

Agoda, Booking.com, Expedia, Trip.com  
Terms of Use

Thank you for your continued patronage of Naha West Inn.

As reported on the Internet news, the following incidents have occurred with lodging reservations made through Agoda, Booking.com, Expedia, and Trip.com.

Some accommodation reservations booked through certain sites may have been sold on the basis of an agreement between the booking site and the partner site.

Therefore, we have confirmed the current situation where neither the customer nor the hotel can trace which site the reservation was made through (the entrance site and the site where the reservation was completed are different).

The following problems have occurred frequently in the past

There is a discrepancy between the reservation completion e-mail sent to the customer and the reservation information (room type, photo, number of people, number of nights, meal requirements, reservation number, etc.) sent to the hotel.

There is a significant time lag between the completion of the reservation and the hotel's notification of the reservation.

The hotel is unable to confirm your reservation.

In light of the above, we would like to remind all customers who make reservations through Agoda, Booking.com, Expedia, and Trip.com to keep the following points in mind

\*We will not be able to confirm, change, or cancel reservations made through Agoda, Booking.com, Expedia, or Trip.com, even if you contact the hotel directly. We suggest that you contact the customer support of the reservation site where you made the reservation directly by phone.

\*If there is a discrepancy between your reservation and the hotel's notification of your reservation, we will not be able to honor your reservation.

We apologize for any inconvenience caused and thank you for your understanding.

Naha West Inn  
General Manager