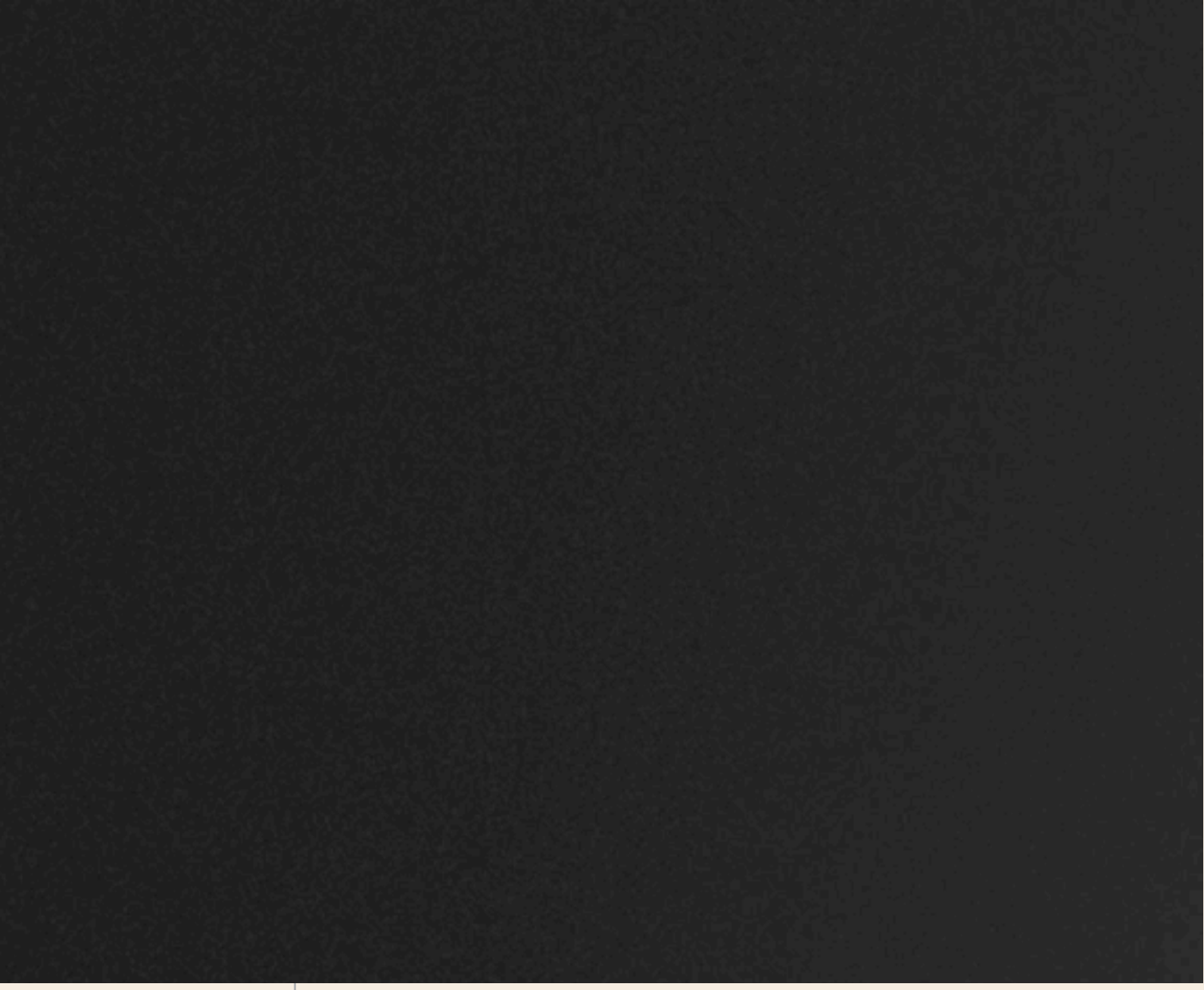


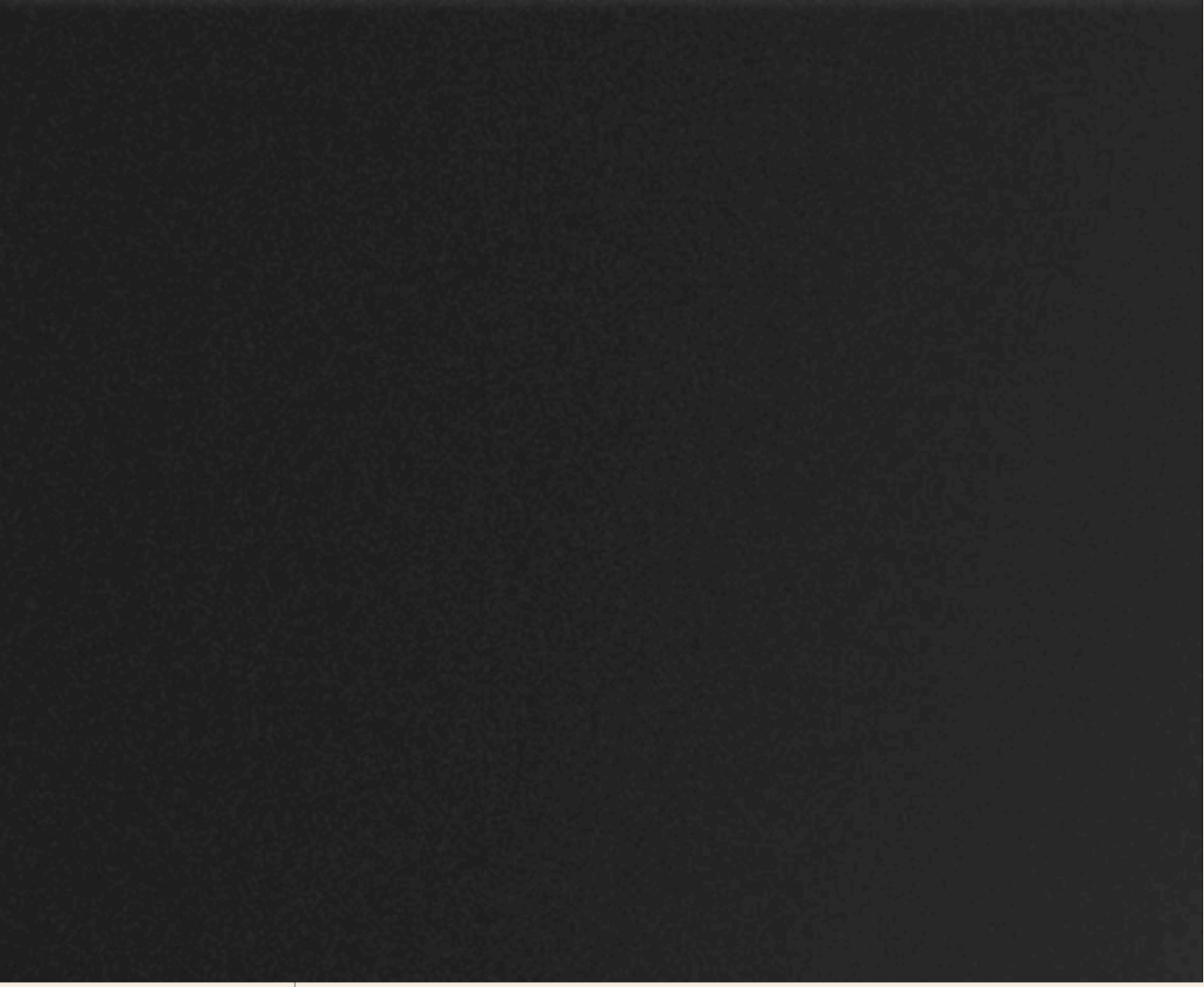
「TEMAIRAZU」の提供元である「手間いらず株式会社」において、第三者による不正アクセスが発生した旨の報告を同社より受けました。これに伴い、当グループのホテルをご予約されたお客様に対し、ホテルを装った不審なメッセージ(フィッシング等)が送信されている事象が確認されております。

主な手口としては、予約後に「予約が未確認」「クレジットカード情報を更新しない場合は予約をキャンセルする」「支払い確認のためカード情報の再入力が必要」等の内容でメッセージを送信し、外部サイトへ誘導したうえで、クレジットカード情報等の入力を求めるものです。しかしながら、当グループでは、予約確定後に以下の情報の入力や再登録をお願いすることは一切ございません。

