



Chargeback Best Practices

Chargebacks are a major issue for those in the hospitality industry, and can lead to a loss of revenue, customer trust, and loyalty. Follow these best practices to help reduce chargebacks, fight fraud, and protect your hotel and guests.

Top 10 industry best practices to help reduce chargebacks:

1

Don't accept reservations made within 24-48 hours of check-in without additional verification.

6

Do pre-charge credit card for rates to help validate the card isn't stolen.

2

Don't accept a credit card if the address provided for the card and the address provided for the authorization are drastically different.

7

Do ask for a credit card or, in the case of a 3rd party reservation, a back up card upon check-in and verify with the information on file.

3

Don't automatically accept credit cards with a partial AVS match. Review these reservations manually.

8

Do ask for additional identification validation, like a driver's license or other photo ID on check-in.

4

Don't accept a booking made with a third party vendor along with a reservation made within 24-48 hours of check-in without additional verification.

9

Do monitor your booking sites for robotic or automated traffic.

5

Don't attempt manual authorizations. Always authorize a card through your system.

10

Do enforce face-to-face check-ins for high-risk bookings.