

**【Important】 Notice of Completion Reservation System Transition
on March 4, 2025 (Tue.)**

March 4 2025

GRANBELL HOTELS & RESORTS

Thank you for your continued support of Granbell Hotels & Resorts.

As of March 4, 2025 (Tue.), we have updated our reservation system to enhance customer convenience. We appreciate your understanding.

【For Guests Who Made Reservations Before March 4, 2025】

Your reservation remains valid as is, and you may stay as per your booking details.

For guests who wish to “confirm, modify, or cancel” their reservations, please proceed via the old system below.

<https://asp.hotel-story.ne.jp/ver3d/ASP0300.asp?cod1=64540&cod2=>

*The old system will be available for confirmation, modification, and cancellation until Wednesday, December 31, 2025 (Wed.).

For inquiries beyond this date, please contact us by phone at (+81 154-67-2121).

【For customers who were registered as members:】

Customer information registered before March 4, 2025 (Tue.), will not be transferred to the new reservation system.

We apologize for the inconvenience, but we kindly ask you to re-register as a member in the new reservation system.

https://www.newakanhotel.co.jp/?tripla_booking_widget_open=signUp

【Notice of System Change】

- Membership benefits are applicable only to official web reservations.
(Even if you are a registered member, phone reservations are not eligible for membership benefits.)
- Please note that reservations made through the official website cannot be changed or canceled by phone. (Please make changes or cancellations via the website.)
- Changes can only be made based on the content displayed on the official website at the time of modification. (If the hotel is fully booked or the selected plan has no available rooms, changes cannot be made.)
- For reservations of two or more rooms, please book each room separately if the number of guests per room differs. (Reservations for multiple rooms with different numbers of guests per room are not available.)