

August 12th, 2024

Daiwa House Realty Mgt. Co., Ltd.
(Hotel Management Company)
Daiwa Roynet Hotels Co., Ltd.

Dear Valued Customers,

Regarding the possibility of personal information leakage due to unauthorized access and the distribution of messages leading to phishing websites.

We have confirmed that the “Accommodation Reservation Information Management System” (hereinafter referred to as the “Management System”) provided by Booking.com, which is used by Daiwa House Realty Mgt. Co., Ltd. and Daiwa Roynet Hotels Co., Ltd. (hereinafter referred to as “we”), was subject to unauthorized access by an external third party. As a result, some customers who made reservations through Booking.com at “Daiwa Roynet Hotel Nagoya TAIKO DORI SIDE” received messages directing them to phishing sites. There is also a possibility that personal information stored in the Management System may have been viewed by the aforementioned third party.

Please be assured that we will never request credit card information or payment reminders via email or chat on the booking reservation site. We advise you not to access any files or links attached to emails pretending to be from Booking.com without careful consideration. If you receive any such messages and are unsure about their legitimacy, please contact Booking.com or us directly.

We are sending cautionary messages to those who received phishing site invitations and are taking measures such as changing the Booking.com login passwords across all Daiwa Roynet Hotels facilities.

We sincerely apologize for any inconvenience and concern this may have caused. Further details will be provided once the investigation, including an internal investigation by Booking.com, is complete. We appreciate your understanding.

Please note that a “phishing site” refers to a fraudulent website that disguises itself as a legitimate site to illegally collect personal information or credit card numbers using deceptive methods.

Customer Support Contact Information:

Booking.com

Japanese Phone Number (Japan): 03-6743-6650

English Phone Number (International): +44 20 3320 2609

Contact Information for Reservations at Daiwa Roynet Hotel Nagoya TAIKO DORI SIDE:

Daiwa Roynet Hotel Nagoya TAIKO DORI SIDE

Phone Number: 052-459-3155

Email Address: nagoya-taikodoriguchi@dh-realty.jp

Contact Information for Unauthorized Access and Other Inquiries:

Daiwa House Realty Management Co., Ltd. Public Relations Department

Email Address: koho@dh-realty.jp