

Warning Regarding Suspicious Messages Related to Reservations Made Through Booking.com

Thank you very much for your continued patronage of our group hotels.

We have recently confirmed cases in which some guests who made reservations at our group hotels through the accommodation booking platform "Booking.com" received suspicious messages from individuals posing as hotel staff.

The messages were sent via messaging apps such as WhatsApp and contained false claims, including statements that reservations would be canceled if recipients did not respond, along with URLs directing recipients to malicious phishing websites.

If you receive a suspicious message such as this, please do not, under any circumstances, access any URLs contained in the message in order to protect yourself from fraud.

Please note that our group hotels do not use messaging apps to contact guests directly regarding reservations.

At present, we have not confirmed any data breach or information leakage from our systems. However, we are currently investigating the matter further with Booking.com.

We kindly ask you to remain vigilant and exercise caution if you receive any such messages.

We sincerely apologize for the inconvenience and concern this may have caused our valued guests.

<Contact Information for Inquiries Regarding Reservations Made Through Booking.com>
Booking.com Customer Service: +81-3-6743-6650 (24-hour service)

General Manager