
Regarding New Bookings

Whilst the membership system is down, members will be unable to log in. Consequently, even members will need to re-enter their details when making a booking. We apologise for any inconvenience this may cause and would appreciate your understanding and cooperation.

To verify your membership status and accommodation history, please enter the same name, email address and telephone number as those provided when you registered.

If you know your membership ID, please feel free to enter it in the 'Comments' field when making your booking.

We will provide further information regarding the verification and updating of membership status and accommodation records once the system is back online.

To guests staying with us whilst maintenance is taking place

Whilst the membership system is down, you will be unable to authenticate or display your membership QR code, or use the QR code for automatic check-in. Please visit reception to check in.

Whilst the membership system is down, we will be unable to verify your membership status during your stay; as a result, it may take longer than usual for your app stamps to be credited. We will review your stay details and provide further information regarding when and how the stamps will be credited once the system is back online.

About SOTETSU HOTELS CLUB Benefits and Services

Due to the temporary suspension of the membership system, some membership benefits and services are currently unavailable, as detailed below.

■ Benefits available to you

- Membership rates specified in the plan
- Early check-in (2.00 pm) / Late check-out (12:00 pm)
- Exclusive benefits specific to each hotel

*Please note that the details and eligibility requirements for each perk may vary depending on the plan and hotel.

Please check the information provided by each hotel.

■ Benefits and Services Not Available

- Earning stamps during your stay
- Using various coupons, such as stamp coupons, birthday coupons and anniversary coupons
- Authentication via your membership QR code and displaying your membership QR code
- Smart key access via the official app (at selected hotels)
- Self-check-in using a QR code

*Regarding the timing and method of stamp crediting, we will provide further details once the membership system has resumed and we have verified your accommodation history.

We apologise once again for any inconvenience this may cause our customers, and we would be grateful for your understanding and cooperation.