

A Business Travel Update from Milne Business Travel Services. 24 Airport Road, West Lebanon, NH 03784 (603) 298-6644

Airlines

United, Continental and Frontier Add or Up Baggage Fees

Airlines continue to try to deal with high oil prices by upping or adding baggage fees. United Airlines has doubled the fee for the first checked bag to \$50 from \$25 one way, unless you're flying in United First or United Business, have Premier status with United or Star Alliance, or are active duty military personnel traveling on orders. United estimates that the \$50 service fee will apply to one out of seven customers. Customers may pay these service fees at an airport Easy Check-In kiosk or with a skycap. Ultimately, United aims to give customers the option of paying these baggage fees online. Continental now charges you \$15 for the first checked bag unless you're traveling First, BusinessFirst or full fare economy. OnePass Elite and SkyTeam Elite First and military personnel are exempt. Frontier Airlines will begin charging \$15 for your first checked bag and \$25 for the second, starting Nov. 1. The Department of Transportation estimates that the aviation industry collected \$182.6 million in excess baggage fees in the second quarter of 2008, up from \$122.3 million in the first quarter and \$113.0 million in the second quarter of 2007. (Source: airline, DOT press releases).

Air Canada to Offer In-flight Internet Starting Next Spring

Air Canada will offer in-flight internet beginning next spring aboard Airbus A319 aircraft on select flights to the U.S. West Coast and will be accessible by customers with a standard, Wi-Fi equipped laptop or Personal Electronic Device (PED). Initially, the Gogo system will be powered by its partner Aircell's existing network and only available in the U.S. to make Air Canada's rollout fast, economical and simple. (Source: Air Canada press release)

Delta Introduces Two-Class Shuttle Service

Delta Air Lines will offer two-class Shuttle service with 12 seats in First Class and 128 in Economy, keeping its open-seating policy for each class. Sky Miles Medallion members qualify for upgrades. During November, there may be a mix of one- and two-class Shuttle aircraft as Delta reconfigures its nine MD 88 Shuttle aircraft (Source: Delta news release).

If You Can Afford It, There's More Room in the Front of the Plane on International flights

The numbers of international premium class travelers actually dropped in July, according to the International Air Traffic Association. Some of these travelers have probably moved to the back of the plane, but the sharp decline in premium travel also reflects a fall in business travel due to the increasing weakness of major economies. Most of the drops were in markets connected with Asia, but cross-border European numbers also shrank. South America and markets connected to the Middle East and Africa did the best. Economy class continued to grow, but even that pace slowed sharply to just 0.9 percent in July, following a 3.4 percent growth in June and 4.6 percent for the first half of the year. IATA's August figures shows that international air travel growth overall is continuing to decline. After growing by 5.4 percent in the first half of the year, it slowed to 1.9 percent and July and 1.3 percent in August. (Source: IATA press releases)

Southwest Cabins Go Cash free

Southwest Airlines has equipped its aircraft with handheld credit card devices and no longer accepts cash. The carrier accepts all major credit and debit cards for payment as well as Southwest Airlines Drink Coupons. Customers paying with their Rapid Rewards credit card from Chase receive double reward dollars by using their card onboard. (Source: Southwest press release)

Clear FastPass Launches in Atlanta, Boston

Clear, which provides fast access through airport security, has launched at Boston Logan's Terminal A and at Atlanta's Hartsfield-Jackson International Airport. The Clear card is now accepted at 20 airports and the Clear lanes have been used more than 1.5 million times at participating airports, including San Francisco, Denver, New York's JFK and LaGuardia, Washington, DC's Reagan and Dulles, and Orlando International Airport. (Source: Clear press release).

Hotels

Choice Hotels, American Express Offer Double Rewards for European Stays

Members of Choice Privileges, Choice Hotels International's loyalty program who use their American Express card when they stay at Choice Hotels International in Europe will earn 10 bonus points per \$1 spent, in addition to the base 10 points (a total of 20 points per \$1 spent). The offer is good through Nov. 30 and includes Comfort, Quality and Clarion brand hotels. Travelers can register at www.choicehotels.com/axp. (Source: Choice press release).

Car and Rail

Dollar, Thrifty Offer American Express Cardholders Special Rates in Florida

Dollar Rent A Car and Thrifty Car Rental, are including Pass24 Prepaid Toll Service with select car rental rates at participating Florida locations when customers use any American Express Card with Promo Code AX13. This offer is valid at participating location in Florida through Dec. 15. Ordinarily, Pass24 pre-paid toll service costs \$5.95 per day or \$27.95 per week in Florida.

Enterprise Makes Car Sharing Program Available Nationwide

WeCar, Enterprise Rent-A-Car's business-to-business sharing program, is now available nationwide. It provides hourly car rentals for corporate campuses, government installations, and colleges and universities. After enrolling in the program, members can reserve a vehicle online for all transportation needs, 24 hours a day, seven days a week. The cars are strategically placed in designated, easy-to-find parking spaces. (Source: Enterprise press release).

Spotlight On.....You and Your PDA

Eighty-seven percent of workplace professionals take their PDAs to bed, according to a work-life study commissioned by Sheraton Hotels & Resorts, but believe it enables them to spend more time away from the office and with family and friends. (Source: Sheraton press release)

- 85 percent say technology makes them feel compelled to be connected to work 24/7
- 84% check their PDA-s just before going to bed and as soon as they wake up.
- 85% say that PDAs and cell phones let them spend more time out of the office
- 84% say it gives them more quality time and flexibility with family and friends

Sheraton commissioned the study as part of its launch of its "Link@Sheraton experienced with Microsoft," lobby lounge that helps travelers stay connected on the road. (Source: Sheraton press release).

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