

Be Cautious while Booking Hotel Online

Nowadays, scammers are exploiting the convenience and popularity of online hotel booking platforms to deceive unsuspecting users and steal their personal information and money.

How this scam works ?



Scammers create fake websites that mimic legitimate hotel booking platforms, complete with convincing logos, branding, and user interfaces. These websites may appear legitimate but are designed solely to collect users' personal / sensitive information, such as credit/debit card details, Aadhaar & PAN numbers etc.



Scammers may contact potential victims through unsolicited emails or phone calls, posing as hotel representatives or travel agents. They may offer exclusive deals or claim to provide assistance with bookings. These communications often contain malicious links or attachments that, when clicked, can lead to the installation of malware or redirect users to phishing websites.

Best Practices to avoid such scams

- ✓ **Verify the legitimacy of the booking platform:** Before making any reservations, ensure that the website you are using is reputable and secure. Look for SSL encryption (https://) in the website URL and check for customer reviews and ratings to validate the platform's authenticity.
- ✓ **Research the hotel:** Before making a reservation, research the hotel independently. Look for the hotel's official website/app for contact details and verify the availability of listed amenities and services. Cross-reference the information provided on the booking platform to ensure consistency.
- ✓ **Be skeptical of unrealistic offers:** If an offer appears too good to be true, it probably is. Exercise caution when dealing with heavily discounted hotel rates or exclusive deals that seem out of the ordinary. Research similar prices and offers on other platforms to compare and assess their legitimacy.
- ✓ **Double-check contact information:** If you receive an unsolicited email or phone call from a hotel or travel agent, be cautious. Instead of clicking on any links provided, independently verify the contact information of the hotel or booking agency and reach out to them directly to confirm the legitimacy of the offer.
- ✓ **Use secure payment methods:** Always use secure payment methods such as credit/debit cards or reputable payment gateways. Avoid making direct bank transfers or sharing sensitive information through unsecured channels.

Report Cyber fraud Incident to <https://www.cybercrime.gov.in>

or call **1930** for assistance