

From: [Jensen, Lisa](#)
To: [REDACTED]
Subject: Public Records Request | Reading Farms Estate |
Date: Monday, August 2, 2021 4:27:23 PM
Attachments: [PRR Reading Farms Estate response 8.2.21docx.pdf](#)
[PRR Reading Farms Estate 7.26.21 request.pdf](#)
[2021.08.02 Reading Farms Estate 2015-04077.pdf](#)

Dear Chelsea Blau,

Attached is the response to your request.

Sincerely,
Lisa

Lisa Jensen, MPA
Consumer Assistance Program
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001
Direct 802.489.6058
Pronouns: she/her/hers

Consumer Assistance Hotline: 800-649-2424
ago.vermont.gov

THOMAS J. DONOVAN, JR.
ATTORNEY GENERAL

JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

SARAH E.B. LONDON
CHIEF ASST. ATTORNEY GENERAL



ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
109 State Street
Montpelier, VT 05609-1001
Website: ago.vermont.gov/cap
e-mail: ago.cap@vermont.gov

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
PUBLIC PROTECTION DIVISION
TEL: 1-800-649-2424
FAX: (802) 304-1014

August 2, 2021

VIA EMAIL

Chelsea Blau

[REDACTED]
Rochester, NY 14620

Re: Vermont Public Records Act Request | Reading Farms Estate

Dear Chelsea Blau,

After review of your records request dated July 26, 2021, we have determined that we have two records that are responsive to your request (2015-04077 and 2020-03756). We reviewed our records for consumer complaints filed since June 1, 2015 against "Reading Farms Estate", "Stacy Gallowhur" and "On Thyme Events". The responsive records are attached.

If you feel information or records have been withheld in error, you may appeal to the Deputy Attorney General in writing at:

Josh Diamond
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you.

Sincerely,

/s/

Lisa Jensen
Assistant Director
Consumer Assistance Program

From: Jensen, Lisa <Lisa.Jensen@vermont.gov>
Sent: Tuesday, August 3, 2021 8:29 AM
To: [REDACTED]
Subject: RE: Public Records Request | Reading Farms Estate |

Dear Chelsea Blau,

My apologies, but I sent the incorrect records attachment in my previous email. Please permanently delete the PDF "2021 08 02 Readings Farm Estate 2015-04077".

Attached is the correct record.

Sincerely,

Lisa Jensen, MPA
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Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001
Direct 802.489.6058
Pronouns: she/her/hers

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ago.vermont.gov

From: reservations@readingfarmsestate.com
Sent: Tuesday, May 05, 2015 3:14 PM
To: consumer@uvm.edu
Cc: reservations@readingfarmsestate.com
Subject: Complaint Response Form

Below is the result of your feedback form. It was submitted by
(reservations@readingfarmsestate.com) on Tuesday, May 5, 2015 at 15:13:34

email: reservations@readingfarmsestate.com

Complaint Number: 2015-04077

Responder: Consumer

Status: Unresolved

Name: Stacy Gallowhur

Business Name: Reading Farms Estate

Contact: 8024843333

Update: Hello:

I am respectfully responding to the letter received from you April 29, 2015 regarding the Carol Mase complaint.

To begin we are not a business. Reading Farms Estate is a private home, owned by me, which I rent occasionally to individuals for weddings and family reunions. Carol Mase has supplied you with many untrue and misrepresented facts. My rental agreement was not between Reading Farms Estate and not with her. It was between Stacy Gallowhur (me) and her daughter, Kristyn Mase and her now husband, Eric Maher. We have a rental contract executed on 10/23/13 by both of them which outlines the conditions and guidelines for use of my property for their wedding. They violated multiple provisions of the contract, had confrontational and obscenely belligerent guests and caused damage and hardship to both my property and myself. The Security Deposit of \$5,000 was paid by the guests with their credit card. After their check out on a terribly rainy day when they were all hung over from their reception the night before left the place a disaster. I honestly believe they thought they were! going to blow in from Connecticut,use our home without any respect and

responsibility and leave it as they did without any recourse. I had sent Kristyn Mase a letter outlining the damage as well as a check netting out the damage from the original \$5,000 Deposit (which does not correlate to her amount) as a settlement in good faith. I have the returned receipt from the letter and check originally sent. Subsequently, my attorney, in review of the damage and the contract realized I had deducted for credit card fees which had not been in the contract so I immediately sent Kristyn Mase yet another letter apologizing for the deduction and provided her another check for the amount deducted. Both these checks were sent to the address provided on the copy of her CT drivers license. If it were an incorrect address would you not think they would have brought it to my attention. I believe this was their way in part to the scam outlined with details below.

With our letter and checks in hand, Kristyn Mase filed a dispute with Chase Bank (her credit card provider) for the entire amount of \$5,000. Luckily Chase immediately called me directly informing me of the dispute which then prompted me to call HomeAway who was the portal and credit card processor for the reservation. They advised me to immediately stop payment on the checks as this was a scam to get the refunded amount by check and then try to get the total \$5,000 charge back by Kristyn Mase. I called my bank and stopped payment immediately. Within a day after I told Chase I would fight their dispute I was then called by Carol Mase (the mother) stating she wanted to discuss the damage. In this discussion I informed her she should not try to cash those checks as I had stopped payment due to Kristyn Mase having filed a dispute with Chase Visa. She became upset and began ranting about our claims. I informed her in this conversation we would let Visa work out the details.!

Her bank, [REDACTED] then deducted the \$5,000 from my account due to the open dispute and then asked for all of our documentation. I provided an enormous amount of documentation as evidence substantiating our claim for all of the \$5,000. Over months both Visa parties went back and forth until it was determined both the cardholder (Kristyn Mase) and property owner (myself) had to acknowledge and sign arbitration forms acknowledging that the

losing party would pay
the arbitration fees. Both parties did this and it went to Visa arbitration.
After many months of review
of all our documents and contract I was notified it had been concluded and I was
the prevailing party to
the arbitration. Subsequently the \$5,000 was then rightfully returned to me to
make me whole with all
my claims justified and all good faith settlements off the table.

Since the determination I had one conversation with Carol Mase where she demanded I
return this
money. She was irrational and not very nice. She has since continued to harass me
with phone calls and
emails, harass our booking agent with phone calls and emails and complained
repeatedly to HomeAway.
If this behavior continues I may not any other option than to file charges in
Connecticut in an attempt to
outline her initial scam and ask for protection from this individual.

If you need more documentation (of which all was provided to this consumer during
the Visa
arbitration) to assist with a determination to close out this matter I would be
happy to work with you.