・クレジットカード情報

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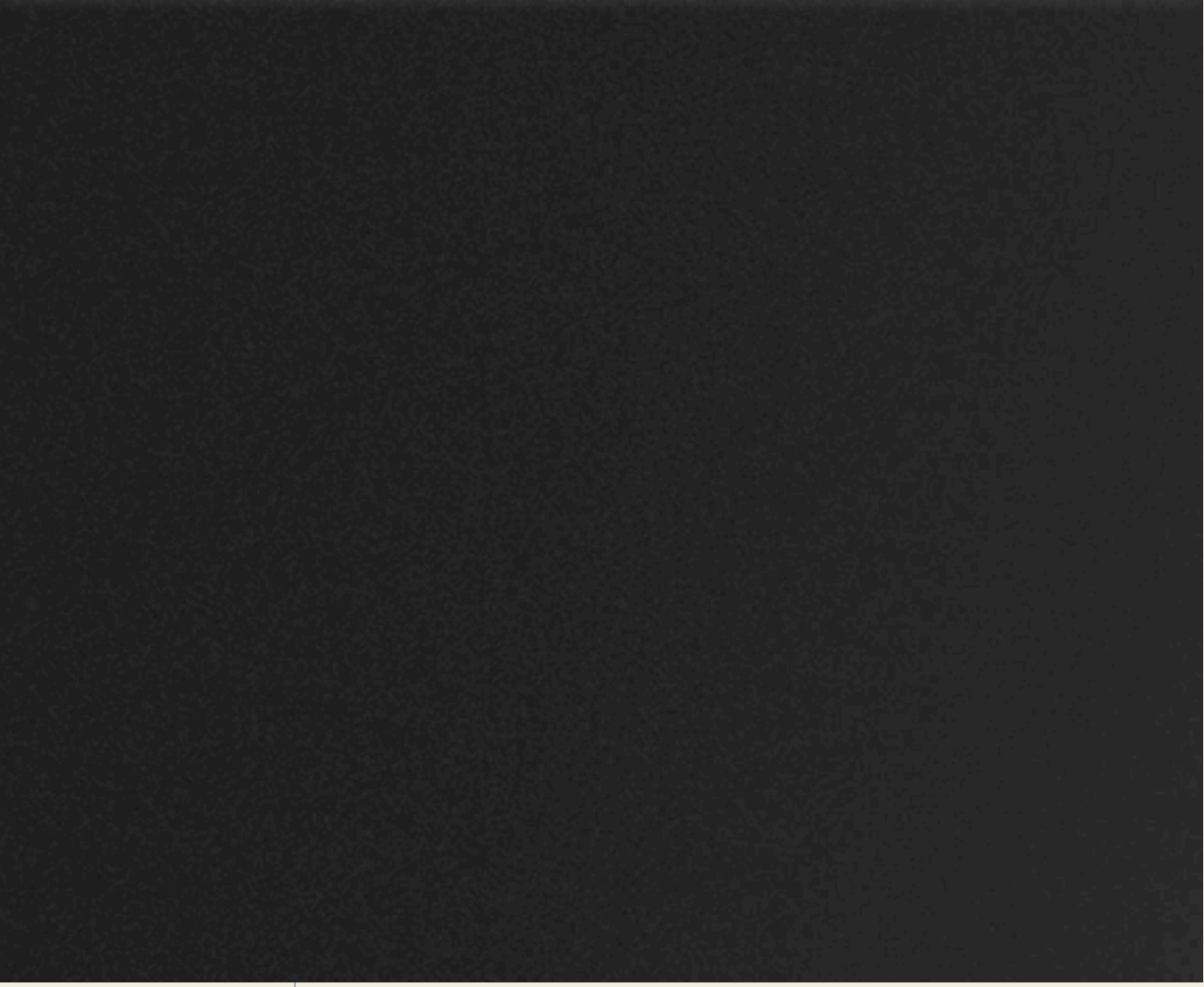


We have been informed by Temairazu, Inc., the provider of the accommodation reservation management system “TEMAIRAZU” used by our group, that unauthorized access by a third party occurred within its systems.

Following this incident, we have confirmed cases in which suspicious messages, including phishing messages, impersonating our hotels have been sent to customers who have made reservations at our hotels.

The messages typically claim that a reservation has not been confirmed, that the reservation will be canceled unless credit card information is updated, or that card

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strengthening access controls for the relevant system, changing passwords, and enhancing monitoring of the system's administrative interfaces, in order to ensure the security of our systems.

Should there be any new information regarding this matter or any developments concerning reports to relevant government or other authorities, we will promptly provide updates on this website and through other appropriate channels.

Please be assured that our reservation and accommodation services remain available as usual.

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If you have any concerns or questions regarding your reservation, please contact our customer support desk below.

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• 一覧に戻る

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