



GLASGOW
GROSVENOR
HOTEL

Security Notice

We are aware of a recent security incident affecting some guests who have received fraudulent WhatsApp messages and telephone calls claiming to be from our hotel and requesting payment or credit card details.

We would like to reassure you that these messages and calls were **not** made by our hotel.

If you have made a payment through one of these fraudulent links or have shared your card details with someone claiming to be from the hotel, we strongly recommend that you contact your bank or card provider immediately to report the transaction, cancel your card if advised, and request that any payments be stopped or disputed where possible.

If you are unsure about the status of your booking, please contact the hotel directly using the contact details published on our official website.

If you booked through a third-party booking platform, such as Booking.com or Expedia, you may also contact their customer support team to verify that your reservation remains valid and that no further action is required.

For Your Security

- We will **never** ask you to make payment via WhatsApp or through an unsolicited payment link.
- We will **never** call you unexpectedly to ask for your bank details, passwords, or other personal financial information.
- If you receive a phone call claiming to be from the hotel asking for payment or your card details, **end the call immediately**. If you believe payment may be due, contact the hotel directly using the telephone number published on our official website. **Do not use any telephone number provided by the caller.**
- If you receive an unexpected request for payment or personal information, please verify it with us directly before taking any action.
- Do not click on suspicious links or share your payment details unless you have confirmed the request is legitimate.



We are monitoring the situation closely and are committed to supporting our guests wherever possible.

We sincerely apologise for any concern or inconvenience this incident may have caused and appreciate your understanding.

Frequently Asked Questions

I received a WhatsApp message asking for payment. What should I do?

Ignore the message, do not click on any links. Block the number.

I received a phone call asking for my card details. What should I do?

Do not provide any payment or personal information. End the call immediately and contact the hotel directly using the telephone number published on our official website. If you have already shared your card details, contact your bank or card provider **without delay**.

How do I know if a payment request is genuine?

We will **never** request payment via WhatsApp or ask you to provide your credit card details during an unsolicited telephone call. If you are ever unsure, end the conversation and contact us directly using the contact details on our official website <https://www.gghotel.co.uk/> only.

I've already paid or shared my card details. What should I do?

Contact your bank or card provider immediately to report the incident and follow their advice.