

Notice of resumption of sales via Booking.com

As previously announced, at Keisei Richmond Hotel Tokyo Monzennakacho, some customers who made reservations with Booking.com (headquartered in Amsterdam, Netherlands) were sent a message directing them to a phishing site *. It has been confirmed that this has been done.

*A “phishing site” is a fake website that disguises itself as a real website in order to steal personal or financial information using fraudulent methods.

Therefore, we have stopped accepting new accommodation reservations via Booking.com. In addition to taking necessary security measures (change of user name and password for the management system account, etc.) in consultation with Booking.com, we have suspended the use of our devices that may be affected and shut down the network. After replacing our device, we resumed sales through the company on a different network.

We deeply apologize for the inconvenience caused to our customers.

If you receive a suspicious message requesting payment or directing you to another site, we ask that you do not access that site or make any payments.

If you have any inquiries regarding the resumption of sales, please contact us using the contact information below.

Keisei Richmond Hotel Tokyo Monzennakacho: <mailto:monzennakacho@keisei-richmond.jp>

For any other inquiries, please contact us using the contact information below.

Booking.com Customer Center: 03-6743-6650

Once again, we deeply apologize for the inconvenience and concern we have caused our customers.

Keisei Richmond Hotel Tokyo Monzennakacho Manager