Thank you!
Stacy Gallowhur

REMOTE_ADDR: 64.222.82.130
HTTP_USER_AGENT: Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like
Gecko

From: [REDACTED]
Sent: Monday, April 27, 2015 12:23 PM
To: consumer@uvm.edu
Cc: [REDACTED]
Subject: Mase Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
[REDACTED] on Monday, April 27, 2015 at 12:23:25

[REDACTED]

Intake Number: yes but no reference number was given

Name: Carol Mase

Street: [REDACTED]

City: Sherman

State: CT

ZIP: 06784

Phone: [REDACTED]

Age: 57

Senior: No

Veteran or Service Member: No

Business Name: Reading Farms

Business Street: 188 Readings Farm Rd

Business City: Reading

Business State: Vermont

Business ZIP: 05062

Business Phone: 803-484-3333

Business E-mail: Stacy Gallowhur>reservatons@readingfarmsestate.com

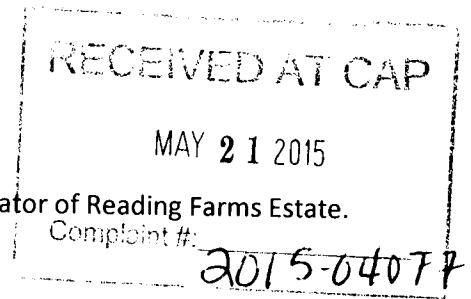
Complaint: On July 26,2014 my daughter was married at the reading farms estate. We were required to put a \$5000.00 deposit down for any damages to the estate. After the wedding the owner had 2 weeks

per his contract to return the deposit after phone calls and emails a check was sent to the wrong address and took 5 weeks to get this check where the land owner had with held \$1150 for what we thought of as unfair reasons and because we disputed the charges he put a stop pay on the checks and therefore has all \$5000. Now he has stopped answering the phone will not answer emails and would not even sign for the registered letters I have sent to him at both of his addresses. Right now he has stolen \$5000.00 from me and I have no way to get it back. Upon request I can supply you with all the correspondence and even the pictures of what he states are the reasons he is keeping the \$1150 but at this point he is keeping everything and it is almost a full year of me trying to contact and!
resolve this issue .

Loss: \$5000.00

Relief Requested: refund of the \$5000.00

Found By: my lawyer advised me to contact you



To Whom it May Concern:

This is an update to my complaint involving Stacy Gallowhur owner/operator of Reading Farms Estate.

Number 2015-04077

To begin I would like to explain that the reason I am corresponding with Stacy for the refund even though the contract is between my daughter and her now husband and deposit is to my daughters credit card is because we as her parents paid for the wedding in its entirety. Stacy saw all the charges were paid by us and nothing but this deposit by my daughter. The reason she put it on her card was because she knew her guests would be respectful of their surrounds and abide by all the rules so a complete refund was anticipated. I have enclosed a copy of the contract entitled

READING FARMS SHORT TERM RENTAL USE AND OCCUPANCY AGREEMENT

It was prepared by Stacy but is certainly a professional business contract.

Please notice that the agreement was to return the deposit in two weeks and that it was not addressed to the address on her CT driver's license (copy enclosed). I have included a copy of the registered letter postmarked 8/19/2014 which is three weeks after the wedding and the address is to Eric's house with Kristyn's name so was undeliverable and was in limbo until 9/6/2014. I am enclosing a copy of her than license which is a Waterbury address.

I am also including an addendum that Stacey found necessary that charged us another \$500.00 to allow the mother, father and grandmother of the bride to come into the house to take pictures of her getting ready. As the wedding drew closer the rules kept increasing. Stacy decided we needed to supply him with our guest list and that all guests would be stopped at the beginning of the driveway and be checked in, I guess to be sure no one snuck in? Or that we didn't go over the allocated number of people? Than he had staff posted as guards to all the house entrances to be sure no one entered. It was just such over kill for what was supposed to be a wedding not a motorcycle rally. There we no children allowed and 70% of the guests were family from the age of 50 and over.

I would like to bring it to your attention that although Stacey and Kristyn and Eric and even I spoke and meet with Stacy many times before the wedding he chose to wait until we walked in with a full wedding party to have Kristyn read and sign a five page document entitled

READING FARMS ESTATE HOUSE RULES ACKNOWLEDGEMENT FORM

At this time if we found any or all of the rules unsatisfactory what were we to do- leave?

I admit the day after the wedding was a terrible rainy day, but even in the rain the guys went out and ran around the grounds picking up anything they saw on the ground. All the beds were stripped all the garbage emptied and disposed of in the dumpster we provided, the floors were swept. Some grass clippings had gotten into the kitchen because in the contract the lawn was to be mowed 2 days prior to event but was actually mowed the morning of the wedding the 27th. I am sure that after an event there is clean up to be done in addition to the general cleaning the wedding party did. I am sure Stacy expected that since he has rented the estate for many occasions.

I am including pictures and the letter Stacy sent with the original return deposit check explaining why he was keeping so much money from the deposit, you will see he wrote "If you cash the check we will

release you from any further liability associated with the other damage" that is why we did not cash the check not because of some scam. We wanted to dispute the charges with him. Things like \$50.00 per cigarette butt. We thought he was supplying cigarettes receptacles we didn't bring any. The maybe 10 smokers out of 130 people used a cup with sand in it they made. The butts were not on the ground but in the cup he sent a picture of. We spoke to him about the credit charges he then refunded that money.

I can go on and on. I can give you names and contact numbers of the caterers and rental companies that we used that said he was too hard to deal with and that they wouldn't do any other events there. I have asked these people if they could be contacted and they have agreed. The ruts he charged us are for were made by the rental truck that was guided into place by Stacy himself. He has their insurance information so why not charge them for the damage.

The matter remains he sent us a letter outlining the things he was charging us for (which I am including). He was keeping \$1150.00 so why than does he have \$5000 of our money. I disagreed with Stacey. I did not cash the checks because I wanted to discuss this with him but he stopped the discussion kept all the money and that's it. I feel at the very least he needs to refund the \$3850. I have phoned, I have sent registered mail, I have tried to enlist the credit card company and Homeaway(the site he rents thru)all to no prevail. I am hoping you can see that he is not owed \$5000. If there is a scam here its Stacy trying to scam an extra \$5000 out of an already very expensive (and beautiful)wedding.

Thank You



Carol Mase

Sherman, CT 06784

Eric and Kristyn Maher
[REDACTED]
Sherman, CT 06784

explanation of
charges
&
pictures

8/19/14

Dear Kristyn and Eric:

I have enclosed the net balance of the Security Deposit you had on file for your wedding and stay at Reading Farms Estate in July. Below is a list of items we reconciled against the Security Deposit:

Credit Card Fees: \$343.00

Cigarette Butt Clean Up (25+ Butts were found after your reservation and cleaned up). Per Estate Rules Check In \$50 per butt. \$1,250.00+. We will charge you only \$500.00

Excess trash clean up (napkins, bottles, glasses). We will only charge you \$250.00. We usually charge up to \$1,000 for the cleaning needed to clean up what you and your party left. The grill alone took an hour to clean after left. No one in your party cleaned after you used it. Your party also left the folding tables soiled and full of grease. It took over an hour just to clean the 3 tables.

Lanterns were not disclosed or permitted and you set dozens of them off after your reception. Not only could you have set our buildings on fire, a neighbor nearly 1 mile north of us called the fire department and made a complaint against us. This alone could allow us to keep your entire deposit if it results in further issues for us and the local authorities.

Spa needed to be drained, cleaned and refilled. \$150.00

Scratches on Living Room Floor. There were more than one but the one in photo attached is the worst. It is hard for us to put a dollar amount on this as the floors could need to be completely refinished to correctly repair. We will not reconcile this damage at this point.

