

**BookRenoTahoe.com and its subsidiaries (collectively, "BRT") do not share private client information from any of its "private line" programs with anyone other than the client that has hired us to facilitate their business.**

**The only information that will be shared is information that pertains to this Web Site (BookRenoTahoe.com) and visitors to this site.**

BookRenoTahoe.com, and its affiliates policies and procedures for handling customer information have been created with the understanding that Internet technologies are still evolving and that Internet business methods are continuing to evolve to meet the needs and opportunities of the changing technologies. As a result, BRT's policies and procedures are subject to change. In the course of serving its customers, BRT acquires, stores and transmits customer communications and information that customers may regard as private or sensitive. Some of this information - such as the customer's name, address, telephone number, and credit card data - are provided to BRT by its customers in order to establish service. Other information - such as the customer's account status, choice of services, and customer logs - are created and maintained by BRT in the normal course of providing service. BRT also uses cookies, which are small pieces of information that a Web site can store in a designated file on a user's computer for various reasons. For example, BRT uses cookies on the landing pages of products sold online which record the customer information that is required on the order form. This information is then forwarded to an internal sales tracking database within BRT. In addition, BRT may store customers' electronic mail and other communications as a necessary incident to the transmission and delivery of those communications.

#### **Cancellations**

BookRenoTahoe.com and its subsidiaries' cancellation policy for lodging reservations is 72 hours prior to date of arrival, with the exception of The Ridge at Tahoe which is 14 days prior to arrival date. Lodging cancellations made prior to 72 hours will be charged a \$25 cancellation fee. Cancellations made inside 72 hours are subject to a \$25 cancellation fee and the first night's room and tax.

BookRenoTahoe.com and its subsidiaries' cancellation policy for golf reservations is 72 hours prior to the date of play. Any tee time reservations not cancelled prior to 72 hours will be charged the full green fees.

BookRenoTahoe.com and its subsidiaries' cancellations policy for all ski lift ticket purchases are: all ski lift ticket, and ski shuttle purchases are non-refundable and non-changeable. No refunds or changes are permitted, and all sales are final.

#### **Data Security**

BRT will protect the confidentiality of its customers' information, account information and personal communications to the fullest extent possible and consistent with the law and the legitimate interests of BRT, its partners, its employees and other customers of BRT's services. To protect the loss, misuse, and alteration of information that is collected from customers, BRT has appropriate physical, electronic, and managerial procedures in place.

#### **How is customer information used?**

BRT may share customer information with selected partners, for example, to provide customers with information about products which might be of interest to the customer or to enable the customer to take advantage of special partner programs. BRT may also use customer information to provide its customers with system information or information about new or upgraded products.

In addition, BRT shares its Web site usage information about visitors to BRT's Web sites with a third-party advertising company, DoubleClick, for the purpose of targeting BRT's Internet banner advertisements on BRT's sites and other sites. For this purpose, BRT and DoubleClick note some of the pages visited on BRT's Web site through the use of pixel tags (also called clear gifs). The information collected by DoubleClick through the use of these pixel tags is not personally identifiable. For more information about DoubleClick, customers may visit <http://www.privacychoices.org>.

#### **Opt Out & Modifications**

Customers may opt out of receiving notices of new or upgraded products from BRT and BRT partners by filling out an on-line No Solicitation Request form. However, customers may not opt out of receiving information from BRT which is essential for maintaining or updating customers' accounts or system information.

Also, DoubleClick provides an opportunity to opt out of DoubleClick's targeting program at <http://www.privacychoices.org/optout.htm>.

Most customers may access and modify their personal information via their online personal control panel/account information page. All other customers may access and modify their personal information by contacting the appropriate BRT billing organization. Domain name customers, who have registered a domain name with BRT and wish to change the Technical Contact from BRT to another company, may send a request to [info@BookRenoTahoe.com](mailto:info@BookRenoTahoe.com). It is important to note that customer domain name registration information is made publicly available in the registry of domain names.

#### **Disclosure of customer information and communications**

BRT will not otherwise disclose its customers' personal and account information unless BRT has reason to believe that disclosing such information is necessary to identify, make contact with, or bring legal action against someone who may be causing harm or interfering with the rights or property of BRT, BRT's customers, or others, or where BRT has a good faith belief that the law requires such disclosure.

BRT also will not, except for reasons stated below, disclose to third parties the contents of any electronic mail or other

electronic communications that BRT stores or transmits for its customers. The circumstances under which BRT will disclose such electronic customer communications are when:

- it is necessary in order to provide service to the customer
- it is necessary to protect the legitimate interests of BRT and its customers
- it is required to cooperate with interception orders, warrants, or other legal process that BRT determines in its sole discretion to be valid and enforceable
- it is necessary to provide to a law enforcement agency when the contents are inadvertently obtained by BRT and appear to pertain to the commission of a crime

BRT disclaims any intention to censor, edit or engage in ongoing review or surveillance of communications stored on or transmitted through its facilities by customers or others. BRT will, however, review, delete or block access to communications that may harm BRT, its customers or third parties. The grounds on which BRT may take such action include, but are not limited to, actual or potential violations of BRT's Acceptable Use Policy.