FAQ About the Membership System Outage

Check-in and Check-out

Q. I am unable to present my membership QR code. Can I still check in?
A. Please check in using your name.

Q. Will I receive a stamp?
A. We are considering reinstating stamp issuance once the membership system resumes. Regarding when and how stamps will be credited, we will provide further details after the membership system resumes, once we have verified your stay history.

During your stay

Q. Can I use a smartphone key?
A. No, you cannot.

Booking

Q. I can't use my coupon.
A. Please use it the next time you make a reservation after the membership system resumes.

Membership Registration and Updates

Q. I want to register as a new member.
A. **If you only wish to register as a new member:** New member registration is currently unavailable due to system maintenance.We will post an announcement on the official website once the membership system is back online, so please register after the system resumes operation.

If you made a reservation at the member rate and are planning to register as a member:
We will provide further instructions on how to register as a member once the membership system is back online.
We have included a question in the “Comments” section of the reservation form for those who wish to become new members. Please select “Yes, I would like to join” or enter “I would like to become a new member” in the response field.

*Please note that the format of the questions may vary depending on the hotel.

*Please note that simply providing a response does not complete the membership registration process.

Q. I want to change my membership information or password.
A. Please complete the necessary procedures after the membership system resumes.

Q. I want to check my membership information.
A. Please check your membership information after the membership system resumes.

Q. I want to cancel my membership.
A. Please complete the cancellation procedures after the membership system resumes.

Other

Q. My birthday is this month. Will I receive a birthday coupon?
A. Coupons will not be sent while the membership system is down.
We plan to send them once the membership system is back online.