

Updated American Express Smoking & Property Damages Policy

We recognize that dealing with property damage is a real operating expense and have updated our policies around Damages.

Beginning in October 2019, you will be able to bill for damages to property or equipment, and bill for smoking fees.

In order to bill for damages, there are conditions that must be met.

- Written permission to bill the American Express card from the Card Member must be received after the damages occur. (Note: that submitting the registration card will not be considered sufficient support.)
- The same American Express Card used for the hotel stay or rental must be used for the damages charges.
- Charges must be submitted within 90 days of the hotel stay or rental date.
- Charges for damages must be submitted as a separate charge. It cannot be bundled/listed under the folio/agreement.
- Follow regular Card Acceptance procedures for authorization and processing.

Applicable to the following industries:

Lodging accommodations	Trailer parks and campground rental
Cruise line accommodations	Bicycle rental
Aircraft rental	Motorcycle rental
Motor home rental	Equipment rental
Boat rental	

To review the complete policy and all exclusions, please visit americanexpress.com/merchantpolicy. See Section 4.22 in the Merchant Regulations.
