

# THINGS YOU PROBABLY DON'T KNOW ABOUT CONVENIENCE FEES

Considering passing credit card convenience fees or surcharges to your customers or accepting dual payments? Here are some facts you need to know to help you get the best processing rates and value without compromising the guest experience at your venue.

## How Accepting Card Payments Benefits You:



**90%** of consumers prefer to pay with credit or debit card over cash. More consumers prefer paying with credit card, and they spend more.<sup>1</sup>



It is **3X** more expensive to handle and process cash payments versus card payments, and comes with the higher risk of theft.<sup>2</sup>

## What It Really Means:



Convenience fees must not be added on top of the standard price. The cash discount must rather be a reduction from the standard price.<sup>3</sup>



**86%** of customers say that they **stop visiting** businesses that charge convenience fees and surcharges, resenting the establishments for passing the added costs to them.<sup>4</sup>



**76%** of customers think it's **unfair to pay extra** because of their choice of payment method, especially credit card payments (as they also pay fees to use credit cards).<sup>4</sup>

## THE SOLUTION: MOBILE WALLET DIGITAL PAYMENT

### Having second thoughts?

If you're unsure about charging convenience fees and surcharges, get a **FREE consultation** to assess your losses to payment processing rates and see how much you can save simply by changing your payment gateway provider.

TALK  
TO THE  
PAYMENT  
GATEWAY  
GURU

