

# **ITandT Business Travel Solutions**

## **Travel News Alert**

January 2009

### **BRIEFING/AMERICA**

#### **Airlines Checked Baggage Fee Chart**

**Last Updated: January 5, 2009**

Airline Baggage Fees -- today, picking the right airfare may not be the overall cheapest airfare, especially if you are checking bags, need to make a change to your ticket, are flying kids solo or if you're planning to bring your favorite pet on your trip. Fees can add up quickly.

One of the biggest fees is for oversized checked luggage. This can be up to \$175, even if your bag has only 25 pounds of clothing.

The current baggage fees apply only for travel within the contiguous 48 states, Alaska, Hawaii, Canada, U.S. Virgin Islands and Puerto Rico. Travelers flying to other international destinations can still check two bags for free.

As of July 1, 2008, Southwest Airlines is the only major U.S. airline that will let passengers check two bags (50 lbs or less) for free for travel within the contiguous 48 states. Alaska Airlines began charging \$25 for a second checked bag starting on this date.

Passengers who purchase full fare unrestricted coach, business class or first class tickets can also check two bags for free. Military passengers flying on active duty orders may also still check two bags for free.

If you are an elite member of a frequent flyer program on one of the major airlines, you can still check two bags for free on that carrier. Some airlines also allow passengers who are listed under the same reservation as an elite member to check up to two bags for free. Be sure to check the contract of carriage for your airline for their policies.

Continental Airlines is the only major U.S. airline that lets their One Pass Elite members (and military travelers flying on active duty orders) flying in economy class to check two bags weighing 70 lbs each for free. All other airlines charge extra for bags weighing over 50 lbs. Continental's business class and first class passengers may check up to three bags weighing up to 70 lbs for free.

Virgin America is only U.S. airline that permits your first bag for free that weighs up to 70 lbs. For all other airlines, the cutoff point is 50 lbs for the first bag.

Also note on curbside check-in, many airlines have a \$2 per bag check-in fee. Delta has a \$3 per bag fee. American Airlines dropped their \$2 curbside fee on June 15, 2008, but will start charging \$15 for the first checked bag. If you are planning to check two bags and pay the \$25 second bag fee, United and US Airways are requiring customers to bring the second bag inside to be checked. You can still check the first bag at curbside and pay a \$2 curbside check-in fee.

If we had to rank the airline with the more friendly fees, Southwest Airlines wins hands down. Listed below is a chart outlining the airlines baggage fees, as of December 2, 2008. Please note that fees and policies are subject to change at any time.

Airline	1st Checked Bag	2nd Checked Bag	3rd-5th Checked Bag	Curbside Check-In
American	\$15	\$25	\$100	Free
Air Canada	\$0	\$0	\$100	n/a
Air Tran	\$15	\$25	\$50	Free
Alaska	\$0	\$25	\$125	Varies
Continental	\$15	\$25	\$100	Free
Delta	\$15	\$25	\$125 3rd / \$200 4th & 5th	Free
Frontier	\$15	\$25	\$50	n/a
Hawaiian Air	\$15	\$25	\$100	n/a
JetBlue	\$0	\$20	\$75	\$2
Midwest	\$15	\$25	\$100	Free
Northwest	\$15	\$25	\$100	Varies
Southwest	\$0	\$0	\$25 / 3rd-5th \$50	Free
Spirit	\$15 online / \$25 at airport	\$25	\$100	\$2
United	\$15	\$25	\$125	\$2
US Airways	\$15	\$25	\$100	\$2
Virgin America	\$0	\$25	\$50-\$100	n/a

Airline	Overweight Bag Fee (50-70 lbs)	Overweight Bag Fee (71-99 lbs)	Oversized Bag Fee (62-80")
American	\$50	\$100	\$150
Air Canada	\$75	\$75	\$75
Air Tran	\$39	\$79	\$39-\$79
Alaska	\$50	\$50	\$50
Continental	\$50	n/a	\$100
Delta	\$90	\$175	\$175
Frontier	\$75	\$75	\$75
Hawaiian Air	\$25	n/a	\$100
JetBlue	\$50	\$100	\$75
Midwest	\$50	\$65	\$80
Northwest	\$50	n/a	\$100
Southwest	\$25	\$50	\$50
Spirit	\$50	\$100	\$100
United	\$125	\$125	\$175
US Airways	\$65-\$150	\$115-\$200	\$100
Virgin America	\$50	\$100	\$50

