[Important Notice] Regarding Suspicious Messages via WhatsApp and Other Apps Related to Booking.com

Thank you for choosing Shiba Park Hotel.

We have recently confirmed that suspicious messages, disguised as reservation confirmations related to credit card information, are being sent to some of our guests who booked their stay through the booking website “Booking.com.” These messages are being delivered via messaging apps such as WhatsApp and contain URL links that may lead to malicious phishing websites.

To prevent any potential fraud, if you receive such a suspicious message, we strongly urge you never to click on the provided URL links under any circumstances. Please be assured that our hotel will never use messaging apps to contact guests directly regarding their reservations.

We are currently confirming the details of this situation with Booking.com. Furthermore, as a security measure on our end, we have already taken necessary steps, such as immediately changing the login passwords for our Booking.com management system.

We sincerely apologize for any inconvenience and anxiety this situation may have caused you. We kindly ask for your vigilance and understanding.