

STOP Customer Harassment



Unreasonable time demands or prolonged detention of staff



Excessive or unreasonable demands

Unauthorized photography or posting on social media



Abusive language or violent behavior



Other examples of customer harassment include

- Insulting or discriminatory remarks
- Demands for services beyond the scope of our duties
- Forcing staff to make excessive apologies or perform degrading acts
- Invasion of privacy
- Threatening or intimidating behavior
- Demands for refunds or compensation without valid reason

If we determine that any of the above behaviors have occurred, we may refuse service and suspend or terminate any contracts for accommodation, dining, or other services. In cases deemed particularly serious, we may also consult with or report the matter to external authorities, including legal counsel or the police. Thank you for your understanding.

Toward a society where customers and workers respect each other.