

January 16, 2025

[Important Notice] Apology for Possible Leakage of Personal Information and Distribution of Phishing Emails Due to Unauthorized Access

We deeply apologize for the inconvenience and concern caused by the unauthorized access to the "Booking.com" reservation management system used by Koraku Hotel. It has come to our attention that there is a possibility of customer personal information being leaked and phishing messages being sent as a result.

Details of the Incident

On January 14, 2025, at around 1:00 PM JST, a fraudulent email impersonating "Booking.com" was received and processed.

However, starting early on January 15, we began receiving inquiries from customers about suspicious messages. Upon investigation, it was confirmed that the system had been subject to unauthorized access by a malicious third party.

This breach may have exposed some customers' personal information to the third party and led to the distribution of phishing messages designed to redirect recipients to fraudulent websites.

Nature of the Incident

- Phishing messages were sent to some customers, redirecting them to fraudulent websites.
- Personal information of customers who made reservations via "Booking.com" (such as names, addresses, phone numbers, stay dates, nationality, etc.) may have been leaked.

Request to Customers

If you receive suspicious emails or messages, please refrain from opening any links within them.

Koraku Hotel will never ask for credit card information via email.



Future Actions

We are working closely with law enforcement and Booking.com to investigate the cause of this incident and implement measures to prevent recurrence.

Once again, we sincerely apologize for the inconvenience and concern caused
to our valued customers.

Contact Information

•Booking.com Customer Support: +81-3-6743-6650

•Koraku Hotel: +81-86-221-7111

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