

Our Valued Guests

Notice Regarding Mandatory PIN Entry When Using Credit Cards

We would like to express our sincere gratitude for your continued patronage of Hotel Elciente Kyoto Hachijoguchi.

Beginning April 1, 2025, in accordance with credit card industry policies aimed at preventing fraudulent use, signature-based cardholder verification will be discontinued. Instead, entering your 4-digit Personal Identification Number (PIN) will be required when using your credit card.

At our hotel as well, in order to ensure safe and reliable transactions, entering your PIN will, in principle, be mandatory. We kindly ask for your understanding and cooperation.

If you are unsure of your PIN, please confirm it in advance with your card issuer. Please note that if you are unable to enter your PIN at the time of payment, we will ask you to settle your bill using a payment method other than credit card.

We sincerely appreciate your understanding and cooperation in helping us provide a safe and secure experience for all our guests.

Sincerely,

Hotel Elciente Kyoto Hachijoguchi General Manager