Ruts on front lawn and along driveway. We had to bring in top soil and reseed which was mostly labor. We could charge you upwards of \$700 for this. We will only charge you \$250.00

To summarize we will reconcile \$1,493.00 against your \$5,000 Security Deposit sending you back (enclosed) \$3,507.00 as Net Security Deposit Refund in Full. If you cash the check we will release you from any further liability associated with the other damage.

We thank you for reserving Reading Farms Estate for your wedding and hope you had an amazing time.

Sincerely,


Stacy Galloway

Reading Farms Estate
Post Office Box 014299
Miami, FL 33101

September 8, 2014

Eric and Kristyn Maher

[REDACTED]
Sherman, CT 06784

Dear Kristyn and Eric:

I have enclosed the refund of \$343.00 for the Credit Card Fees deducted from your security deposit. As mentioned in my email sent 09/04/14 for some reason the credit card fee clause was omitted from your contract. Our attorney, in reviewing your contract, house rules and check out sheet noticed this oversight.

I also requested in my 09/04/14 email an updated address for me to send this refund to and have not heard back from you as of today so I am sending it to the address on the contract.

I apologize for the inconvenience.

Sincerely,


Stacy Gallowhur

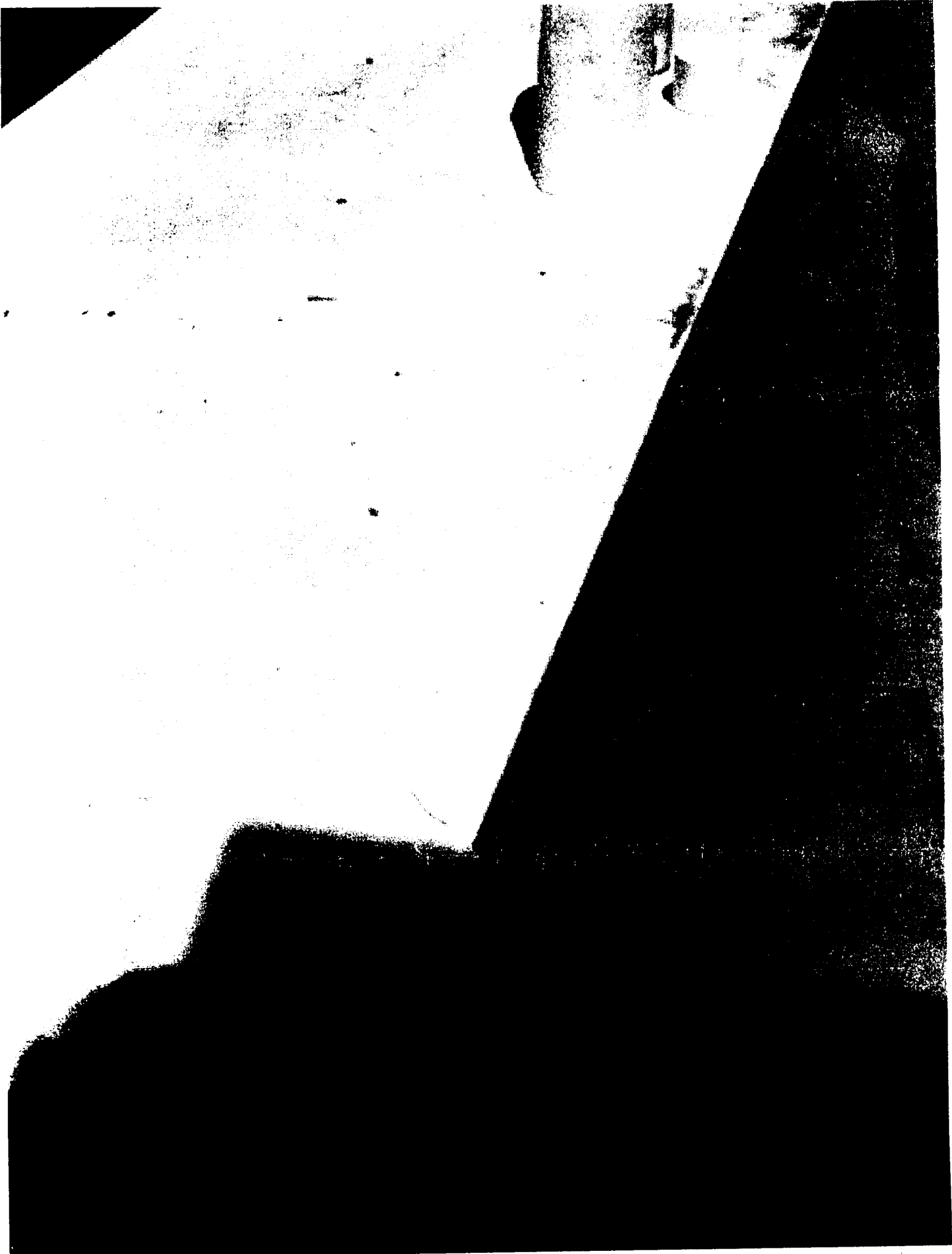












Rules presented
at
arrival

Reading Farms Estate House Rules
Acknowledgment Form

Reading Farms Telephone Number 802-484-1229 Free Local and Toll Free

GATE CODE press #2611

Reading Farms Guest Wifi Password: Welcome!

Welcome to Reading Farms Estate. We work very hard to satisfy each and every one of our guests by providing an exceptional environment and accommodations for your stay. Allowing us to maintain the level of satisfaction with each group of guests we need all of our guests to reside and care for the property and contents as their own. Please review the House Rules below and use them as a guide during your occupancy.

1) **Flooring:** Please be sure you and each of your guests brush off shoes and feet before entering the buildings. The Main House has extensive finished wood flooring which can easily be scratched or marred beyond an easy repair. During your occupancy you might wish to have a "No Shoes in House" policy with your guests to ensure the additional protection. The floors are inspected after each Check-Out and before each Check-In with video to ensure any damage is noted and not passed along to the next group of guests. Any damage will be noted and reconciled against your Security Deposit.

2) **Smoking:** Smoking is only allowed outside of all buildings and/or in Gazebo. Please use an ash tray when smoking outside and DO NOT throw any cigarette butts into the landscaping. Cleaning up cigarette butts after your Check-Out will be reconciled against your Security Deposit. Designate Smoking areas for ALL guests with receptacles. If after check out cigarette and/or cigar butts are found each butt will be reconciled at \$50.00 per butt recovered.

3) **Gates:** Each Guest understands Reading Farms is a controlled access property. The gates allow all Guest privacy and security. After passing through the gates please stop your vehicle 60 feet on the opposite side of the gates and wait for the gates to close before entering or leaving the property. If the gates do not shut by automatically please enter your code and wait a few minutes for the gates to reset. If the gates do not reset and remain open, immediately inform Caretakers or Owners. During Events and Weddings a Reading Farms Estate Attendant will be at the gate with your guest list to prevent party crashers from having access. All guests must check in with the Reading Farms Estate Attendant if present at gates.

4) **Surveillance:** Reading Farms Estate is a controlled access property with Surveillance. The Internal Surveillance system is for Guest Viewing with key perimeter cameras. Guests know and understand there is a separate perimeter Surveillance System (CCTV) which is recorded and ensures both Guest and Owner Safety.

