

Client Success Story

Leading Hotel Management Company Recovers Revenue in 68% of Chargebacks

Company Facts

Location — USA
Industries — Hospitality

Industry Overview

Our client is a major hospitality management company, primarily in the extended stay hotel space. The company manages over 100 hotels across the U.S., providing training, development, opening services, accounting, and more.

Challenge



Our client faced significant challenges with chargeback management, with only one employee handling chargebacks even as the company grew to manage over 100 properties. Total chargebacks increased to over 1,000 per month. This volume, combined with the difficulty of gathering evidence from many disparate properties, led to a revenue recovery rate of only 8%.

Approach



Our expertise in the hospitality industry ensured a painless onboarding process, and our strategic approach to evidence gathering and representment significantly improved efficiency. By integrating with the client's property management system, we eliminated the need for general managers to gather evidence, allowing them to focus on core operations.

Solution



With Chargeback Gurus, our client achieved a remarkable 68% recovery rate within the first two months, up from just 8%. Our data-driven technology, scalability, and industry knowledge enabled the company to fight nearly 100% of chargebacks, recovering significant revenue and reducing losses.

\$21K

Recovered

68%

Recovery Rate

100%

Chargeback Coverage

"Outsourcing our chargeback mitigation to Chargeback Gurus in retrospect has been a no-brainer, and I wish I'd done it sooner."

—Chief Accounting Officer

Request a Demo

[Chargebackgurus.com](https://www.chargebackgurus.com)

Chargeback Gurus helps your businesses protect and recover more lost revenue by providing innovative chargeback management solutions, leveraging AI, data science, advanced analytics and deep industry expertise.