

Campground Chargeback Response & Evidence Kit

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The clock starts when the chargeback notice hits your email. Visa, Mastercard, Stripe, and Square all give you a window (usually 7 to 14 calendar days) to submit your response. Miss the window, the chargeback auto-loses regardless of the evidence.

1. Dispute Information

Park	_____	Cardholder	_____
Transaction Date	_____	Transaction Amount	_____
Booking / Site #	_____	Stripe / Square ID	_____
Chargeback Reason Code	_____	Response Due	_____
Reason Description (from processor)	_____		

2. Evidence Checklist

Attach every item you can produce. Each tick mark is a compelling-evidence requirement under Visa and Mastercard dispute rules. The more boxes you check, the stronger the response.

- Signed registration agreement (or e-sign audit trail)
- Photo of guest's government-issued ID at check-in
- Booking confirmation email with timestamp and IP address
- Cancellation policy text the guest agreed to at booking
- Stay log: arrival timestamp, departure timestamp
- Photo of guest's RV or vehicle on site (license plate visible)
- Photos of site at check-in and at check-out, timestamped
- All email or text communication with the guest
- Front desk log entries for the stay
- Receipt for any services rendered (Wi-Fi access, propane, firewood, etc.)
- Refund or partial-refund records if applicable
- Comparable past booking from same cardholder (proves recognition)

3. Response Cover Letter Template

Edit fields in brackets. Attach this as the lead document of your response.

To Whom It May Concern,

This letter is the merchant response to chargeback case **[case number]**, transaction **[transaction ID]**, in the amount of **[\$[amount]]**, dated **[transaction date]**.

Cardholder: [Name]

Booking: Site [#], arrival [date], departure [date]

Booking made via: [park website / phone / walk-in], on [date] from IP [address] (see attached audit log).

The service was rendered. The cardholder occupied the booked site for the full reservation period. We have attached, as Exhibits A through K:

- **Exhibit A.** Signed registration agreement
- **Exhibit B.** Cardholder government-issued ID, photographed at check-in
- **Exhibit C.** Booking confirmation email with timestamp and IP
- **Exhibit D.** Cancellation policy text the cardholder agreed to
- **Exhibit E.** Front desk arrival and departure log
- **Exhibit F.** Photo of cardholder's vehicle on site, license plate visible
- **Exhibit G.** Timestamped site photos at check-in and check-out
- **Exhibit H.** Full text and email communication with cardholder
- **Exhibit I.** Any other services purchased (Wi-Fi, propane, store)
- **Exhibit J.** Any refund issued, with date and amount
- **Exhibit K.** Prior recognized transactions from the same cardholder

We respectfully request that the chargeback be reversed and the original transaction be restored.

Sincerely,

[Park Owner / Manager Name], [Title]

[Park Name] · [Phone] · [Email]

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