

[Important Notice / English]

Apology and Notice Regarding the Delivery of Messages Leading to Phishing Sites

We have confirmed that Hotel Le Port Kojimachi has delivered messages leading to phishing sites (※) to some guests who have made reservations through Booking.com. We are currently investigating the details, but we deeply apologize for the inconvenience and concern this has caused our guests.

*A "phishing site" is a fake website that poses as a genuine website and attempts to exploit personal and financial information through fraudulent means.

1. Details of the incident

On June 11, 2024, we confirmed that a message with a link to a phishing site and a URL attached was delivered using the chat function of the management screen (reservation management site) provided by Booking.com.

If you receive such a message, please do not access the attached URL.

The cause of the unauthorized access is currently under investigation by our hotel and related institutions.

In addition, Hotel Le Port Kojimachi does not use email or chat on the accommodation reservation site to request account information or urge payment from guests who have made reservations.

2. Customer Response

We will be in touch with affected customers to warn them of the risk of being redirected to phishing sites.

For inquiries regarding this matter, please contact the following:

Contact: Hotel Le Port Kojimachi Reservations

Email: hotel@leport.jp