

# INCIDENT-CMPWB57HX007QD

文書番号 / DOC-NO: **TM-EV-CMPWB57H** — 連番・再利用不可 (sequential・non-reusable)

## SITE & REPORTER

Site	東横INN 品川駅高輪口・Toyoko Inn (Site ID: cmpwb3e9r000)
Occurred	2026-05-09 23:00:00 UTC
Reporter	PSN-T1JC-01 (pseudonymized・opt-in confirmed)・role FRONT_DESK
Capture source	STAFF_MANUAL_LOG

## CLASSIFICATION

Category	<b>UNREASONABLE_DEMANDS (不当な要求)</b>
Severity	<b>MEDIUM</b>
Confidence	82%
Reasoning	Demand outside reasonable returns window (6 months, no receipt) with refusal-to-leave coercion.

## TRANSCRIPT EXCERPT

Customer: I bought this product 6 months ago, no receipt, but I want a full refund cash.  
Staff: Without receipt I can only offer store credit.  
Customer: That's unacceptable. I'll stay here until you give me cash.

## ESCALATION

Tier	<b>CHAIN_HQ_ALERT</b>
SLA	Manager review within 24h. HQ acknowledgement within 72h.

## 作成者・承認者 / CHAIN OF CUSTODY

作成者 / Created by	Tatemori (盾守) — 自動生成システム (automated system)・作成日時 2026-07-11 21:34 UTC
承認者 / Approved by	人事・コンプライアンス責任者 (HR / Compliance officer) 承認日 / Date _____ 署名 / Signature _____

改ざん検知 / Tamper-evidence: 上記の不変記録フィールドに対して SHA-256 ハッシュを算出しています。いかなる改変もハッシュを無効化します。(The SHA-256 hash below is computed over the immutable record fields above; any alteration invalidates it.)

保持根拠 / Retention basis: 保険・法的証拠能力のため7年間保持 (retained 7 years for insurance + legal admissibility)・保持期限 / until 2033-07-09.

監査証跡 / Audit trail: 本パケットおよびそのハッシュはシステム監査ログに記録されます (this packet and its hash are recorded in the system audit log · actorType / action / timestamp).