Continental Airlines this month reduced the size of allowable carry-on items from 51 linear inches (length plus height plus width) to 45 linear inches or 115 centimeters, matching its key competitors and partners but nevertheless drawing criticism. Some might see Continental's decision to limit flexibility for carry-on items as part two of a double whammy that began with new charges levied for checking bags.

With the airlines starting to charge for checked bags, more passengers are trying to beat these charges by carrying more items on planes--larger and heavier bags. The airlines, in turn, now have a financial incentive to enforce their carry-on bag limits, and we anticipate increasing attention and enforcement of carry-on weight limits in the future.

Continental's action to lower the maximum allowable size represents an apparent reversal of its stance on carry-on baggage from a decade ago. Between 1998 and 2000, the airline successfully battled against Delta Air Lines and United Airlines' installation of baggage-sizing templates on X-ray machines at shared checkpoints in certain airports. At the time, Continental was hyping its large, overhead bins and argued that the sizers hindered its promotional efforts to draw customers.

Continental's size requirements for carry-on baggage now matches those of American Airlines, United and current code-share partners Delta and Northwest Airlines (see chart below). An apparent future Continental partner in Star Alliance, US Airways' maximum is 51 inches, as is Alaska Airlines', which currently shares codes with Continental. Frontier Airlines' is 49 inches, Southwest Airlines' is 50 inches and AirTran Airways' is 55 inches. JetBlue Airways has the most generous carry-on maximum: 56 inches for passengers flying on its Airbus A320 aircraft. JetBlue's maximum size for its Embraer 190 aircraft is 50 inches. Moreover, some airlines specify on their Web sites the maximum allowable weight for carry-on bags (often between 35 pounds and 40 pounds), but most do not.

## **Airline Fees For Phone Reservations, Seating, Food & Drinks**

***Last Updated: January 05, 2009***

Airline Fees for Phone Reservations, Priority Seat Selection, Food And Drinks -- today, picking the right airfare may not be the overall cheapest airfare.

Many factors go into your total airline ticket these days, thanks to new fees being implemented by the major airlines for everything ranging from baggage to alcohol on board. These fees can add up quickly.

We have collected data on just a few of many fees the airlines have unveiled since February 2008. It's always best to contact your airline or check the contract of carriage on their website for any last-minute changes.

If we had to rank the airline with the more friendly fees, Southwest Airlines wins hands down. Listed below is a chart outlining the airlines baggage fees, as of December 2, 2008. Please note that fees and policies are subject to change at any time.

Airline	Reservation by Phone (per person)	Priority Seat Selection	Meals	Beverages / Snacks	Alcohol
American	\$20	None	\$3-\$10	Free/None	\$6
Air Tran	\$10	\$6-\$20	None	Free	\$6
Alaska	\$15	None	\$5	Free	\$5
Continental	\$15	None	Free (flights 2+ hours)	Free	\$5
Delta	\$25	None	\$3-\$8	Free	\$7
Frontier	\$25	None	\$3-\$7	Free	\$6
Hawaiian Air	\$10-\$20	None	Free	Free	n/a
JetBlue	\$15	\$10-\$30	None	Free	\$5
Midwest	\$25	\$25-\$75	\$6-\$11	\$0-\$4	\$5
Northwest	\$20	\$5-\$35	\$7-\$10	\$0-\$5	n/a
Southwest	Free	\$10-\$30 (Business Select)	None	\$0-\$3	\$4
Spirit	\$20	\$5-\$35	None	\$2-\$4	\$6
United	\$25	\$14-\$109	\$6-\$9	Free	\$6
US Airways	\$25-\$35	\$5-\$30	\$5-\$7	\$2 (beverages only)	\$7
Virgin America	\$10	\$15-\$50	\$6-\$8	Free (beverages only)	\$5-\$6

## **American Airlines Introduces Priority Access**

***Last Updated: December 02, 2008***

American Airlines Introduces Priority Access For Elite Travelers Get Special Check-In And Boarding Lines

When it comes to boarding, especially first class, about 80% of those in the front cabin are eagerly waiting to board and not sitting down but, looking to find over head space to put carry-on luggage. Those who board last in First Class, especially when the First Class cabin is full, may end up putting there carry-on in coach. Even though Elite and First Class passengers can check up to two bags, weighting 50lbs. or less for free, we also know better.

