

Important Notice and Apology Regarding Messages Directing Guests to a Phishing Website

It has come to our attention that some guests who booked stays with us at dormy inn Higashimuroran through Booking.com recently received messages attempting to divert them to a phishing website.*

The details are still under investigation, but we sincerely apologize for any inconvenience or distress this issue may have caused our valued guests.

*A phishing website is a fraudulent website designed to resemble a legitimate site, used to illicitly gather personal and financial information.

1. About the Incident

On January 12, 2024, it was confirmed that messages containing a link and a request to verify and authenticate credit card information were sent to some customers who booked their stay via Booking.com. This was discovered upon investigation following inquiries from guests. These messages were sent using the email function on a reservation management site prepared by Booking.com and managed by us.

We strongly advise any guests who have received such messages not to access the linked website.

The cause of the unauthorized access is currently under investigation by us and the relevant authorities.

2. Guest Support

We have been contacting potentially impacted guests to warn them against accessing any phishing websites.

Please direct any inquiries related to this incident to the contacts below.

Guest Contact

dormy inn Higashimuroran

Phone: 0143-41-5489

Email: inn-higashimuroran@dormy-hotels.com

Media Inquiries

Kyoritsu Maintenance Corporate Communications Dept.

Phone: 03-5295-7072

3. Actions to Prevent Recurrence

We are currently working closely with the relevant authorities to investigate the cause and take necessary measures to prevent any recurrence of such an incident.

We sincerely apologize for the significant inconvenience and concern this may have caused our guests.

General Manager
dormy inn Higashimuroran