

一部海外予約サイト利用時の注意事項

平素より格別のご愛顧賜り、誠にありがとうございます。

一部の海外予約サイトで行われた宿泊予約について、弊社が提携している一部の予約枠が提携予約サイトとの契約に基づき、海外予約サイト（例：Agoda など）にて販売されており、次のような事例によりホテル側でお客様のご予約確認および判断が難しい場合がございます。

- ・ご予約情報が正しく共有されず、お部屋のご用意ができないケース
- ・ご予約完了後、ホテルへの通知までに時間差が生じ、その間ホテル側では予約内容を
確認できない
- ・お客様へ配信される予約完了メールの内容と、ホテルへ通知される予約情報に相違がある
(部屋タイプの種類や予約番号など)
- ・当ホテルが設定した料金とは異なり、高い価格で掲載・販売されているケース
- ・キャンセル不可の条件で販売されることがあります。

以上のことから、ご到着時にご予約確認ができない場合、ご宿泊確認に時間を要し、
ご宿泊をお断りさせていただくことがございます。

また「海外予約サイト」でのご予約の確認等を行う場合には、次の点にご留意ください。

・海外予約サイトでのご予約については、ホテルへ直接ご連絡を頂いても手続きの関係上、
一切の確認・変更・キャンセル（クレジットカードでの事前決済を含む）
を承ることができません。

ご予約の確認・変更・キャンセルは、お客様ご自身でご予約された海外予約サイトへ
お問い合わせください。

以上、大変ご不便をお掛け致しますが、ご理解を賜りますようお願い申し上げます。

HOTEL SAILS

支配人



Information about booking on On-line Travel Agency (OTA)

Regarding reservations made through certain overseas booking websites, please kindly note that some of the room allotments sold on such platforms (e.g., Agoda) are based on agreements with our partner agencies. Due to this, there may be instances where it becomes difficult for the hotel to confirm or verify your reservation. Examples of such cases include:

- In some cases, reservation details may not be properly communicated to the hotel, which may result in the room not being prepared as expected.
- After the reservation is completed, there may be a delay before the hotel receives the notification, during which time we are unable to confirm the reservation details.
- In some cases, there may be differences between the reservation confirmation email received by the guest and the information provided to the hotel—such as the room type or reservation number—which can lead to confusion.
- In some cases, the room may be listed and sold at a higher price than the rate originally set by our hotel.
- In some cases, reservations may be sold under non-refundable conditions.

Due to the above circumstances, if we are unable to verify your reservation upon arrival, it may take additional time to confirm your booking, and in some cases, we may have no choice but to decline your stay. We sincerely appreciate your understanding.

When confirming a reservation made through an overseas booking website, please kindly note the following:

- Please kindly understand that for reservations made through overseas booking websites, the hotel is unable to handle any confirmation, changes, or cancellations—including those involving credit card prepayments—even if you contact us directly, due to procedural restrictions.
- For confirmation, changes, or cancellations of your reservation, please kindly contact the overseas booking website through which you made your reservation.

We sincerely apologize for any inconvenience this may cause and kindly ask for your understanding and cooperation.

HOTEL SAILS

General Manager

