

Examples of testimonials on FBO pricing and services

“On February 23, 2023, my wife and I flew our small 4-seat single engine turboprop aircraft 41 miles to get lunch at a nearby airport cafe. It is not a large corporate jet nor a charter aircraft. Upon departure the FBO informed me that the parking fee was \$245. Our total stay was approximately 1 hour! After reluctantly paying the fee, I discovered another \$35 in “security” fees and taxes were added to my charges making this a nearly \$300 event just for parking for one hour! The FBO offered to reduce the fee if I bought 56 gallons of fuel (at nearly \$8.00 a gallon), but I could not accept this offer since I had only flown 15 minutes from our home airport and was nearly full of fuel.

A Flight Instructor and his student pilot decided to land their single engine training aircraft to use a restroom and were charged \$80 to park their aircraft for 10 minutes. “The only service rendered was the use of the FBO restroom. No fuel was purchased, and no other services were requested.”

“Hawthorne Aviation FBO at KEAU Eau Claire, WI has recently implemented a fee structure that rivals that of those in South Florida, the Northeast and California. A light jet is being charged over \$400 for a quick turn. Their facility fees range from \$270-\$1,200 depending on aircraft type - not class. I want to report this in hopes that someone at AOPA will be able to take action against Hawthorne for the recent fee structure. Prior to this, they were free - and while I don't think they need to remain free; I think \$412 is a ludicrous fee for spending less than 10 minutes outside.”

Nearly \$400 in ramp fees for a small single-engine 150 Cessna airplane to drop off a hospital patient. “Was planning to fly my wife down to Boston Logan Airport to get her into Mass General Hospital for testing. It was intended to be a far less stressful alternative to driving through Boston as Mass General is less than four miles from the GA Ramp by taxi. I was looking at having to make the trip on a regular basis for my wife's tests. Ended up not flying in because excessive fees at Logan would mean almost \$400.00 just to fly in and park my little Cessna 150 for a few hours.”

“Didn't take a drop of fuel, picked up 4 passengers in a midsize jet, was on the ground for 20 minutes and had to pay \$1,200 – an outrageous amount.”

“It cost me about \$700 just to park and pick up passengers in our single-engine turboprop aircraft. Ridiculous! It should be much less. They clearly have a monopoly here because the employees don't care whether they provide good service. We don't usually fuel here because it is expensive.”

"Called ahead to ask about fees for a rapid turn-around passenger pick-up in our single-engine 4-seat aircraft – the FBO informed me it would be \$284.70 due to five separate fees (see below). Of that, \$49 could be waived for a purchase of at least 15gal of fuel at \$8.62/gal. We decided not to go there...surprise..." (Landing, Handling, GA Fee, Security Fee, Parking Fee)

"\$580 to park for 3 hours. Excessive handling fees at this FBO – we have no other options - only FBO on the field."

"I fly a DA42 aircraft and KOPF is a fairly regular stop for me. I recently visited Atlantic Aviation at KOPF, a stop I'd been to a few times in the past and was surprised by the fees. A \$35 security fee, \$75 facility fee (waived if I purchase a certain amount of fuel) and a \$45 Atlantic habitat fee. I wasn't on the ramp for very long, but I was taken aback by the "Atlantic habitat fee." I voiced some concerns, and the manager actually called me. He explained that the fee was implemented to cover employee retention (each employee gets \$650 a month). I asked him if this was posted anywhere in the FBO in case I missed it. He said they started charging the fee in January, had a flyer in the FBO for a few months, then took it down. I asked if this fee was published anywhere online. He informed me that no, it was not published online. The only way to know about it would be to call them. He further informed me that Atlantic started charging this "habitat" fee at other airports as well. Pilots are now being required to help augment FBO employee salaries at public-use airports? What is going on here?"

Dropped off passengers and was right back out, less than 10 minutes, and was charged \$506 to park the light 8-passenger jet."

"I called ahead and asked what the ramp fee was for a twin-engine turboprop 8 seat aircraft and was told it was \$83.00. I asked 'are you sure' because that seems very reasonable for this FBO company. They confirmed the cost was \$83.00. When I got there, they charged me \$469.92 to drop off a single passenger."

"Arrived for a few hours with no intention of taking fuel due to weight constraints and price. Charged \$335 handling fee of which none could be waived."

"I landed at KSUS to clear Customs and apparently Signature controls the Customs ramp. A Signature employee waived me in and put chocks on my wheels – neither of which was necessary for clearing Customs. I didn't purchase fuel from Signature, but I did receive an invoice from them for \$336.00 after having spent only 20 minutes on the ramp – 20 minutes! That's absurd! They charged me an infrastructure fee of \$25, a handling fee of \$221.00 and an "Administrative" fee of \$90 (see invoice). I was there to clear U.S. Customs, and I thought my federal taxes pay for that federal service, but Signature charged me a \$90 "Administrative" fee. The Customs personnel were very efficient, but these FBO fees are outrageous and are going to destroy General Aviation. Please do something about it!