I am requesting that my hotel bill be refunded to the card to which it was charged without my authorization and instead charged to the one authorized.

This was a business trip, but because I inadvertently did not have my business Amex with me on Wednesday, April 12 at check in (the card I used to make the reservation), I was told that I would need to provide another card to check in and complete an eCredit Card Authorization for the non-present business Amex, which they would email to me. I provided my personal Amex strictly to enable check in and awaited the email with the eCredit authorization form.

When the eCredit authorization email had not arrived by Friday evening, I inquired at the front desk and it was sent. I completed it and went to the front desk on Saturday to confirm that it was received so that my Sunday check out would go smoothly. The front desk associate informed me it was received but that the business office wouldn't process it until Monday. I explained that I had asked for the eCredit Authorization at check in on Wednesday and would have submitted it that day, but it was not sent until Friday evening, and since I would be checking out Sunday would now need some kind of accommodation - either a delayed charge until my eCredit authorization was processed, or a waiver so that the hotel could bill the folio to my business Amex even though the card was not present (I had a photo of my business Amex to present in lieu of the actual card).

The front desk associate went back into the offices and returned to report that, under these circumstances, her manager had approved the use of my business Amex even though the business office would not be able to review my eCredit authorization before checkout. We checked out early the next morning, Sunday, and my folio was emailed to me.

Upon examination, I am shocked to now see that despite all of my best efforts and confirmations -- waiting for then filling out the eCredit authorization, and being given a waiver by the front desk manager -- my folio was charged to the personal Amex I used at check in rather than the business Amex. Because of this I have had to take the time to write this explanation, and if it is not rectified, this transaction will force me to incur much additional accounting time and audit scrutiny.

And as a regular Westin customer (I will have logged seven Westin stays in 2017 by June), I am surprised that the hotel would not accept the number on my Corporate Amex with an image of the card, my identification, my associated SPG number, and my long Westin/SPG business reservation history, dating back to 2000.

Please contact me at the email and/or phone number provided so that we can rectify this and have the folio charged to the appropriate card.

Thank you.