Two benefits we see is that at the same airports there is a fast lane around coach passengers at the TSA Security line and the second is if you don't board first Class the new lane at the gate will get you to the front of the line.

## **TSA Expands Paperless Boarding Pass w/ Barcodes On Your PDA Or Cell Phone**

***Last Updated: December 02, 2008***

TSA expands paperless boarding pass with barcodes on your PDA or cell phone. The first Paperless Boarding Pass Pilot Program began in Houston in December 2007 with Continental Airlines.

This Pilot Program was to add new technology to insure that fraudulent boarding passes can not be used to gain access to the sterile side of the airport.

This new technology has the ability to detect fraudulent boarding passes while speeding up the time spent in TSA security lines, improving customer service; and can you imagine the amount of paper that will be save?

The TSA document checkers will use hand-held scanners (cost of about \$1,000) to validate the authenticity of the paperless barcodes sent to the traveling passenger.

In the past year, we have seen Continental Airlines test this new paperless boarding pass in Newark, Washington (DC) - Reagan, Boston, Austin, San Antonio and on Thursday October 23, 2008, began their test program in Cleveland.

More than 300,000 Continental Airlines passengers have used this system in the past year. Virtually any new cell phones, Black-berry's or other PDA's (Personal Digital Assistant Device) you purchase today are web enabled.

Now, you still will need to show a valid government issued I.D. such as a drivers license or passport. This program is available to all U.S. travelers flying business and leisure.

The current paper boarding pass can be folded in many folds before the passenger is checked through, including the boarding gates. In not only reduces paper, but it helps keep these papers from getting lost or, in my case, I like to scribble on any piece of paper I get.

What also helps is when you're on the road and you don't have a printer, which means when you get to the airport it's just an extra stop you have to make. With boarding passes now on any cell phone, it's one less stop.

## **Secure Flight Implementation Begins**

***Last Updated: January 09, 2009***

The TSA on December 29, 2008 officially began the implementation phase of Secure Flight, its controversial passenger prescreening program. The program's activation came after years of development and debate. Secure Flight requires agencies to prepare their systems and processes for a role in collecting traveler information. That means spending money to adapt systems and train personnel to collect the required information. Secure Flight calls on TSA to assume from airlines the responsibility for matching passenger names to federal watch lists before flight departures, as recommended by the "9/11 Commission Report" to the U.S. Congress. The federal agency would inform airlines operating in, to, from or over the Unites States which passengers are permitted to board after reviewing every passenger's full name, date of birth and gender, which are collected at the time of booking. According to the U.S. Department of Homeland Security Secretary Michael Chertoff, the program will produce a more consistent passenger prescreening process, ultimately reducing the number of misidentification issues.

Secure Flight will be implemented in two phases, first for domestic and then, in late 2009 for international flights. U.S. Customs and Border Protection, not the airlines, thus far has been responsible for the international watch list-matching function. Airlines will be brought into the program gradually to allow for operational testing, addressing concerns that some airlines and third-party agents would not have sufficient time to enact all the necessary technological and process changes according to the TSA.

## **Frontier Unveils A New Three-Tiered Fare Structure**

“**Classic Plus**” fares are fully refundable and changeable; provide priority boarding, free in-flight television, snack service and bonus frequent flier mileage accrual; and allow two checked bags at no charge. “**Classic**” fares provide seat assignments, free checked baggage, in-flight television smaller flyer mileage bonuses. “**Economy**” fares are the lowest available fares.

