

May 24, 2020

UPDATE #9: A Message regarding Novel Coronavirus and COVID-19

Dear Garden Gables Inn Guests,

We hope that you and your loved ones are healthy in this very challenging time. While we are not open for guest stays, all of us at the Inn and on our staff are healthy, for which we give thanks. Our top priority at the Garden Gables Inn is the health and safety of our guests and staff.

In light of the continued federal, state and local shelter-at-home and public health directives we are extending our temporary closure for guest stays at least through Tuesday, June 30. Due to uncertainty about reopening dates and conditions, we are currently not accepting new reservations for July and August. We will continue to monitor the situation on an ongoing basis, with the goal of reopening for guest stays as soon as conditions permit. We will be updating information on our website on a regular basis. We will directly contact any guests who already have reservations during the extended shutdown period.

Tanglewood. Sadly, Tanglewood will not be able to hold live performances this summer. Here is the BSO announcement:

2020 TANGLEWOOD LIVE PERFORMANCE AND EDUCATION PROGRAMS, SCHEDULED TO TAKE PLACE JUNE 19-AUGUST 27, ARE CANCELED DUE TO CONCERNS OVER SPREAD OF COVID-19

SEASON OFFERINGS WILL NOW TAKE PLACE THROUGH *TANGLEWOOD 2020 ONLINE FESTIVAL*, A GROUNDBREAKING DIGITAL SERIES OF AUDIO AND VIDEO STREAMS—INCLUDING NEWLY CREATED CONTENT TO BE RECORDED AT TANGLEWOOD'S LINDE CENTER IN JUNE AND JULY— FEATURING ARTISTS AND PROGRAMS OF THE ORIGINALLY ANNOUNCED 2020 TANGLEWOOD SEASON AND DESIGNED TO CAPTURE THE BEAUTY AND SPIRIT OF THE TANGLEWOOD GROUNDS

Here is a link to more information about Tanglewood's announcement: [click for more information](#).

Together with this announcement, Tanglewood has announced the policy below regarding advance purchase tickets. We are contacting Tanglewood to understand what we can do to assist with tickets we advance purchased for you. If we have purchased tickets on your behalf, we will be reaching out to you over the next few days to assist you with them.

2020 Tanglewood ticket donations/exchanges/refunds

Due to the financial impact of concert cancellations, the Boston Symphony Orchestra is asking Tanglewood patrons, whenever possible, to consider donating their tickets back to the organization to receive a tax receipt for the total ticket value contributed. Beginning immediately, ticketholders who donate more than \$100 worth of tickets will receive complimentary access to the complete selection of paid and archival Tanglewood digital content, as will existing Friends and Society members. Should ticketholders decide not to donate their tickets, the Boston Symphony is also offering a credit towards Tanglewood 2020 Online Festival digital offerings, or towards a future BSO, Pops or Tanglewood performance. Refunds for the value of the tickets purchased may also be requested.

To donate, exchange, or request a refund, Tanglewood patrons can contact the BSO's Customer Service Department at customerservice@bso.org or by calling 617-266-1200. The Customer Service Department is happy to answer any questions patrons might have about ticket donations, exchanges, or refunds, as well as any inquiries they might have about concert cancellations. Symphony Charge, the BSO's ticketing sales office, will remain open during this period of concert cancellations and can be reached at 617-266-1200. The Symphony Hall and Tanglewood box offices are currently closed for in-person business.

Other Performance Scheduling Updates we have received:

- Jacobs Pillow has made the decision to cancel their 2020 season. [Read announcement here.](#)
- Shakespeare and Company have cancelled their summer 2020 season. [Read announcement here.](#)

- Berkshire Theatre Group is now planning to reopen on August 1. [Read announcement here.](#)
- Williamstown Theatre Festival has cancelled their summer 2020 season. [Read announcement here.](#)

We are all disappointed, needless to say, that it will not be possible this summer to enjoy the performing arts that we all love in the Berkshires. We also do not know at this time how these changes will affect other Berkshire cultural venues and businesses, such as restaurants. We will continue to evaluate our path at the Garden Gables Inn so that we can make the best decision about reopening, first and foremost considering the safety of our staff and guests.

Revised Cancellation Policy: We recognize that there is great uncertainty about whether future stays may be possible, so we are revising our cancellation policy

We appreciate your advance reservations with us and hope that circumstances will be such that we will be able to greet you at the Inn at that scheduled time.

- For reservations for stays through December 31, 2020, there will be no cancellation fee if the reservation is cancelled 24 hours or more prior to your scheduled arrival.
- We will promptly refund any prepayment to your credit card. Due to credit card processing regulations that are beyond our control, if your credit card prepayment was made 120 days or more prior to the cancellation, we will refund your prepayment via a check.

During this temporary shutdown we have, regrettably, had to reduce our staff. If you do not reach someone when you call, please leave a voice message and we will respond as soon as we can. If you contact us via email, we will respond as quickly as possible, typically within that day. We appreciate your patience during this difficult time.

While we are in this extended shutdown we are retooling our Inn procedures to be ready for when it is appropriate to reopen. This involves changes to almost all aspects of our Inn operations, from the bedding in our guest rooms, to introducing new sanitizing protocols, to ensuring proper social distancing in our dining room and public spaces. There will be changes when you return, but we hope that they will provide an equally wonderful experience and the confidence that the best practices to ensure a healthy guest and staff experience are in place.

We want to express our deepest concern for the many already affected by this illness, and our appreciation for the healthcare, grocery, delivery and essential workers - and all who support them - to keep us healthy safe, and supplied with food and services in these challenging times.

As many of you know, we also own and operate Furnace Brook Winery and Hilltop Orchards in Richmond, as family business and farm owners in the Berkshires for over 30 years. We love being able to host you – we miss you. Hopefully, with everyone’s support, we will be able to enjoy the Berkshires – and each other’s company - in the near future. We continue to look forward with optimism to our reopening day!

Sincerely,



Wendy Vittori
The Garden Gables Inn
Rosie Higuera, Head Innkeeper
The Vittori Family, Owners