

31st of January, 2024

Dear All Customers

ORIX Hotel Management Corporation
Hakone Ashinoko HANAORI

Apology notification of the customer's data breaches

In Hakone Ashinoko HANAORI (Address: Hakone, Kanagawa, General Manager: Wakayama Satoshi), operated by ORIX Hotel Management Corporation (Headquarters: Minatoku, Tokyo, Company President: Takaaki Nitandai), the data breaches of customers who stayed and book came to light.

We apologize for the trouble and concern for all customers and all those it may concern.

We report everything that happened until now and future policy as follows.

1. Circumstance

On 25th of January, we found that the part of the customers who booked our hotel through Booking.com got some unintended message. We checked the admin panel of Booking.com and found the scam mail, which may lead to external sites not related to Booking.com and our hotel to some guests who will stay with. Subsequently, we changed our ID and password of Booking.com without undue delay and the message has not sent to the other guests since then.

On 26th of January, we posted the warning notice^{※1} on the web page of our company and hotel. We are investigating on the details, however, this incident was most likely caused by an external cyber-attack on our facility.

Until now, we have not received any notification that customer information has been misused or that any financial damage has been incurred.

[※1 Notice on 26nd of January, 2024 \(ORIX Hotel Management Corporation\) \(in Japanese\)](#)

[※1 Notice on 26nd of January, 2024 \(Hakone Ashinoko HANAORI\) \(in Japanese\)](#)

2. Details of personal information which has a possibility of data breaches

The number of cases : About 8,400 cases^{※2}

Target group : Customer who stayed at our hotel on or after 25th of January, 2023 and who have a reservation of our hotel as of 25th of January, 2024 (Including the customer who canceled the reservation)

Category of information : Name, Address, Telephone number

※² After we realized the unauthorized access, until we changed the ID and password on Booking.com page, there was no breach cases found yet. We are continuing to investigate.

3. Future Action

We request that you please be careful of any direct mailings or fraudulent phone calls that may lead you to believe that Booking.com or Hakone Ashinoko HANAORI is the sender.

And, if you have any questions or inquiries regarding this case, please contact us at the following address.

【Customer Inquiries】

Hakone Ashinoko HANAORI

Tel : 0460-83-8739

Reception hours : 9:00~19:00 ※We accept applications on Saturdays, Sundays, and national holidays.

4. Regarding the disclosure

We take this matter very seriously and will promptly establish and thoroughly implement measures to prevent a recurrence. We will make further announcements as new incidents become apparent.

Sincerely