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Remarks as Prepared: DCWP Commissioner Levine Delivers Remarks Announcing Groundbreaking DCWP Rules Banning Hotel Hidden Fees and Unexpected Credit Card Holds

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Good afternoon! It's great to be here.

Two weeks ago, Mayor Mamdani signed a historic Executive Order directing my Department to lead a city-wide crackdown on junk fees. Today, we are delivering – announcing a ban on hidden junk fees that will drive down costs for New Yorkers and for the millions of visitors who come to our city each year.

These fees – often called “resort fees” or “destination fees” – are incredibly frustrating to consumers. Last year alone, our Department received more than 300 complaints about them, and economists estimate that they cost New Yorkers and visitors to our city more than \$65 million every year.

Political leaders have been vowing to address this problem for decades. But it took Mayor Mamdani to deliver.

Today, New York City is implementing the strongest hotel consumer protections in America. We are not only banning hidden fees but are also cracking down on surprise credit card holds, believed to be the first requirement of its kind in the nation. All-in pricing requirements take effect one month from tomorrow.

I am proud to stand here aside the Mayor, and it's telling that so many business, consumer, and labor leaders are standing with us as well.

They understand that hidden fees aren't just a problem for tourists. They cheat honest hotels that advertise their prices transparently. They put frontline hotel workers in an impossible position – forcing them to absorb travelers' frustration for policies they can't control. And they damage New York City's reputation as a welcoming, world-class destination.

As New York prepares to host the World Cup this summer, we will show the world what it looks like when a city truly puts working people first.



For DCWP, that means not only enforcing our junk fee ban, but also ensuring that visitors to our city are notified about service disruptions, and that corporations can't undercut hotel workers through illegal subcontracting.

This is an Administration committed to using every tool we have to make New York City fairer and more affordable. Last week we blew the whistle on a \$550 million scheme to cheat deliveristas of their tips, announced a compliance blitz to make sure this would never happen again, and filed a major lawsuit to shut down a delivery app preying on New York workers.

And in the weeks and months to come, you'll see more actions by this Administration to root out junk fees and drive down costs for the people of this city.

We are only three weeks into this Administration, but Mayor Mamdani is already proving that government can deliver on the promise of a fairer and more affordable city. DCWP is proud to be part of this effort, and we will continue to show – every day – what it means to have a city government that puts working people first.

Thank you!