



7 - Cancelled Recurring Transaction, Service or Reservation

A. RECURRING TRANSACTIONS:

The cardholder can only dispute transactions occurring after the merchant was instructed to discontinue future service.

What was purchased? _____

Date of cancellation: _____ mm/dd/yyyy

Does the cardholder recall with whom he or she spoke? _____

Reason for cancellation: _____

B. SERVICE OR RESERVATION:

Check the option that applies to the cardholder's dispute and provide the details.

_____ Cardholder canceled the reservation/service.

Date of cancellation: _____ mm/dd/yyyy

Reason for cancellation: _____

Cancellation Number: _____

Cardholder canceled the reservation/service but cannot provide the cancellation number. Provide the details.

[Empty text box for details]

The hotel provided accommodations but the cardholder found accommodations were not to their liking. Cardholder refused to stay and asked not to be charged. Provide the details.

[Empty text box for details]

The cardholder was not advised that a no-show fee would be charged.

[Empty text box for details]

Describe the cardholder's attempt to resolve the dispute with the merchant:

Spoke with: _____

On (date): _____ mm/dd/yyyy

Merchant's response:

[Empty text box for merchant response]

Signature: _____ Date: _____

MasterCard® and Visa® Regulations require supporting information. If this information is not received the dispute will not be processed.