

Consent**Details****About****This website uses cookies**

We use cookies to personalise content and ads, to provide social media features and to analyse our traffic. We also share information about your use of our site with our social media, advertising and analytics partners who may combine it with other information that you've provided to them or that they've collected from your use of their services.

Necessary**Preferences****Statistics****Marketing****Deny****Allow selection****Allow all**

We have discovered that unauthorized access occurred through the Booking.com management platform used by our company, resulting in the possibility that personal information held by our company may have been exposed to unauthorized third parties.

We sincerely apologize to our guests and all concerned parties for the significant concern and inconvenience this incident has caused.



RESERVE



We would like to provide the following information regarding the facts confirmed to date and the actions we are taking.

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Necessary



Preferences



Statistics



Marketing



We are currently investigating whether any personal information was actually leaked and, if so, the extent of the exposure.

3. Impact Confirmed to Date

As of 5:30 PM (Japan Standard Time) on October 16, 2026, we have not confirmed any cases of misuse of personal information resulting from this incident.



RESERVE



We will continue our investigation to determine whether any personal information was exposed and assess the possibility of further harm.

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Should any additional information requiring disclosure become available, we will promptly provide updates through our official website.

Once again, we sincerely apologize to all affected guests and concerned parties for the concern and inconvenience caused by this incident.

7. Contact Information

Contact: Head office

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HOTELS

STORIES

NEWS

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