell me what it is going to cost up front. Then I can pay once and stop with the ticky tacky."

Linda S. from East Montpelier told us… Just give me a price for the ticket, include eveything and let me compare airlines. STOP the hidden charges!!!!"

Mary H. from Morrisville told us… "I hate the endless research for a good flight at a decent price and when you start the booking process then it is like a house of cards that starts to fall apart. Don't throw out a figure and then have it double in price… We all want and need to travel, give it to us straight. You don't go into a grocery store for milk and have them tack on feed for the cows, fee to fix up the barn, etc. Be honest and up front. Stop the hidden fees. I am fed up with it."

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SUMMARY PETITION REPORT FOR:

Virginia

Petition results overall: **59248 domestic names**

For Virginia: **1717 names (2.9%)**

Some comments from Virginia:

Brent D. from Centerville told us… **"**There is no way to tell the true cost of trip. It is so easy to have a menu of options that you can check off and get a total."

Mike U. from Richmond told us… "Hidden fees are painful for corporate travel! I run a start up for data mining and the hidden fees make our travel planning difficult as we can't properly estimate the fees."

Florence P. from Woodbridge told us… **"**The stated ticket price should include all fees and taxes + one piece of luggage per person."

Dara R. from Gladys told us… **"**The hidden fees are beyond ridiculous. When a fee is advertised it should be at the full price, not added on later after one thinks they are going to pay what was advertised."

Jeff M. from Glen Allen told us… "Please help us stop this trend with hidden fees for things which one assumes is part of flying. It's unsound and unethical business."

Yvonne H. from Arlington told us… "I just want to know how much the flight costs... all these fees are deceptive."

Gary B. from Norfolk told us… "Let's make a level playing field through full, honest disclosure."

Sara E. from Falls Church told us… "Keeping my business competitive means that I have to budget my travel expenses closely. Making a reservation, then showing up at the airport only to find that there are "additional" costs associated withe the flight puts me into a lose-lose position. I am already at the airport and ready to go to an appointed meeting at another destination. I am forced to accept the "additional" costs which had not been budgeted for when I planned and booked my travel, thereby adding to my expenses and reducing my competitive pricing."

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Petition access dates from September 1, 2010 through September 23, 2010

SUMMARY PETITION REPORT FOR:

Washington

Petition results overall: **59248 domestic names**

For Washington: **2251 names (3.8%)**

Some comments from Washington:

Paul W. from Spokane told us… "Hidden Fees?? Posted Fees?? Bag Fees?? Extra leg room fees?? I'll pay the extra up front price for the flight as long as I know that it is my total price. Airline leadership is way off base...a bunch of lemmings following each other off the cliff..."

Bob M. from Spokane told us… "Show the customers the fees up front!"

Betty B. from Lake Tapps told us… "It is becoming frustrating and time consuming to properly compare services and make an informed decision. I, like many others am tired of spending 4 times the amount of time I should to dig out the information and make an informed decision."

Blake P. from Seattle told us… "I'm sick of the fees no matter what they say they're for. Make it a one price ticket without all the fees. It's out of control. Now you can't check your baggage or carry on without a fee. What happened to customer service with the airlines?"

Glenn T. from Washougal told us… "Hidden fees are consistently leading our firm to make poor purchasing decisions for field team travel. Airlines are being allowed to create the illusion of lower prices, then making it up at the check-in counter."

Shannon R. from Spokane told us… "Hidden fees are bad for consumers. They make it impossible to compare prices."

Donna D. from Issaquah told us… "No fee stated for checked bag with Virgin Seattle to SanFrancisco. Then at airport told $25 per bag, higher than most airlines. Then after checked in told could respond at booth wanted upgrade for $10.00 to get free bag check. It is too automatic a reaction to not pay more for an unclear upgrade and that was deceptive as well."

Kerri R. from Redmond told us… "I agree all fees should be made readily available so travelers can fairly compare."

Gil R. from Everett told us… "Hidden fees for checked baggage has more people carrying bags on board, over crowding the overhead and space under the seat in front of them, and creates a more cramped flight. All it has done is created inconvenience for travelers and increased revenue for airlines. Plus all these hidden fees only affect the poor and middle class, rich folks are not affected. This creates more class division and is wrong."

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SUMMARY PETITION REPORT FOR:

West Virginia

Petition results overall: **59248 domestic names**

For West Virginia: **156 names (0.3%)**

Some comments from West Virginia:

Neal R. from Buckhannon told us… "There should be no hidden fees! Everything should be transparent and upfront."

Sharon D. from Rosedale told us… "There is nothing but hidden fees and tricks to milk a few more dollars out of the customer. Set the price up front. IF we don't want to fly then we can decide right then!!!"

