



[Important]

Notice of Apology and Advisory Regarding a Potential Leak of Customer Personal Information

Thank you very much for your continued patronage of Oile by Zayra Resorts.

We have recently discovered that there is a possibility that your personal information may have been leaked externally from "Te-ma-i-ruzu," the reservation management system used by our company.

We sincerely apologize for the significant inconvenience and concern this has caused you.

Based on our current findings, we have confirmed that suspicious messages were sent to some guests regarding reservations that meet all of the following conditions:

- Reservation Date: Reservations confirmed by September 21, 2026
- Stay Date: Reservations with a stay date on or after September 21, 2026

If you receive any suspicious communications (such as emails or SMS messages) claiming to be from our company or the accommodation facility, please take the following precautions:

[Important Precautions]

- Do not open any URLs or links included in the message
- Do not enter credit card information or personal information
- Do not reply to suspicious messages
- Do not make payments or transfer funds as instructed in the message
- To verify your reservation details, contact the official customer service desk of the accommodation facility where you made the reservation or the booking website

In the unlikely event that you have entered credit card information or other details on a suspicious website, please contact your credit card company immediately. Please note that the system responsible for this incident does not process or store credit card information.

For inquiries regarding this matter, please contact the following:

Teamamai Co., Ltd.

<https://www.temairazu.co.jp/pdf/1206/news-update>

Department: Emergency Response Desk

Email Address: helpdesk@temairazu.com

We once again sincerely apologize for the significant concern this has caused our customers.

General Manager
Oile by Zayra Resorts