

# The Facts About Resort Fees

**94%**  
**OF HOTELS**  
**DON'T**  
**CHARGE**  
**RESORT**  
**FEES<sup>1</sup>**

## AMENITIES MATTER



**80%**

of recent hotel-goers are willing to pay for hotels with resort fees if the amenities are worthwhile.<sup>2</sup>

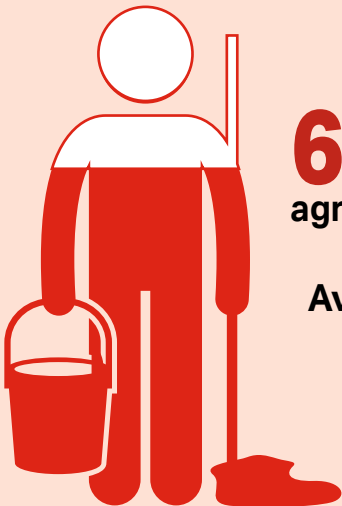
## HOTELS ARE DELIVERING TRANSPARENCY



**83%**

of those who have stayed in a hotel in the past 12 months were satisfied with the transparency of their room charges and other fees.<sup>2</sup>

## CONSUMERS SAY SHORT-TERM RENTAL CLEANING FEES EXCESSIVE, UNFAIR



**68%** of adults aware of mandatory short-term rental cleaning fees agree the fee amounts are often excessive.<sup>2</sup>

**57%** agree the practice is unfair to consumers.<sup>2</sup>

Average Airbnb cleaning fees range from **\$143-\$420.<sup>3</sup>**

**NEARLY 55%** of Airbnb listings charge mandatory cleaning fees.<sup>3</sup>

Sources: 1: OTA Insight analysis for AHLA, 2022

2: Morning Consult Survey: This poll was conducted by Morning Consult on behalf of AHLA. The survey was conducted November 4-6, 2022, among a national sample of 2,210 adults. The interviews were conducted online, and the data was weighted to approximate a target sample of adults based on age, gender, educational attainment, race, and region. Results have a margin of error of plus or minus 2.0 percentage points.

3: The Wall Street Journal, 9/16/22 <https://www.wsj.com/articles/airbnb-chores-cleaning-fee-11663269029>