the LODGES AT CRESTHAVEN
your LAKE GEORGE RESORT

PRIVACY POLICY

Last updated: [October 21, 2026]

The Lodges at Cresthaven and its affiliates and subsidiaries, (collectively, "The Lodges at Cresthaven", "Company", "us", "our", or "we") recognize that you may be concerned about our collection, use, and disclosure of your personal information. We respect your privacy and are committed to providing a transparent notice of our privacy practices.

This policy describes the types of information we may collect from you when you visit our website(s), including https://www.cresthavenlodges.com (our "Website"). This policy also covers information we collect about from third parties or when you visit one of our locations or contact us by phone, text, chat, or email. This policy describes our practices for collecting, using, maintaining, protecting, and disclosing that information.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. This policy may change from time to time (see "Changes to Our Privacy Policy").

INFORMATION COLLECTION

We collect several types of information from and about you, including:

- **Information provided by you**, such as name, address, email address, telephone number, demographic information, payment information, and other personally identifying information. For example, we collect information from you when you fill out a form on our Website, communicate with our call center, or utilize our chat function;
- **Information provided by third parties** about you. As part of our service offerings, we may also collect information from our social media partners and other third parties that collects your information; and
- **Information collected automatically** as you navigate through the Website. Information collected automatically may include usage details, domain address, IP addresses, internet browser, operating system, your internet connection, the equipment you use to access our Website, and information collected through cookies (see "Cookies and Other Technologies" for more details).

INFORMATION USE

We may use information that we collect from or about you in the following ways:

- To present our Website and its contents to you and to improve our Website (we continually strive to improve our Website offerings based on the information and feedback we receive from you);
- To provide you with information or services that you request from us;
- To fulfill our obligations to you as a customer;
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs);
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- To notify you about changes to our Website or any products or services we offer or provide through it;
- To allow you to participate in interactive features on our Website and to personalize your experience (your information helps us to better respond to your individual needs);
- To enable communications to you regarding our services such as email and text;
- To facilitate contests, sweepstakes, and other promotions we may offer from time to time;
- To analyze how our website visitor's access and use the Website and to work with marketing partners to provide you with products or services that may be of interest to you;
- To fulfill any other purpose for which you provide it and in any other way we may describe when you provide the information; and
- for any other purpose with your consent.

DISCLOSURE OF YOUR INFORMATION

We may disclose information that we collect about you or that you provide us directly as described in this privacy policy:

- To our subsidiaries and affiliates;
- To contractors, service providers, and other third parties We use to support our business, such as our marketing and data analytics partners;
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Company's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Company about our Website users is among the assets transferred;
- To fulfill the purpose for which you provide it. For example, to process your inquiry regarding a rental request or inquiry;
- For any other purpose disclosed by us when you provide the information;
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government, regulatory, or law enforcement request;
- To enforce or apply our Terms and Conditions and other agreements, including for billing and collection purposes; and
- If We believe disclosure is necessary or appropriate to protect the rights, property, or safety of Company, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

We may disclose aggregated information about our users and deidentified data or information that does not identify an individual.

COOKIES AND OTHER TECHNOLOGIES

The Website may use first-party and third-party "cookies," as well as other tracking technologies, to enhance the experience of the Website and for advertising and analytics purposes. These technologies are also used for record-keeping purposes, to ensure the Websites operate properly, to track how website visitors interact with the Websites, and for interest based advertising. Cookies are small files that a website places on a website visitor's hard drive through their web browser. You may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. If you choose to refuse cookies, please note that some parts of the Websites may not function properly as a result.

In addition to the cookies described above, we use Microsoft Clarity, a behavioral analytics service, to understand how visitors use our website, including pages visited, clicks, scrolling behavior, mouse movements, and session duration. Clarity may set cookies on your device (including _clck and _clsk) to support this functionality. This data helps us identify usability issues and improve our website. For more information on how Microsoft collects and processes this data, see the Microsoft Privacy Statement at https://privacy.microsoft.com/privacystatement.

SECURITY

We have implemented reasonable measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

THIRD PARTY LINKS

This Website may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our Website and to read the privacy statements of any other website that collects personally identifiable information.

CHILDREN UNDER THE AGE OF 13

Our Website is not intended for children under 13 years of age. No one under age 13 may provide any information to or on the Website. We do not knowingly collect personal information from children under 13. If you are under 13, we ask that you do not use our website.

CHANGES TO OUR PRIVACY POLICY

It is our policy to post any changes we make to our privacy policy on this page. Please check back periodically to see if this policy has been updated. You can see when this policy was last updated by reviewing the “Last updated” date at the top of this page.

CONTACTING US

If there are any questions regarding this privacy policy you may contact us at info@cresthavenlodges.com.