

Effective November 15th, 2022 (Tuesday), we have changed our accommodation reservation system to further improve customer convenience.

Reservations made before November 15th, 2022 using the former reservation system will remain valid, meaning guests may stay as per their reservation information. There are some precautions for those who wish to confirm, change, or cancel a reservation, so please read to the end of this notice.

■ **Confirming, Changing, or Canceling a Reservation Made on or After November 15th, 2022**

[Reservations Made Before November 15th, 2022 With Numerals Only in the Reservation Number]

Reservation number example:2022092322685070

[Click here](#) to confirm, change, or cancel reservations.

If you are unable to find your reservation, inquire directly with the hotel where you made your reservation.

When confirming, changing, or canceling reservations made on or after April 1st, 2023, inquire directly with the hotel where you made your reservation.

[Reservations Made on or After November 15th, 2022 With 'T' in the Reservation Number]

Reservation number example:TBDBF18361E08

[confirm, change, or cancel reservations from the Sotetsu Hotels club mypage.](#)

[Confirm, change, or cancel reservations by reservation number and e-mail address](#)

■ **Inquiries**

If you are unable to find your reservation or have any questions, inquire directly with the hotel where you made your reservation.