

HOTEL TRANSACTION DISPUTE FORM

Name: _____ Account # _____

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 number here: _____

How was reservation made:

Directly with hotel Hotel chain 800 # Hotel website

Third party (ie: 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 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 number here: _____

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

Was cancellation policy followed: No Yes

Any other pertinent information: _____

Revised 12/01/06 Member Service Rep Initial _____ Teller # _____



HOTEL QUALITY OF SERVICE DISPUTE
FOR US HOTELS ONLY

Name: _____ Account # _____

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 time of check in & 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 contacted: _____

Their attempt to resolve: _____ Change rooms _____ 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 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: _____

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