

[Important] Notice Regarding Suspicious Messages for Bookings via Booking.com

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Important Notice Regarding Suspicious Messages (Phishing Attempts)

Thank you very much for your continued support of MUJI STAY.

We have recently been made aware of instances where suspicious messages, falsely claiming to be from Booking.com or our accommodation, have been sent to guests who have booked through Booking.com.

These messages reportedly request the entry of credit card details or personal information, or direct recipients to external websites via links.

Please note that Booking.com will never request you to enter information through an external link.

While we may occasionally request you to enter credit card details or other information via an external link, such requests will always be sent as an official notice from us. If you receive a suspicious message or an unfamiliar link, please verify with us before entering any information.

■ Characteristics of Suspicious Messages (Examples)

Requests to update or re-enter your payment information.

Links directing you to external websites outside of Booking.com.

Messages emphasizing urgency, such as "Urgent" or "Action Required within the deadline."

Messages containing unnatural language, or sender information that does not match Booking.com or our accommodation.

■ Request to Our Guests

If you receive a suspicious message, please take the following precautions:

Do not click on any links within messages that you do not recognize or that cannot be verified as official.

Do not enter your credit card details or personal information.

Please check your reservation details via the official Booking.com app or website. If necessary, please contact Booking.com Customer Support or our hotel directly.

We appreciate your attention to this matter to ensure a safe and comfortable stay with us.

MUJI STAY