Billing Dispute Checklists

Use these checklists to ensure consistent handling of billing concerns across your team.

Prevention Checklist

Before Arrival:

- [ ] Display cancellation policies and fees prominently during booking
- [ ] Send confirmation email reiterating rates and terms in plain language

A Check-In:

- [ ] Verbally confirm rate and length of stay
- [ ] Explain authorization hold amount for incidentals
- [ ] Confirm billing descriptor matches property name
- [ ] Capture digital acknowledgment of terms and conditions

A Check-Out:

- [ ] Review final bill face-to-face when possible
- [ ] Explain any incidental charges before processing
- [ ] Contact the guest before charging for damages or unusual items

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Dispute Resolution Checklist

- [ ] Listen to the guest's full concern without interrupting
- [ ] Paraphrase the concern back to confirm understanding
- [ ] Apologize for the inconvenience (regardless of fault)
- [ ] Review folio, authorization records, and signed agreements
- [ ] Offer fair resolution options (refund, credit, future-stay gesture)
- [ ] Process any approved refund immediately
- [ ] Follow up with the guest to confirm satisfaction
- [ ] Document interaction and resolution in the system

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Refund Request Decision Checklist

☐ Is the guest's claim supported by our records?

☐ Was our policy clearly communicated at booking and check-in?

☐ Did a service failure or unmet expectation contribute?

☐ What is this guest's history? (Repeat guest vs. first-time)

☐ What lifetime value is at risk if we decline?

☐ What would a chargeback cost vs. a goodwill resolution?

☐ Have we documented this interaction for future reference?

Chargeback Defense Documentation

Maintain these records for every guest::

☐ Signed registration form with acknowledged terms

☐ Credit card authorization record

☐ Check-in and check-out timestamps

☐ Correspondence about rates, policies, or charges

☐ Records of services delivered

☐ Room photos before and after stay (for damage claims)

☐ Key card access logs (if available)

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