

December 29, 2025

To our valued guests and all concerned parties

Shin Furano Prince Hotel

## Apology and Notice Regarding Overcharging of Certain Menu Items

We sincerely apologize for the inconvenience caused by the discovery that some products sold at our hotel restaurant were overcharged. We deeply regret this situation and will work together as a team to prevent its recurrence.

### 1. Overview

- (1) Sales Period : Thursday, December 18 - Sunday, December 28, 2025, from 2:00 P.M. to 3:30 P.M.
- (2) Location : Japanese Restaurant "Karamatsu"
- (3) Affected Item : Spaghetti Bolognese
- (4) Quantity Sold : 18 servings
- (5) Description : Due to an error in the cash register system, the item was sold at a price different from the official menu price.  
(Official Price: 2,000 yen、Charged Price: 2,500 yen、 Overcharge Amount: 500 yen  
※Prices include consumption tax)

2. How the Error was Discovered The error was identified on Sunday, December 28, when a service staff member noticed the discrepancy while taking a guest's order.

3. Cause The price change accompanying a partial menu update was not correctly updated in the accounting system, and the registration details were not properly verified.

### 4. Response to Affected Guests

- (1) We suspended sales of the affected item immediately upon discovery and reported the matter to relevant authorities.
- (2) We have verified that the prices of all other products sold at the hotel are correct.
- (3) For guests who ordered the affected item during the specified period, we will refund the price difference after confirming the details of your visit.

5. Preventative Measures We will strengthen our verification system and ensure thorough accuracy when registering sales prices in our accounting system.

### 6. Contact Information for Inquiries Shin Furano Prince Hotel, Administration Office

T E L : 0167-22-1112

Hours : 10:00A.M~5:00P.M. (Daily)