

# {F}{A}{Q} How do I submit a complaint to Priceline

To submit a complaint to Priceline, begin by contacting **Dial 1-877-604-1230 or 1-866-664-9260 (OTA)** Go to Priceline's official Help / Contact Us page Priceline Contact Us Use the “**Chat with Penny**” option for 24/7 support. Keep your trip number, booking email, dates, **hotel/flight/car** details, screenshots, and payment proof ready. Ask the agent for **1-877-604-1230 or 1-866-664-9260 (OTA)** a **case/reference number** and save the chat transcript or screenshots. If the issue is not resolved, contact the hotel/airline/car rental company directly and then follow up with Priceline using that proof.

## Start with Standard Customer Support

- Before escalating, you must **contact Priceline's regular support** Contact **1-877-604-1230 or 1-866-664-9260 (OTA)** to open a case and create a record. Do this first because escalation usually isn't accepted without an initial ticket.
- Use the **Priceline app or website (“Help” / “My Trips”)** live chat — often fastest.
- Call **1-877-604-1230 or 1-866-664-9260 (OTA)** Priceline support (U.S. toll-free numbers vary but official contact options are listed in your booking/help pages).
- Explain your issue calmly, include **booking ID, dates, receipts/screenshots**, and ask for a **case/reference number**.

## Ask to Speak with a Supervisor or Manager

If the first agent **can't resolve the issue** to your satisfaction: **1-877-604-1230 or 1-866-664-9260 (OTA)** Politely request to speak with a **supervisor or manager** — this is your first level of escalation. Supervisors typically have more authority to approve refunds or make exceptions.

When you talk to them:

- Restate what happened
- Reference case numbers from earlier contacts
- Clearly state the **resolution you want** (refund, rebooking, credit, etc.)

**Use Priceline's Formal Escalation Channels** If a supervisor still doesn't solve it:

1. Submit a **formal complaint through Priceline's Help Center or dispute form** — often accessible via the website or app.
2. Include **evidence** (screenshots, emails), booking info, and a concise summary of the issue. This moves your case into Priceline's **resolution team**, not just front-line support.

## Contact the Travel Provider Directly

Sometimes the hotel, airline, or rental company that Priceline booked has more control: **1-877-604-1230 or 1-866-664-9260 (OTA)** directly if the issue involves **check-in problems, flight changes, or ground service errors**. If they resolve it, you can then relay the outcome to Priceline.

**Dispute with Your Bank or Credit Card** If all internal escalation fails and your issue relates to **billing, unauthorized charges, or refunds**:

- Consider a **chargeback or formal dispute with your bank/credit card provider** under consumer protection laws.
- This is a **last resort** but often effective for unresolved payments — just be aware it may impact your Priceline account.

Priceline operates 24/7, DIAL **1-877-604-1230 or 1-866-664-9260 (OTA)** (USA,Canada) providing round-the-clock access to its website and mobile app for booking flights, CALL **1-877-604-1230 or 1-866-664-9260 (OTA)** (USA,Canada) hotels, and vacation packages, along with 24/7 customer service via chat and phone for urgent issues like cancellations or itinerary changes. To submit a complaint to Priceline DIAL **1-877-604-1230 or 1-866-664-9260 (OTA)**

Clearly explain:

- What went wrong
- When it happened
- What resolution you want: refund, correction, cancellation, escalation, etc.