5) **Personal Hygiene and Prophylactics:** All products used such as feminine hygiene products (sanitary napkin and tampons), condoms, etc... Must be properly disposed of in the trash and NOT FLUSHED DOWN THE TOILETS. These products can SERIOUSLY DAMAGE our septic systems and create considerable expense and inconvenience during and after your stay. Sewage Traps are in place and checked before Check-In and after Check-Out. If there is evidence or any issues resulting from flushing these products down the toilet or drains the cleanup and damage will be reconciled against your Security Deposit.

6) **Linens:** All bedrooms are made up prior to your Checking In. Unless otherwise arranged you will be responsible for your linens until you check out. Prior to check out please strip all bed linens and place linens and towels on the floor by bed in each bedroom. If you need to wash your linens, towels and clothing during your stay you may use the washer and dryer in the Utility Room.

7) **Contents Damage:** Please report any content(s) damaged during your stay no matter how small of a chip or item is damaged or broken. If unreported damage is found after Check-Out, damage will be

During your stay, you might wish to have a "No Shoes In House" policy with your guests to ensure the additional protection. Floors are inspected after each Check-Out and before each Check-In with video to ensure any damage and no passed along to the next group of guests. Any damage will be noted and reconciled against your Security Deposit.

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7) **Contents Damage:** Please report any content(s) damaged during your stay no matter how small of a chip or how extensive an item is damaged or broken. If unreported damage is found after Check-Out, damage will be reconciled against your Security Deposit in the amount of 2 times the value of the item damaged or broken. If Fire Extinguishers are tampered with and/or discharged during reservation the Entire Security Deposit will be forfeited by Occupant. Any damage to a set of furniture and/or contents could result in replacement of entire set such as set of 6 identical pots or 10 antique chairs or 6 lamps where it would be impossible to find a matching replacement of just one of the set. Keep all drinks and food away from piano. All novice pianists and children should be monitored while playing the piano as an instrument and not a toy.

8) **Use of Property:** Each Reservation outlines specifically the number of Overnight Guests occupying the Reading Farms Estate property and notes the buildings, rooms and spaces being utilized. Please note any space with a deadbolt or lock along with basement and all outbuildings such as garages and storage areas are not to be opened or entered for any reason without consent. During Winter months (October - April) the Entertainment Barn and Barns are not to be entered unless permission is granted by the Caretaker and/or Owners. Please assign and only use the beds needed for the number of guests in your reservation. If all beds are utilized beyond the number of guests reserved a \$50.00 fee per bed will be reconciled against your Security Deposit.

9) **Mothers Nature:** Occupant understands Mother Nature sometimes has her furry and will create situations beyond the control of owner. Your patience and cooperation is needed during these times. Owner will not prorate or make any concessions for acts of nature.

10) **Winter use:** Adverse weather conditions and snow have a large impact on the property and contents. After you return home from outside activity please utilize the Utility Room to enter the house and place your boots and clothing to dry. The slate floor allows for melting and dripping without any damage to wood floors, carpets and fabric in other areas of the house. This also allows for any sand from your shoes to be brushed off before entering the house preventing any scratching of the wood floors. Guests must monitor and keep all doors and windows shut during reservation. All damage caused by leaving a door and/or window open could forfeit entire security deposit at owner's discretion.

11) **Remote Location and Property Disclaimer:** Reading Farms is a historic and remote property. From time to time there are unforeseen and/or unpredictable weather and utility issues which may arise. We will do everything possible to remedy any and all issues as quickly as possible. However there may be issues such as satellite television outages, telephone and internet outages, power outages, fallen trees, water pumps, hot water heater issues, heating (boiler and electric), plumbing, snow and ice removal. Remedies for such issues may take time to accomplish. Your patience is appreciated during the remediation and no compensation will be adjusted or provided for such said issues unless said issues cause an agreed to early Check-Out (by both occupant and owner) which will then result in a prorated refund calculated once you vacate the premises.

12) **Children:** Minor Children must be attended to at all times. As in any home there are many areas in which a child unattended could result in injury or damage to the property. It is the Occupants sole responsibility to ensure the safety of their guests and children during their stay at Reading Farms Estate.

13) **Pool/Jacuzzi (spas) / Gym / Ponds:** Guests use Pool, Spa, Gym and Ponds at their own risk. The Owner assumes no liability for injury or death surrounding the use of these amenities. Alcohol and Pharmaceuticals impairing judgment may cause injury and are not allowed at any time. No Glass is allowed in or around the Pool or Jacuzzi. Please only use plastic glasses while drinking in or around the Pool, Spa and Ponds. When the Jacuzzi cover is removed prior to use, please take care not to damage the cover. When finished using the Jacuzzi immediate place cover back to keep debris out and heat inside. DO NOT SIT ON COVER! The Jacuzzi is cleaned and filter is changed before and after each rental. Each Spa has a capacity of 5-6 Guests who must shower before use. Please note oils from guests skin accumulates quickly due to the heat and chemicals of the water. If Spa becomes cloudy due to excess guests or contaminants introduced in water there will be a cleaning fee of \$150.00 and the Spa may be out of order for 2 days. There is a net and towel nearby in the gazebo to collect and clean during and after each use throughout your reservation. Barn and Jacuzzi in Barn is not for use during winter months. No diving into pool or ponds! If trash is thrown into a pond it can be very costly to remove the contamination.

14) **Sound and Electronic Equipment:** The central sound systems volume in both the Main House and Barn is pre-set to a constant throughout each building. Each Guest Suite has an individual volume control to adjust the volume to individual comfort. Please consult with Caretakers on increasing or decreasing overall volume of sound systems. Electronics (televisions) and sound systems are very sensitive to excess increases in volume. Such increases could compromise the integrity of the equipment. Be very cautious you do not blow speakers or systems. Any damage to electronics and/or sound systems will be reconciled against your deposit.

15) **Ponds/ Ice:** We have several ponds on the property which ice over during the winter months. Due to varying weather and temperature conditions the ponds may not adequately freeze solid enough to support the weight of any size body. Please keep yourself, your guests, children and pets (if allowed) off all iced over ponds at all times. The ponds are extremely dangerous and the Occupant recognizes the danger and assumes all responsibility releasing Owner from all liability of injury or death.

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(3) **Pool / Jacuzzi (spas) / Gym / Ponds:** Guests use Pool, Spa, Gym and Ponds at their own risk. The Owner assumes no liability for injury or death surrounding the use of these amenities. Alcohol and Pharmaceuticals impairing judgment may cause injury and are not allowed at any time. No Glass is allowed in or around the Pool or Jacuzzi. Please only use plastic glasses while drinking in or around the Pool, Spa and Ponds. When the Jacuzzi cover is removed prior to use, please take care not to damage the cover. When finished using the Jacuzzi immediate place cover back to keep debris out and heat inside. DO NOT SIT ON COVER! The Jacuzzi is cleaned and filter is changed before and after each rental. Each Spa has a capacity of 5-6 Guests who must shower before use. Please note oils from guests skin accumulates quickly due to the heat and chemicals of the water. If Spa becomes cloudy due to excess guests or contaminants introduced in water there will be a cleaning fee of \$150.00 and the Spa may be out of order for 2 days. There is a net and towel nearby in the gazebo to collect and clean during and after each use throughout your reservation. ~~Barn and Jacuzzi in Barn is not for use during winter months.~~ No diving into pool or ponds! If trash is thrown into a pond it can be very costly to remove the contamination.

