

RESORT FEES: THE FACTS



CONSUMERS WANT TRANSPARENCY BY BREAKING OUT THE RESORT FEE.

A majority (**57%**) of guests who have stayed at hotels with resort fees prefer to see an itemized list of all charges and fees as opposed to the total, combined price of the room

HOTELS VS. ONLINE TRAVEL AGENCIES

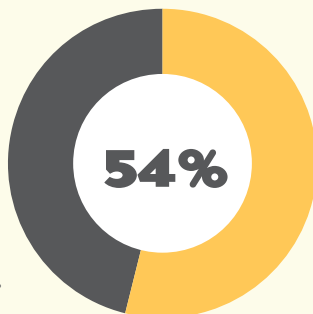
Hotels clearly display resort fees at the time of booking.



Nearly **65%** of consumers booking on a hotel's website recall learning about a resort fee prior to entering their credit card information.

Some online travel agencies lump costs together, making it difficult to see what you're paying for.

54% of consumers who made a reservation through an online travel agency were not aware of the booking or service fees they may have been assessed.



AMENITIES

They matter.

55% of travelers are willing to pay a resort fee if the amenities are worth it.

