



AGORA PLACE  
TOKYO ASAKUSA

April 2024

Dear Customers

## [Important Notice] Regarding unauthorized e-mails from Booking.com

Due to an unauthorized access to the reservation through Booking.com (Head office: Amsterdam, The Netherlands), we have confirmed the following issues in the reservations of some customers who have booked Agora Place Tokyo Asakusa through Booking.com.

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◆E-mails were sent to customers that the hotel did not intend to send (distribution of messages that lead to a phishing site\*).

\*A phishing site is a fake website that pretends to be a real website in order to exploit personal or financial information using fraudulent means.

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Neither Booking.com nor our hotel will ask you for your credit card information or request payment for your reservation by e-mail or chat.

Please do not access the URL in the e-mail and contact Booking.com if you do not recognize the URL.

We are currently investigating the cause of the problem in cooperation with the relevant organizations, and have asked Booking.com to promptly report on the situation and the results of its investigation. We will update as soon as the details become clear.

We sincerely apologize again for any inconvenience and concern this may cause to our customers.

General Manager

Agora Place Tokyo Asakusa