## **Spirit Airlines To Offer A.C. To Boston Service**

Spirit Airlines will begin daily service between Atlantic City and Boston on May 1st. The flight will depart from Atlantic City International Airport at 5:20 p.m. each day, and will leave Boston for Atlantic City at 10:40 a.m.

## **Getting Around At Philadelphia International Airport**

Philadelphia International has opened a new connecting building between Terminals D and E, providing more shops and restaurants and letting travelers roam more freely in post-security areas. Located on the second floor departures level, the Connector also has a new consolidated 14-lane security checkpoint for the two terminals, which handle about a quarter of the airport's traffic. Southwest, AirTran, United, Continental, Air Canada and Northwest operate gates at the two terminals. Passengers in Terminal E can now access other areas of the airport without having to repeatedly go through security.

## **Fever Buy A Ticket And The Price Later Fell?**

Some airlines will refund you the difference, if you ask them. Most airlines provide a refund if it is requested BEFORE a flight is scheduled to depart. Depending on an airline's policy, the request can be made on the phone or at the carrier's website. Only Southwest Airlines allows fliers to rebook their flight at a lower fare and refunds the difference on a credit card. Most other airlines make up the difference with a voucher for a future flight. A change fee – ranging from \$75 to \$150 for a domestic flight – may apply.

The following are the airline's policies for refund requests when you purchase a non-refundable ticket and the fare drops before departure. Most will refund the difference by issuing a travel voucher for a future flight minus the airline's ticket change fee:

<b>AirTran</b>	<b>No refund</b>
<b>Alaska</b>	<b>Voucher with no change fee</b>
<b>American</b>	<b>Voucher minus change fee</b>
<b>Continental</b>	<b>Voucher minus change fee</b>
<b>Delta</b>	<b>Voucher minus change fee</b>
<b>Frontier</b>	<b>No refund</b>
<b>Hawaiian</b>	<b>Voucher minus change fee</b>
<b>JetBlue</b>	<b>Voucher with no change fee</b>
<b>Midwest</b>	<b>Voucher with no change fee if consumer requests refund within 7 days of purchasing ticket; otherwise, a change fee applies</b>
<b>Northwest</b>	<b>Voucher minus change fee</b>
<b>Southwest</b>	<b>Cash refund with no change fee</b>
<b>Spirit</b>	<b>No refund</b>
<b>United</b>	<b>Voucher with no change fee</b>
<b>US Airways</b>	<b>Voucher minus change fee</b>
<b>Virgin America</b>	<b>No refund</b>

## **Southwest's New York Move**

Southwest Airlines is poised to enter the New York City market, starting flights at the city's LaGuardia airport this spring. The move, along with its planned entry into Minnesota's Twin Cities, marks the carrier's virtual abandonment of its long-held strategy of serving only secondary airports. For example it serves suburban Long Island, NY, through Islip MacArthur airport. Southwest plans to start service in March at the Delta-dominated Minneapolis/Satin Paul hub, but this and the LaGuardia service are both starting small. New York flights are limited to seven daily round trips because Southwest is purchasing just 14 landing slots from the bankruptcy estate of ATA Airlines; the MSP service is similarly limited to eight daily flights connecting to Chicago Midway.

## **BRIEFING/EUROPE**

### **Aer Lingus Determined To Resist Ryanair**

Aer Lingus has stressed its intention to remain an independent carrier amid Irish rival Ryanair's fresh takeover attempt. Ryanair in December disclosed it was making another takeover bid for Aer Lingus, after its initial attempt was last year prevented from going ahead by the European Commission. This time around Ryanair, which already owns a 29.8% stake in Aer Lingus has made a cash offer of \$1.97 per share for all of Aer Lingus. This is half the figure offered in its previous offer.

### **Relaunched Alitalia Flies Into Battle**

Two years after its privatization was launched and after months of wrangling with unions, a revamped, privately-owned national carrier based on Alitalia assets and including AirOne will finally take to the skies in 2009. The plan is for a January 13<sup>th</sup> launch for the new carrier. This time around Ryanair, which already owns a 29.8% stake in Aer Lingus has made a cash offer of \$1.97 per share for all of Aer Lingus. This is half the figure offered in its previous offer.