

Hotel transaction dispute form

Name _____ Account number _____

Card number _____

Transaction date _____ Merchant name _____

Transaction amount \$ _____ Dispute amount \$ _____

Cardholder signature _____ Date _____

Date reservation made _____

For what arrival date _____

Was confirmation number given _____ No _____ Yes

If yes, provide confirmation number here _____

How was the reservation made:

_____ Directly with hotel _____ Hotel chain 800 number _____ Hotel website

_____ Third party (i.e.: Expedia, Travelocity, PriceLine, travel agency, etc.)

Was cancellation policy either told to you _____ No _____ Yes

Or clearly displayed on the website _____ No _____ Yes

Cardholder's understanding of the cancellation policy _____

Date of cancellation _____ Time of cancellation _____ (in hotel's time zone)

How did you cancel _____ Phone _____ Internet

Was cancellation number given _____ No _____ Yes

If yes, provide the number here _____

If no cancellation number given, name of person spoken to _____

Was cancellation policy followed _____ No _____ Yes

Any other pertinent information _____

Member Service Representative initials _____ Teller number _____

Hotel quality of service dispute form for U.S. hotels only

Name _____ Account number _____

Card number _____

Transaction date _____ Merchant name _____

Transaction amount \$ _____ Dispute amount \$ _____

Cardholder signature _____ Date _____

Time of check-in _____

Time problem noticed _____

If more than a few minutes between of check-in and time problem noticed, please explain (i.e. immediately left for dinner, business meeting, etc.) _____

Specifics of problem (specific details required, not just "room dirty") _____

Time manager or front desk was contacted _____

Their attempt to resolve _____ Change room _____ Fix problem _____ Offer discount _____

If none of the above, their response _____

How long was room occupied before checking out _____

Was anything in the room used (linens, bathroom, beds, etc.) _____ No _____ Yes _____

If complaint is regarding what type of room, amenities, etc. were promised but not received, please provide written proof (i.e. web page, brochure, guest confirmation letter, etc.) Explanation of what was expected, versus what was received _____

Member Service Representative initials _____ Teller number _____