(4) **Sound and Electronic Equipment:** The central sound systems volume in both the Main House and Barn is pre-set to a constant throughout each building. Each Guest Suite has an individual volume control to adjust the volume to individual comfort. Please consult with Caretakers on increasing or decreasing overall volume of sound systems. Electronics (televisions) and sound systems are very sensitive to excess increases in volume. Such increases could compromise the integrity of the equipment. Be very cautious you do not blow speakers or systems. Any damage to electronics and/or sound systems will be reconciled against your deposit.

(5) **Ponds / Ice:** We have several ponds on the property which ice over during the winter months. Due to varying weather and temperature conditions the ponds may not adequately freeze solid enough to support the weight of any size body. Please keep yourself, your guests, children and pets (if allowed) off all iced over ponds at all times. The ponds are extremely dangerous and the Occupant recognizes the danger and assumes all responsibility releasing Owner from all liability of injury or death.

(6) **Weapons, Firearms, Fishing and Hunting** are prohibited at all times. Any breach will constitute immediate forfeiture of entire security deposit and local Authorities will be notified.

(7) **The Rental Agreement** specifically outlines the number of Overnight Guests allowed. Additional Overnight Guests without authorization during your rental may create a breach in which you will forfeit the remaining time of your stay and/or up to your entire Security Deposit. Additional Guests and/or Vendors (Such as Caterers) beyond the noted number in our agreement on the property during your stay will create an "Event" with additional impact on the property creating additional fees due in the range of \$1,500 to \$10,000 determined by Owner and depending on the number of additional guests and overall impact on Reading Farms.

(8) **Occupant understands artwork, furniture and contents** may vary from season to season and rental to rental. Owner does not guarantee any consistency in contents and furniture other than Guests comfort while occupying Reading Farms.

Occupant understands their responsibility to monitor their invited guests. All damage by Occupant or their guests is completely the occupant's responsibility. When an Event is incorporated into your rental agreement ONLY the overnight guests are allowed in the Main House. It is strictly the Occupant's responsibility to limit access to the Main House during the Occupant's Events however Reading Farms Estate has attendants which also offer support and assistance in monitoring access.

Fireplaces: Occupant is allowed to use the Fireplace in the Family Room (next to Kitchen) and Library. **NO OTHER STOVES OR FIREPLACES ARE TO BE USED AT ANY TIME.** Fireplaces must be used while monitored. **NOT** to be used or slept while fires are burning in the fireplaces.

Water (Hot & Cold): Occupant understands Reading Farms Estate is on both Spring and Well water systems. If demand is greater than the pumps and gravity systems, the cisterns will need to replenish. Please be patient as the natural systems catch up. Demand may be greater than the hot water tank capacity from time to time. Please be mindful of all the guests' demand at times of higher use.

Outdoor Activities are to be set up and played on any lawn other than the top lawn in front of Main House. **NO** smoking and/or staking lawn without approval of owner and/or caretaker.

Supplies: Occupant understands we provide 2 rolls of toilet paper per reservation and a limited amount of other supplies which are generally left over from prior guests. We do not provide other supplies unless agreed upon in check-in.

Cooperation and Morality Clause: At all times guests must cooperate with Reading Farms Estate Staff and owners. All communication between guests and staff must be pleasant and at no time will communication come elevated or your reservation will be subject to immediate termination and eviction from premises. We pride ourselves in offering a comfortable and stress free environment for your event and any lack of cooperation will not be tolerated.

Leaving the property as you found it. Per our agreement you further agree to leave the property in the same condition as you have found it upon Check-In. If additional cleaning is needed above and beyond the deep cleaning provided up to \$100 per issue may be reconcile with your Deposit. By signing below you confirm and understand a vacuum will be provided to assist you with this condition.

If you arrive with or you have additional guests beyond the stated number in your contract, or otherwise approved in writing by Owner, you will be required to pay an additional fee of \$150.00 per person times the nights reserved. IF AND ONLY IF there are proper sleeping accommodations available (Specifically Beds). If at any time there are more guests or vendors not confirmed or approved by Owner the Owner and Caretaker can ask ALL Guests to vacate the property immediately without any recourse against any payments, including held Security Deposit, in full.

Inless otherwise agreed to in your Contract prior to Check-In there are to be **NO** parties, receptions, weddings, special events or additional overnight guests. Motor homes, campers, tents or outside overnight guests are prohibited without prior written consent by owner.

If this provision or any part thereof is broken you will immediately forfeit your entire Security Deposit and be evicted from the premises.

Any Breach of the Reading Farms House Rules could constitute immediate eviction with no refund of any amounts paid inclusive of your entire Security Deposit.

We hope you respect Reading Farms Estate as if it were your own home. Again our wish is for you to enjoy how truly special Reading Farms remains for you and future guests.

...we provide 2 rolls of toilet paper per reservation and a limited amount of other supplies which are generally left over from prior guests. We do not provide other supplies unless arranged for in advance.

24) **Cooperation and Morality Clause** At all times guests must cooperate with Reading Farms Estate Staff and/or owners. All communication between guests and staff must be pleasant and at no time will communication become elevated or your reservation will be subject to immediate termination and eviction from premises. We pride ourselves in offering a comfortable and stress free environment for your event and any lack of cooperation will not be tolerated.

25) **Leaving the property as you found it.** Per our agreement you further agree to leave the property in the same condition as you have found it upon Check-In. If additional cleaning is needed above and beyond the deep cleaning provided up to \$100 per issue may be reconcile with your Deposit. By signing below you confirm and understand a broom and vacuum will be provided to assist you with this condition.

If you arrive with or you have additional guests beyond the stated number in your contract, or otherwise approved in writing by Owner, you will be required to pay an additional fee of \$150.00 per person times the nights reserved. IF AND ONLY IF there are proper sleeping accommodations available (Specifically Beds). If at any time there are more guests or vendors not confirmed or approved by Owner the Owner and Caretaker can ask ALL Guests to vacate the property immediately without any recourse against any payments, including held Security Deposit, in full.

Unless otherwise agreed to in your Contract prior to Check-In there are to be NO parties, receptions, weddings, special events or additional overnight guests. Motor homes, campers, tents or outside overnight guests are prohibited without prior written consent by owner.

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Any Breach of the Reading Farms House Rules could constitute immediate eviction with no refund of any amounts paid inclusive of your entire Security Deposit.

We hope you respect Reading Farms Estate as if it were your own home. Again our wish is for you to enjoy how truly special Reading Farms remains for you and future guests.

DO NOT TROUBLE SHOOT ON YOUR OWN. During your stay if you have any questions or issues needing to be attended to please contact the Caretakers at 484-5052.

If there are extenuating issues not resolved by Caretakers please call Owners at 484-5052, 484-3333 or 305-582-1445.

By signing below you acknowledge the House Rules of Reading Farms Estate.

