

Dear customers

Thank you very much for your interest in booking the Shibuya Tobu Hotel.

We are aware that phishing e-mails purporting to be from our hotel have already been sent to you through Booking.com, and may be sent in the future.

Please do not access the URL of the link provided, and leave it as it is.

If you have already accessed the linked URL and entered your credit card information, please contact your credit card company to stop the use of your credit card.

Please note that unauthorized changes or cancellations of reservations are possible. Please check the Booking.com official website or the confirmation email sent at the time of booking. Thank you very much for your cooperation.

We and Booking.com are currently investigating the matter. We apologize for any inconvenience caused.

For inquiries regarding this matter, please contact the following Shibuya Tobu Hotel.

- Booking.com chat function
 - Email : shibuya@tobuhotel.co.jp
 - TEL : 03-3476-0111
- Shibuya Tobu Hotel