

Lodgify Transaction Fee

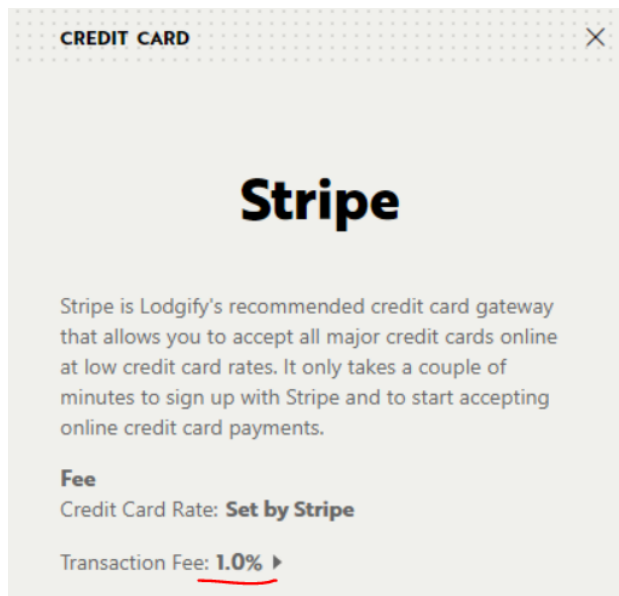
The Transaction Fee is a percentage fee applied on all payments processed by the payment gateway that you configured within Lodgify (e.g. Stripe, Braintree, Authorize.net, Paypal, etc.). Find below all the information related to this fee.

Content:

1. How to check for my Transaction Fee percentage?
2. What Transactions are subject to the Transaction Fee?
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1. How to check my Transaction Fee percentage?

To check what the Transaction Fee percentage is for your payment gateway, go to <https://www.lodgify.com/oh/PropertyOwner/App#/reservation/settings/payments> and click the edit icon of the payment gateway. In the slider that opens you will see the Transaction Fee for that payment gateway.



Please note that the Transaction fee is a Lodgify fee, and that your payment gateway may apply their own processing fee from their side.

For Stripe only: If you prefer to pay a monthly flat fee instead of the Transaction Fee, you can subscribe to the [Stripe Premium](#) app. You can find more information [here](#).

2. What transactions are subject to the Transaction Fee?

The Transaction Fee is applied on all payments processed by the payment gateway that you configured within Lodgify (e.g. Stripe, Braintree, Authorize.net, Paypal, etc.).

We do not charge any Transaction Fee for manual payment methods or when you manually mark a payment as paid.

3. How is the Transaction Fee calculated?

The amount due for this fee is calculated by taking the Transaction Fee percentage over the amount that was transacted by your selected payment gateway.

Example

For example, let's say you accept payments via Stripe at a 1% Transaction Fee. If you receive a booking from your Lodgify Website worth \$1,000 of which \$600 were paid via credit card, the transaction fee due is \$6 (1% x \$600).

Refunds

When you refund a payment using the Lodgify system, we will also refund the Transaction Fee over the refunded amount only if you refund it directly from the Lodgify system. We will not refund the Transaction Fee if you process the refund outside of Lodgify, such as in cash or through the dashboard of your payment gateway.

Example

For example, let's say you accept payments via Stripe at a 1% Transaction Fee. If you have received a \$600 credit card payment, a \$6 Transaction fee was due. If you then refund \$300 through Lodgify, we will refund you the Transaction Fee of \$3 (1% x \$300). However, if you refund the amount through the Stripe dashboard (i.e. outside of Lodgify), we will not refund the Transaction Fee.

4. When/how is the Transaction Fee charged?

Transaction fees are due immediately.

If you use Stripe, the Transaction Fee is automatically and instantly deducted from the payment directly in Stripe and will appear in your Stripe account as an "Application Fee". If you use another payment gateway, we will bill and charge you the Transaction Fee on a monthly basis from your credit card that you added in your Lodgify account.

If you want to dispute an amount, you can do so within 14 days after receiving the invoice by contacting our Support team at help@lodgify.com.