Signature Occupant 1 _____ Date _____ Print _____

Signature Occupant 2 _____ Date _____ Print _____

Reading Farms SHORT TERM RENTAL USE AND OCCUPANCY AGREEMENT	LOCATION: 188 Reading farms Rd Reading Vermont 05062 U.S.A	Phone 802-484-3333
		Fax 802-484-3901

Reading Farms Estate

Prepared for: Eric Maher
 Kristyn Mase
 [REDACTED]
 Sherman, CT 06784

Prepared by: Stacy Gallowhur, Owner

October 23, 2013

Proposal number: Eric Maher & Kristyn Mase Wedding 7/25/14-7/27/14, Wedding 7/26/14

Agreement made this day of October 23, 2013 by and between Stacy Gallowhur (Owner of Reading Farms) of PO 014299 Miami FL 33101 (hereinafter called "Owner") and (_Eric Maher & Kristyn Mase_) hereinafter called "Occupant".

In consideration of a 2 night _____ short-term rental fee of (US\$ ~~8,040.00~~ 8220) and mutual covenants herein contained, it is hereby agreed as follows:

JK

1. Owner shall permit Occupant to occupy the Premises ("Premises" defined as the Estate situated at 188 Reading Farms Rd, Reading Vermont from 4:00pm _____ July 25, 2014 (Friday) _____ up through and including 12:00pm _____ July 27, 2014 (Sunday). Late Check-Ins after 6 pm will incur a \$100 Late Check-In Fee payable upon arrival and must be set up prior to date of Check-In. Early Check-In are on a case by case basis due to bookings and cleaning schedules. Guests must vacate by 12pm July 27, 2014. Tent Vendor may need a window until 3pm on July 27, 2014 to finish with the tent removal and clean up.

2. Owner and Occupant agree that the Occupant shall occupy said real estate under the terms of this agreement and no tenancy at will or any other tenancy is or shall be created.:

3. Occupant shall pay a use and occupancy fee of \$ 8,220.00 __, Check-In / Check-Out, and cleaning fee of \$500 along with \$89.00 Homeaway Insurance Fee for such use and occupancy hereunder total \$ __\$8,809.00 __. In the event the Occupant remains in possession beyond the term contemplated herein, the per diem charge shall be Two Thousand and 00/100 Dollars (\$2000), and such sums will be due and payable to the owner in addition to any other remedy herein.

4. Owner shall have no responsibility for the safety or welfare of any person or item of personal property or pets belonging to Occupant which may enter, or be moved into or on Reading Farms Estate grounds, and Occupant assumes the sole risk for the safety and welfare of all such persons or items or pets during Occupants occupancy. Occupant shall further indemnify, defend, and hold harmless Owner for any loss or damage which may occur during Occupants occupancy including property damage, personal injury or death, resulting from such occupancy by Occupant, Occupant's family, agents, guests, or invitees, including reasonable attorney's fees and costs. Occupant understands that the detached room (South

JH

Wing, office) is not to be used or entered for any reason. During the Winter or unless otherwise stated, the barn is not to be used in any manner absent specific written agreement of the Owner.

a) During Summer reservations the in ground pool will be available. If Occupant wishes the pool to be heated during their stay an additional fee will apply based on the number of days.

b) During Winter we recommend the Occupants arrive and utilize an AWD or 4 Wheel Drive vehicle due to adverse weather conditions.

c) During Summer months, although unusual, it can be very warm in Vermont. The only air conditioned room is the Master Bedroom. We can air condition the Family Room, Library, and a few more bedrooms for an additional fee. The request for additional A/C needs to be arranged 2 weeks prior to arrival.

5. Occupant shall at all times keep and maintain the premises and all furnishings, equipment and fixtures therein or used therewith repaired, whole and of the same kind, quality and description, and in such good repair, order and condition as at the commencement of occupancy, or as may be put in thereafter, reasonable wear and tear and damage by unavoidable casualty only excepted.

6. Occupant shall be responsible for the costs of any damage that may result to said premises or contents therein from the date of taking possession until Occupant's vacancy of the premises. Owner shall have cause of action against Occupant for any and all damages sustained on or about the premises during the period of Use & Occupancy for any loss occasioned by the Occupant, guests, or invitees of the Occupant.

ZHU

7. Occupant shall be responsible to ensure that no illegal, offensive, or other improper activities occur on the property, inclusive of activities of their family, or invitees.

8. In the event that the Occupant orders long distance phone service, expanded Dish TV services and like extra utilities, Occupant shall be responsible for the cost of the same in addition to Occupant fees hereunder.

9. In order to assure Occupant's compliance with the terms of this Agreement Occupant shall, in addition to full payment of the rental fee in paragraph 3 above, deposit the security sum of Five Thousand and 00/100 Dollars (\$5,000.00) with Owner 30 days prior to Check-In Date, to be held in escrow until Occupant vacates the premises as outlined herein. Owner shall be entitled to compensation from the escrowed funds in the event that Occupant causes damage to the premises or additional expenses in addition to any other remedy herein. Upon vacancy and confirmation of no damage, Owner shall promptly refund to Occupant said deposit within a 2 week period following Occupant vacating premises. No interest or other accounting of security deposits shall be made by Owner.

10. Pets are PROHIBITED from the Estate absent the express written consent of the Estate Owner. Occupant to be fully responsible for any injury or damages occasioned by pets- on the grounds on or off the Estate, and shall indemnify and defend Owner for any and all such pet related damages of any nature or kind whatsoever. If a pet is found on the property there will be a \$1500 Non Refundable Pet Fee reconciled against Occupants Security Deposit.

11. It is agreed that smoking is PROHIBITED within any structure on the Estate. Smoking on open decks, porches and yard areas is permitted with utilization of proper debris receptacles. Any Smoking in any Structure will result in Occupant completely forfeiting their ENTIRE SECURITY DEPOSIT.

A handwritten signature in black ink, appearing to be 'JH' or similar initials, located in the bottom right corner of the page.

12. Once Payment and/or Deposit for Occupancy is made hereunder, cancellations are not accepted. Occupant understands that Owner is relying upon payment and reservation to remove the property for possible use by others, and cancellation of a paid stay results in forfeit of the entire Use Fee paid.

13. The Occupant agrees that the premises are delivered clean, neat and ready for Occupancy. The Occupant shall leave the premises in the same state upon departure or additional cleaning fees will be deducted from Deposit.

14. Occupant agrees to review and acknowledge the Reading Farms Estate welcome package to become familiar with Estate operations and local emergency numbers. Upon checking in Occupant will review and sign acknowledging complete and total understanding of Estate Rules.

15. Upon departure, Occupant is to strip all beds and leave linens in the laundry baskets. All garbage and unused food is to be removed by tenant. All materials and garbage produced by action of Caterers must be removed by Caterers or Occupant prior to Check-Out. Additional cleaning fees will be deducted from Deposit if premises are not left in same condition as Check-in.

