

Client Success Story

Hospitality Group Triples Monthly Revenue Recovery

Company Facts

Location — USA

Industries — Hospitality

Industry Overview

Our client is a well-established hospitality management company that operates over 80 hotels across the United States. They serve a diverse guest base and are known for efficient hotel operations.

Challenge



Before partnering with Chargeback Gurus (CBG), the company's chargeback process was decentralized and under-resourced. General Managers (GMs) were often relied on to handle disputes themselves, resulting in inconsistent follow-through. Property management systems varied across hotel brands, making a centralized process impractical.

Approach



With a deep understanding of the hospitality industry and experience accessing various property management systems, CBG streamlined the evidence collection process and ensured disputes could be addressed without burdening hotel staff. CBG's advanced analytics identified major causes of chargebacks that could be mitigated by GMs.

Solution



With CBG, the client's average monthly recovered revenue jumped from \$16,714 to \$50,760 — a 3x improvement. The rate at which chargebacks are contested more than doubled, from 28% to 59%. With expert support, smart tech, and ongoing insights from CBG, the company is recovering more revenue while freeing GMs to focus on selling rooms.

\$203K

Recovered

41%

Recovery Rate

59%

Chargeback Coverage

“Do the math and give it a chance, because it's proven to be an incredibly valuable resource for us.”

— Vice President of Accounting

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.