



Dear ,

Greetings from FreshAir. From time to time, we will provide updates about our sensor technology and insights about best practices demonstrated by hotel clients.

Today, we highlight the scientific proof that we provide in our smoking alerts and best practices about how to handle and prevent chargebacks related to smoking fees.

FreshAir lets you know when guests are smoking in rooms and provides you with scientific proof that smoking took place.

We want to ensure that the credit card processing companies understand the proof that you provide to them when you respond to a chargeback. The information about our technology can be found [here](#) and includes:

1. a detailed description of how the technology works;
2. reference from a court case where alerts from FreshAir's technology were specifically accepted as evidence of smoking; and
3. three peer-reviewed scientific articles describing the basis for FreshAir's patented sensor technology.

Many of our hotel clients find it effective to respond to chargebacks with this information, the chart from the smoking alert, and the registration card where the guest acknowledged the cleaning fee for smoking tobacco or marijuana. Some of our hotel clients also find it helpful to immediately respond to smoking alerts and have guests sign an admission of smoking.

As always, please reach out to FreshAir Client Support with any questions. We're here to help you and just an email or phone call away.

Thank you,  
The FreshAir Client Experience Team

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