16. In the event of breach by the Occupant, guests, or invitees, of any of the terms hereof and / or Estate Rules, such shall constitute cause for immediate expulsion from the Estate premises as directed by Owner (as an action of trespass) in conjunction with local appropriate authorities. Owner shall have the right (upon six hours oral notice by phone to the Estate), to enter upon and inspect the Estate premises to ensure compliance with the terms of this Agreement. Occupant acknowledges there is full time staff on the premise and they will continue their cleaning and maintenance

FH

responsibilities with as little intrusion as possible. If Occupant has specific requests they may arrange schedules with staff upon checking in. Additional and separate services may be arranged with staff independently and paid directly to staff. The fees for additional services such as cooking, daily cleaning, turn down service will not be a part of this agreement unless provided in writing by Owner.

17. Occupant shall be responsible for Owner's reasonable costs, including, but not limited to, reasonable attorney's fees, of enforcing the terms of this Agreement.

18. In the event of casualty (i.e. fire, etc) rendering the Estate uninhabitable prior to Check-In, this Agreement shall immediately terminate, and a refund given to the Occupant for any per diem remaining under this Agreement term. Occupant will not be entitled to any other remedy or damages other than funds on deposit.

1. It is specifically agreed that the parties do not intend this occupancy to in any form constitute a tenancy with respect to the subject premises, and this Agreement shall be deemed an "agreement for judgment for possession" in favor of the Owner with regard to any action at law and/or in equity.

ADDITIONAL PROVISIONS:

Your reservation is for a total of 28 overnight guests for 2 nights. Upon check in or at any point during the reservation if there are more guests than noted above there will an additional fee of \$150 per guest times the number of days reserved additional to be paid upon Check-In or therein paid at Check-Out or before.

Your reservation also allows for your Wedding Ceremony and Reception up to a total of 130 Guests on July 26, 2014 (Saturday).

Zell

28

The noted-26 Overnight Guests are the only guests allowed in the Main House.

Total due to reserve Occupancy: \$8,809.00 Due by October 24, 2013. PLEASE NOTE \$5,000 DEPOSIT MUST BE RECEIVED 30 DAYS PRIOR TO CHECK-IN or RESERVATION WILL BE CANCELLED. When you are ready to confirm we will submit a Homeaway Reservation for you to reserve and pay for the reservation. Once funds are received your dates will be removed from our available dates.

Please inform your Wedding Planner / Caterer they must list Stacy Gallowhur and Reading Farms as "Additional Insured" and provide a Certificate of Insurance 30 days prior to event. Wedding Planner / Caterer must provide Owner a list with contact information of all vendors being utilized for event, inclusive of portable sanitation services. A generator is needed for electrifying your tents and additional equipment brought onto the Estate for the event.

Due to the number of Wedding Guests we require you taking out an Event Insurance Policy for the protection of both Occupant and Owner. If you currently have Homeowners Insurance you can add an addendum to your existing Policy to cover the event.

All Estate lawns will be mowed within 2 days prior to Check-In.

Tenant may hire a Licensed Fireworks company for their event. As with all hired Vendors working at Reading Farms for this and any event, a Certificate of Insurance must be provided listing Stacy Gallowhur and Reading Farms as "Additional Insured" on their policy. These Certificates of Insurance must be provided to Owner at least 30 days prior to event.

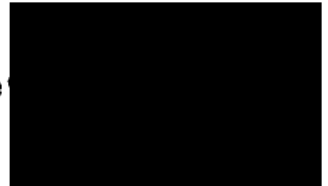
SM

There is a space allocated on the property for collecting event refuse and recycling. They will need to contact Owner or Caretakers for access to deliver and remove their dumpster.

Occupants Signature



Occupants Signature



Date Signed: 10/24/13

Date Signed:

Please email a clearly executed copy of all pages of the signed Agreement via email.

Thank you for your reservation!

Stacy Gallowhur

Reading Farms

Phone 802-484-3333

SHORT TERM RENTAL USE AND OCCUPANCY AGREEMENT

Fax 305-675-4669

LOCATION:

188 Reading farms Rd
Reading Vermont 05062
U.S.A

Reading Farms Estate

Occupant for: Eric Maher
Kristyn Mase
47 Anderson Rd
Sherman, CT 06784

Approved by: Stacy Gallowhur, Owner
July 8, 2014

Proposal number: Eric Maher & Kristyn Mase Addendum

This Addendum made this day July 8, 2014 is an Addendum to the Agreement made October 23, 2013 by and between Stacy Gallowhur (Owner of Reading Farms) of PO 014299 Miami FL 33101 (hereinafter called "Owner") and (_Eric Maher and Kristyn Mase_) hereinafter called "Occupant".

Occupant wishes to add Specified Use Provisions to their Reservation Checking In July 25, 2014 and Checking out July 27, 2014 for an additional Use Fee of \$500.00 for a total of 28 Overnight House Guests and with the Maximum impact listed below which is outlined and provided by Eric Maher and Kristyn Mase provide to Owner via email July 3, 2014.

Occupant also confirms and agrees there will not be last minute additions or impact revisions to the use and guest list unless agreed and confirmed with Owner and additional Impact Fees paid. Occupant further understands Owner, at owners expense, will have an attendant at the gate for each event and a Reading Farms Staff at the one unlocked door to the Main House during the day of the wedding / reception to protect all parties interest and the property. Further Occupant will provide a complete Guest List for the Event with the confirmation of this addendum.

Total Due by July 9, 2014 to confirm this Addendum is \$500.00.

Outline and Specific Use Outlined by Occupant and Agreed to by Owner with this Addendum:

Friday night:

5pm officiant will arrive to run through the rehearsal ceremony (all overnight guests and 3-4 family members will be at the rehearsal)

About 6pm Bridal party plus parents (26 overnight guests, plus 4 family members, 30 people total) have dinner, preferably outside weather permitting. We plan to either grill or cook in kitchen. When we first visited you mentioned 30 people could fit in the gazebo for dinner... please confirm that you have enough seating (If not, I will bring a table from home).

After dinner we are planning to use the pool and hot tub and mingle and hang out. We would like a relaxed feel.

*We have told all other guests at this point they may not come by Friday night.

Saturday Wedding day:

We plan to have breakfast in the kitchen and maybe outside depending on weather.

8:30 hair and make up team arrives to do all the girls hair and make up at the main house (6 bridesmaids and I, who are all staying there, plus both mothers)

After 12:00 the flowers will be dropped of by a wedding guest (I am not sure who yet, but they will not be part of the overnight guests who will be busy with other things)

Around 12:00 (possibly later) the photographer will arrive to begin pictures (a two person team). They will need to enter the house and barn where we are both getting ready for photos.

Around 3:00 the boys will get ready in the barn. That includes the boys staying overnight plus my father.

Guest will be arriving throughout the day.

5:00 Ceremony begins

5:30-7:00 cocktail hour

7:00 dinner

After dinner there will be dancing and music. The shuttle will have two pick ups one at 11:00 and one at 1:00am. This will minimize the number of cars coming into the estate.

Other info:

People I would like to potentially have allowed into the house for getting ready photos on Saturday: my mom, his mom, my grandma, my 2 aunts, my dad.

We plan to bring our golf cart from home. We have a few elderly/sick guests that may need help getting around on the property.

This Addendum does not alter any other provision of the original Agreement executed on March 13, 2014.



