

Airline Fuel Surcharges a Rip Off: Aussie Travellers

November 15, 2006

AIRLINES were ripping off passengers by continuing to charge fuel surcharges on domestic flights despite the drop in oil prices, according to a new survey.

The survey, conducted by online travel directory totaltravel.com, was held over 3 weeks and asked whether airlines' fuel surcharges for flights were fair, considering the recent fall in fuel prices. An overwhelming four out of five respondents (80%) thought that airlines were ripping customers off by not reducing the surcharge.

Only one out of five respondents (20%) believed fluctuating oil prices and fuel surcharges were a reality of modern travel.

A total of 1036 people responded to the survey.

totaltravel.com global marketing manager Paul Fisher said the survey results were extremely relevant, considering the recent decision by airline Qantas to reduce the fuel surcharge on its international flights.

"I was impressed by Qantas' decision to reduce the surcharge for international flights, thereby reducing some of the financial burden on travellers," Mr Fisher said. "They obviously listened to the public's concerns and acted."

Mr Fisher said it now was time for Qantas, its cheaper counter-part Jetstar, and Virgin Blue to reduce the fuel surcharge on domestic airlines.

"The price of fuel has dropped dramatically in recent months and there should be no reason why fuel surcharges on domestic flights are not reduced.

"As our survey found, the public is clearly not satisfied with the current situation and some serious changes need to be made."

Head Office

Suite 2, 13 Lawson Street
Byron Bay NSW 2481
Australia

Mailing Address

PO Box 1825
Byron Bay NSW 2481
Australia

Contact

T +61 (0) 2 6680 8755
F +61 (0) 2 6680 8744
E info@totaltravel.com

Qantas' fuel surcharges are \$31 on a domestic flight, \$24 on a Jetstar flight and \$65 across the Tasman. Virgin Blue charges \$19 a sector (one-way) on domestic flights. The price of crude oil is projected to trade internationally in 2007 between US\$55 and US\$60 per barrel, after peaking at US \$82 per barrel in August.

ENDS

Media enquires:

Paul Fisher

Global Marketing Manager

totaltravel.com

Phone +61 (0)2 6680-8755

Mobile +61 (0)404 057 367

Head Office

Suite 2, 13 Lawson Street
Byron Bay NSW 2481
Australia

Mailing Address

PO Box 1825
Byron Bay NSW 2481
Australia

Contact

T +61 (0) 2 6680 8755
F +61 (0) 2 6680 8744
E info@totaltravel.com