

## 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 \_\_\_\_\_