



Important Security Notice

Fraudulent WhatsApp Messages Targeting Guests

We have recently become aware that some guests have received fraudulent WhatsApp messages claiming to be from our property.

These messages ask guests to click a link and provide payment or reservation information, often stating that a reservation must be confirmed within a short period of time or it may be cancelled. The messages may include legitimate booking details such as your confirmation number or stay dates, making them appear authentic.

Please be advised:

- We do **not** request payment or reservation confirmation through WhatsApp.
- We will **never** ask you to click an external link to secure or confirm your reservation.
- If additional payment is ever required, we will contact you directly through the booking platform you used (such as Expedia or Booking.com), by email, or by telephone.
- Do not click any links or provide personal or payment information if you receive one of these messages.

If you receive a suspicious message:

1. Do not click any links.
2. Do not provide any payment information.
3. Take a screenshot of the message if possible.
4. Contact us directly using the phone number or email listed on our official website or your booking confirmation.

We are actively working with our booking partners and technology providers to investigate this issue. The security of our guests' information is extremely important to us, and we appreciate everyone who has alerted us to these fraudulent messages.

Thank you for your understanding!