Milly G. from Clarksburg told us… "While traveling on NW, SEA MSP, I was offered for $7.00 a fruit tray. 9 grapes 2 pieces of cheese, 4 apple slices, and a 2" x 2" quarter of stale bread was what was served. $7.00 for slop! I don't mind paying extra fees, but give me my $$$'s worth."

Darren D. from Paw Paw told us… "The bag check fee is ridiculous. Because of this, many more people now drag bulging carry on bags onto the plane and this slows down loading and unloading. AND it is uncomfortable for people to be crawling all over trying to shove bags in any available corner."

Karen M. from Morgantown told us… "Sometimes you think you are getting a good deal on plane tickets but then when you think about it, you are really paying $50 more for travel."

Nicholas S. from Huntington told us… "I'd just like to hear the price I'm going to pay when I'm quoted a price. Period. By time the luggage, taxes, etc, are tacked on, there's been an additional $60 or more added to my fee."

Mason M. from Petroleum told us… "Unexpected baggage fees caused a friend of mine to be completely broke, because the fee was so excessive and unnecessary. She had saved money to take on her trip, but not a lot of money especially not for unexpected fees on her flight. All fees should be disclosed up front so their are no surprises. Every body is not rich."

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SUMMARY PETITION REPORT FOR:

Wisconsin

Petition results overall: **59248 domestic names**

For Wisconsin: **1216 names (2.1%)**

Some comments from Wisconsin:

Chris S. from Eau Claire told us… "The cost of hidden fees doubled the ticket price."

James L. from Mukwonago told us… "My story repeats itself each time I book… the extra and hidden fees are not disclosed… Why would I shop at a grocery store that only posted part of the price and then at "check out" told me what I really was paying. There is no other industry that prices this way!"

Karen F. from Port Washington told us… "Just post the "bottom line" cost of tickets. Cut out the hidden fees and mystery add-ons."

Matt F. from Wauwatosa told us… "I am on a budget so need to know all the cost of travel up front."

Sam C. from Platteville told us… "Hidden Fees are a rip-off. Tell us upfront what it will be so we can compare various airlines. Baggage fees makes needed carry ons a big problem since everyone brings regular luggage as a carry on…"

Kaye M. from Adams told us… Having purchased about 10 plane tickets this year, I definitely think it's unfair for airlines and other transportation companies to charge hidden fees..... or even announced luggage fees. The airline industry has gotten so bad, with cancellations and flight delays and no excuses or explanations!"

Roxanne K. from Mayville told us… "Be up front. People are sick of being ripped off."

Richard W. from Verona told us… **"**As a 64 year old traveler with 1.5 million flight miles I recall paying a single fee… When you purchased a ticket you understood immediately your cost. Today you are constantly surprised with hidden fees… Airlines must be required to publish all fees prior to purchase of a ticket so consumers can compare flight cost… FULL DISCLOSURE…"

Pam P. from Neenah told us… "As an account manager of a large travel management company, I work with a large number of corporations with their travel program they are trying to manage their costs. …it is nearly impossible to accurately identify their costs since the 'bottom line' that we show them they are paying for airline tickets isn't the bottom line at all. They have no control of their costs."

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SUMMARY PETITION REPORT FOR:

Wyoming

Petition results overall: **59248 domestic names**

For Wyoming: **152 names (0.3%)**

Some comments from Wyoming:

Sara B. from Sheridan told us… "A consumer should be able to buy a ticket and know at the time the full cost of the purchase. The use of hidden fees in not just or right."

Leonard S. from Cheyenne told us… "My company will not reimburse me for fees not stated with the ticket price. This includes meals for long flights or checked baggage. When these fees are hidden, the traveler gets screwed!"

Steve J. from Laramie told us… "Hidden fees encourage passengers to carry on a lot of weight instead of checking it."

Kelly S. from Cheyenne told us… "I travel on a budget and it's difficult to compare flight prices. More importantly it's difficult to anticipate baggage fees!"

Helen L. from Sheridan told us… "I am angry when I see hidden fees come up on my credit card after I have carefully budgeted for my travel. Please force airlines to expose the true and final costs to protect consumers."

Ben B. from Cheyenne told us… "An informed decision comparing total travel costs requires inclusion of ALL fees involved with purchase of any airline ticket... usually well in advance of travel. I have been unpleasantly surprised several times at the last moment."

Rick M. from Cheyenne told us… "Hidden charges for supposedly free ticket transfers. Not being told up front about checked baggage charges."

Duane F. from Laramie told us… "Working in the tourism field for over 25 years, I have learned many things, most importantly, to work straightforward towards visitors and travelers, no lies, no strings attached, just plain and pure honesty, that is what makes people feel good and well treated, I think the airline industry is not being fare."

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