

Regarding the SOTETSU HOTELS CLUB support affected by the coronavirus infection.

We sincerely appreciate your continued patronage of SOTETSU HOTELS.

Due to the effects of the coronavirus infection, a portion of the hotels under the SOTETSU HOTELS banner have been closed. We apologize for any inconveniences this has caused to our customers.

Since our customers have been forced to cancel their reservations due to these recent events, the SOTETSU HOTELS CLUB will be offering the following support.

[Regarding the Extension of the Effective Period for the SOTETSU HOTELS CLUB Membership Category]

In general, if Gold and Premium Members have not used their membership for one year, their membership category were demoted to the next lower category. But due to recent events, membership categories will be maintained and not be demoted even if the member had not stayed at our hotels for 1 year since the last time. In addition, we have also made sure to maintain the membership of any customers whose effective period has already expired.

Furthermore, although we will resume normal operations depending on how the situation may turnaround in the future, in such an event, the effective period of the membership category shall be extended for 1 year from the date of resuming operation. (tentative)

*See here to know more about the Membership Category

(<https://sotetsu-hotels.com/en/stage>)

*For all Gold and Premium Members.

[Regarding the Handling of the SOTETSU HOTELS CLUB Points]

Support regarding points shall be notified on this website upon confirmation.