

【 Closure of the My Page website and launch of new membership program 】

Thank you for choosing Daiwa Roynet Hotels.

Daiwa Roynet Hotels has decided to renew its membership program to make it more convenient and comfortable for you to use.

Accordingly, in light of the new membership program starting on December 1, 2024, the My Page section of our official website and membership registration (for the current program) will no longer be available as of October 31, 2024.

■Notice:

- (1) No action is required from customers to close their account.
- (2) Membership registration (for the current program) and use of the My Page website will be available until October 31, 2024, and cannot be used after November 1, 2024.
- (3) To use the new membership program, customers will need to register again.
- (4) For details of the new membership program, membership application methods, and points transfer methods, please await further announcements on our official website.
- (5) Corporate customers can continue to use their current corporate accounts.
- (6) For customers registered as Roynet Club Members, please also check the following link.

[→ Notice of Roynet Club membership discontinuation and launch of new membership program](#)

■Procedure for checking reservation status and cancelling reservations

- (1) Until October 31, 2024, you can check your reservation status and cancel reservations as usual through the My Page website for reservations registered through My Page.
- (2) Starting November 1, 2024, to check reservation status and cancel reservations, please check the "Reservation Number" listed in the customer copy email sent at the time of booking, and proceed using the following link.

[→ Reservation confirmation/cancellation page here](#)

- (3) If you have any questions, please contact the hotel where you made the reservation.