



24 January 2026

Dear Valued Customers,

Notice Regarding the Potential Disclosure of Personal Information Due to Unauthorised Access and the Distribution of Phishing Messages

Thank you for booking with us. We are writing to inform you of a potential data security incident involving unauthorised access and phishing messages.

We have confirmed that an account within the accommodation reservation management system provided by Booking.com, which is used by our hotel, was unlawfully accessed by an external third party. As a result, there is a possibility that certain customer reservation information—such as the booking name, country of residence, booking details, and telephone number—may have been compromised.

Please be assured, however, that we have confirmed there has been no unauthorised disclosure of credit card numbers, expiration dates, or security codes from our hotel's system.

We have also confirmed that some guests who have made reservations with our hotel may have received messages via WhatsApp or other platforms directing them to phishing websites designed to obtain credit card details.

We are currently investigating this matter in detail. However, there is a possibility that customers with existing reservations may receive similar messages in the future.

Please be advised that our hotel will never request credit card details or ask for payment via WhatsApp, email, or messaging services on accommodation booking websites. If you receive any suspicious messages containing links or attachments, please DO NOT click on them. If you are unsure about the legitimacy of a message, we recommend contacting Booking.com directly or reaching out to our hotel for confirmation.

As a precaution, we have issued warning messages to affected customers and taken security measures, including changing our Booking.com account login credentials.

We sincerely apologise for any inconvenience or concern this may cause and appreciate your understanding.

Kind regards,

Woodroffe Hotel