Eric Maher

Date Signed: 7/10/14



Kristyn Mase

Date Signed: 7/10/14

Thanks,

Kristyn

On Thu, Aug 14, 2014 at 2:08 PM, [REDACTED] wrote:

Hello Stacy,

I hope all is well. We just returned from our honeymoon and I just wanted to check in on our deposit return. Will you just be refunding it to the credit card we paid on? I believe it was due within two weeks after the event, so should I expect it soon. Let me know. Thanks.

Warmly,

Kristyn

Hello Stacy,

The honeymoon was great, thank you.

Have you had time to review the deposit? Can you please let me know what issues you are referring to.

Hope to hear from you soon,

Kristyn

On Sat, Aug 16, 2014 at 2:23 PM, Stacy Gallowhur <reservations@readingfarmsestate.com> wrote:

Hi Kristyn!

I did receive your email. I am sorry for not responding. We have had a wedding party here since Thursday with the wedding this evening. Needless to say it has been very busy with back to back reservations. We have several issues to reconcile against your deposit and will summarize them and sending you a check for the balance on Monday.

Hope you had a great honeymoon!

Thank you!

Stacy

Reading Farms Estate

www.readingfarmsestate.com

802-484-3333

From: [REDACTED]

Sent: Saturday, August 16, 2014 2:15 PM

To: Stacy Gallowhur

Subject: Re: Security Deposit Refund

Hello Stacy,

I am checking to see if you received my email about the deposit? Let me know.

From: [REDACTED]

Sent: Thursday, August 21, 2014 8:54 AM

To: Stacy Gallowhur

Subject: Re: Security Deposit Refund

What address did you mail it to?

On Tue, Aug 19, 2014 at 4:50 PM, Stacy Gallowhur <reservations@readingfarmsestate.com> wrote:

Hi Kristyn!

I mailed you the refund and reconciliation report today. You should have it in a few days since I mailed it from Vermont.

I am happy to hear you had a great honeymoon.

If you have any questions once you receive the refund please let me know.

Thank you!

Stacy

Reading Farms Estate

www.readingfarmsestate.com

802-484-3333

From: [REDACTED]

Sent: Tuesday, August 19, 2014 4:48 PM

To: Stacy Gallowhur

Subject: Re: Security Deposit Refund

----- Forwarded message -----

From: [REDACTED]
Date: Thu, Aug 21, 2014 at 9:51 AM
Subject: Re: Security Deposit Refund
To: Stacy Gallowhur <reservations@readingfarmsestate.com>

Stacy,

We did move. It should get forwarded, but you know how the mail can be. I did not realize you were going to mail it or I would have given you the new address.

If I do not receive anything by Monday I will let you know. USPS website states it should only take two days to get from VT to CT.

In the mean time can you please email me the issues you spoke of.

Thank you
Kristyn

On Thu, Aug 21, 2014 at 9:06 AM, Stacy Gallowhur <reservations@readingfarmsestate.com> wrote:

I mailed it to the address on the contract. Oh no. you moved into your new house by now I bet. Will they forward?

Thank you!

Stacy

Reading Farms Estate

www.readingfarmsestate.com

802-484-3333

RTS
UNC

CERTIFIED MAIL



7014 3490 0000 3917 3371

Stacy Waller
188 Bending Farm Rd
Berkley, Vermont 05642

3-3
3-11
3-19

U.S. POSTAGE
SHEPARD, CT 06784
FEB 28 15
AMOUNT
\$3.79
00051877-03



1000 05062

1st NOTICE 413
2nd NOTICE 478 VM
RETURNED 428

NIXIE 015 CE 1009 7204/09/15

RETURN TO SENDER
UNCLAIMED
UNABLE TO FORWARD

EC: 06784173459 *0444-04920-28-42



029 0678401734

From: [REDACTED]
Sent: Monday, April 27, 2015 12:23 PM
To: consumer@uvm.edu
Cc: [REDACTED]
Subject: Mase Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
[REDACTED] on Monday, April 27, 2015 at 12:23:25

email: [REDACTED]

Intake Number: yes but no reference number was given

Name: Carol Mase

Street: [REDACTED]

City: Sherman

State: CT

ZIP: 06784

Phone: [REDACTED]

Age: 57

Senior: No

Veteran or Service Member: No

Business Name: Reading Farms

Business Street: 188 Readings Farm Rd

Business City: Reading

Business State: Vermont

Business ZIP: 05062

Business Phone: 803-484-3333

Business E-mail: Stacy Gallowhur>reservatons@readingfarmsestate.com

Complaint: On July 26,2014 my daughter was married at the reading farms estate. We were required to put a \$5000.00 deposit down for any damages to the estate. After the wedding the owner had 2 weeks

per his contract to return the deposit after phone calls and emails a check was sent to the wrong address and took 5 weeks to get this check where the land owner had with held \$1150 for what we thought of as unfair reasons and because we disputed the charges he put a stop pay on the checks and therefore has all \$5000. Now he has stopped answering the phone will not answer emails and would not even sign for the registered letters I have sent to him at both of his addresses. Right now he has stolen \$5000.00 from me and I have no way to get it back. Upon request I can supply you with all the correspondence and even the pictures of what he states are the reasons he is keeping the \$1150 but at this point he is keeping everything and it is almost a full year of me trying to contact and!
resolve this issue .

Loss: \$5000.00

Relief Requested: refund of the \$5000.00

Found By: my lawyer advised me to contact you

From: reservations@readingfarmsestate.com
Sent: Wednesday, June 10, 2015 10:00 AM
To: consumer@uvm.edu
Cc: reservations@readingfarmsestate.com
Subject: Complaint Response Form

Below is the result of your feedback form. It was submitted by
(reservations@readingfarmsestate.com) on Wednesday, June 10, 2015 at 09:59:54

email: reservations@readingfarmsestate.com

Complaint Number: 2015-04077

Responder: Consumer

Status: Unresolved

Name: Stacy Gallowhur

Business Name: Reading Farms Estate

Contact: 8024843333

Update: To whom this may concern. In response to your letter dated May 28, 2015 and my telephone conversation with Jason Duquette-Hoffman on 6/10/15 this matter will not be resolved. Carol Mase and/or her daughter Kristyn Mase Maher attempted to cash two checks at the end of April 2015 knowingly and acknowledged in writing that there were stop payments issued on both of those checks. This issue has gone through lengthy Visa Arbitration where Visa sided with me due to the gross negligence and outright breach of many provisions of our rental agreement on top of the damage. These individuals continue to harass me and my vendors with unwarranted and false statements not even close to the truth.

If they continue to harass me and spread lies about how difficult I am they will force me to seek measures with the authorities due to their attempt to commit bank fraud.

Sincerely,
Stacy

REMOTE_ADDR: 64.222.82.129

HTTP_USER_AGENT: Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

August 2, 2021

Reading Farms Estate
188 Readings Farm Rd
Reading, VT 05062

Re: 2015-04077
Carol Mase
[REDACTED]
Sherman, CT 06784

Dear Sir/Madam:

An update to the above-noted complaint was sent to you on May 22, 2015. Our records show that you have not responded.

Please notify us immediately of the steps you have taken to resolve this matter. If you do not respond, we will assume you agree with the facts the complainant has presented to us.

Sincerely,

[REDACTED]
Consumer Advisor

cc: [REDACTED]