



Frontier Airlines, Inc.
4545 Airport Way
Denver, Colorado 80239

May 6, 2020

The Honorable Steve Cohen
The Honorable Edward J. Markey
The Honorable Jesus G. 'Chuy' Garcia
Via E-mail

Dear Congressman Cohen, Senator Markey and Congressman Garcia:

Thank you for your letter dated May 6, 2020, regarding Frontier Airlines' recently announced 'More Room' offering and the opportunity to respond to your concerns. Please see below for several points of clarification:

1. From the beginning of the pandemic, we have led the industry with safety steps, such as enhanced deep cleaning and sanitation of aircraft, including fogging disinfection, HEPA filters on all aircraft, requiring passenger health certifications during the check-in process, and being among the first airlines to require that all flight crews and passengers wear face coverings. All of these important steps are designed to keep passengers healthy when flying Frontier.
2. Like other airlines, we have been fostering social distancing among passengers on our aircraft by allowing them to spread out among seats and rows. However, this week we are exceeding 50 percent systemwide load factors and trending higher on many flights over the coming weeks. Social distancing becomes more problematic as flights fill up and, therefore, we chose to require face masks for everyone. While we believe this ensures safety, we knew some customers wanted more peace of mind and therefore we introduced the More Room product that guaranteed an empty middle seat.
3. Blocking all middle seats or one-third of all airline seats would materially change airline economics and cause airfares to increase by 50 percent to maintain the same revenue. This would not only be harmful to consumers but would cause further strain on the economy at a time when our country can least afford it. The smaller communities we provide critical service to in states like Montana, for example, would be especially harmed with higher fares and it would also hurt jobs at Frontier.

We recognize the concerns raised that we are profiting from safety and this was never our intent. We simply wanted to provide our customers with an option for more space. However, we will rescind the seat price increase associated with the More Room product and revert to our former seat assignment pricing. We will leave the seats blocked which were associated with this product and honor purchases made by all customers who bought the product up until now. Further, we will continue to be consistent with the broader industry and make best efforts to ensure as much social distancing as possible throughout the aircraft.

Thank you for the opportunity to respond to your concerns.

Sincerely,

Barry Biffle
President and CEO