

How hotels help themselves to your money

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Guests need to know what to expect and how to avoid sneaky fees

If you think your hotel's done with you when you check out, think again. It might just be getting started.

Charges can be quietly added to your hotel bill after you've left. And increasingly, they are.

When John Richards was a weekly guest at a W Hotels & Resorts property, the items he found on his credit card bill after checkout were often bogus - a candy bar he hadn't eaten or a bottle of water he hadn't drunk. Although he successfully fought to have the charges reversed, 'it got to the point that before I checked in, I would ask them to remove the goodie-box from my room,' he says.

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