

To whom it may concern

January 16, 2026
FUJITA KANKO INC.

【Apology and Notice】 Regarding Leakage of Customer Information

We had confirmed that notifications directing guests who had made reservations at the Kansai Airport Washington Hotel (a franchise facility within our Group; hereinafter “the Facility”) to a phishing site were sent. As a result of our investigation, it has been determined that personal information of some customers who had made reservations at the Facility was leaked.

For details, please refer to the Facility’s official website.

Kansai Airport Washington Hotel — Notice dated January 14

【Apology and Notice】 Regarding Leakage of Customer Information

We sincerely apologize once again for the inconvenience and concern caused to our customers and all parties concerned.

For inquiries regarding this issue, please contact the following:

Customer Service Desk
Kansai Airport Washington Hotel
Telephone: +81-72-434-3905
Hours: 10:00 AM – 6:00 PM
Email: contact@kansai-wh.com