

May 26, 2026

Beware of Suspicious WhatsApp Messages and Emails Impersonating Booking.com

Thank you for your continued patronage.

We have recently confirmed that some guests who made reservations at our hotel through the accommodation booking website “Booking.com” have received suspicious messages pretending to confirm reservations in relation to credit card information. These messages falsely claim to be reservation confirmations and include requests for credit card information as well as URL links directing recipients to phishing websites.

If you receive any such suspicious message, we strongly urge you not to access the URL provided in the message under any circumstances, in order to prevent potential damage. Please also note that our hotel never contacts guests directly regarding reservations through messaging applications.

We are currently working with Booking.com to verify the details and facts surrounding this matter. As part of our security measures, we have already taken the necessary actions, including immediately changing the login password for the Booking.com management system.

We sincerely apologize for any inconvenience and concern this may have caused our guests. We kindly ask for your continued caution and understanding.

General Manager
Karasuma Kyoto Hotel