



October 11, 2020

UPDATE #19: A Message to our Guests regarding Novel Coronavirus and COVID-19

We extend our best wishes to all of our guests and those of you who are newly considering a visit with us at the Garden Gables Inn.

We are pleased to let you know that, as of October 1, we are open for guest stays – a big YEA!

It is an unfortunate reality that the current times require all of us to cooperate with special protocols to manage the COVID-19 pandemic. Here is additional information to assist you as you plan your travel to the Inn and what to expect during your stay.

Important Message for Travelers from Outside Massachusetts: The Commonwealth of Massachusetts, as of August 1 (with no announced end-date) requires all travelers entering Massachusetts from a different state or country to follow binding guidelines, which include completing a travel information form and either a 14-day strict quarantine or a negative test for COVID-19 administered within 72 hours prior to arrival in the state. Travelers from lower-risk states are exempted from this requirement. The list of lower-risk states is updated frequently, so it is important to check this list – see link below – prior to your arrival in Massachusetts. As of the most recent update on September 16, the list includes the following states: Colorado, Connecticut, Maine, New Hampshire, New Jersey, New Mexico, New York, Oregon, Vermont, Washington. For full, updated information on the requirements for entering Massachusetts, please follow this link:

<https://www.mass.gov/guidance/guidance-for-travelers-arriving-in-the-commonwealth-of-massachusetts>.

- **Please note: Regrettably, Garden Gables inn is not able to accommodate travelers who must comply with the 14-day quarantine requirement. Therefore, if you are traveling from out-of-state, from a state or country that is not listed as a lower-risk state, we will require that you have documentation of a negative COVID-19 test within 72 hours of arrival for each member of your party, in order to check-in.**
- The Garden Gables Inn is fully compliant with all federal and state requirements, as well as implementing additional best practices for COVID-19. This will include a requirement to wear a mask and follow social distancing protocol at all times in public areas of the Inn. There will also be other adjustments to our normal operations in order to comply required and best practices for guest and staff safety.
- We have implemented COVID-19 regulations and best practices in the hotel industry, a set of protocols, called [“Safe Stay.”](#) We are limiting our guests to 50% of our guest capacity, and also have instituted a 48-hour non-occupied buffer in advance of and after each guest stay. We will be serving our full, prepared-to-order breakfast menu in our dining room, but will not have our full guest pantry or breakfast buffet available during the COVID period. Each guest room is now equipped with a Keurig and coffee, tea for your convenience, and also we continue to offer still and sparkling bottled water in our rooms. We also have our famous chocolate chip cookies and fruit individually wrapped and available for you in the reception area. If you need anything else during your stay please let us know and we will do our best to accommodate your needs.

- We have eliminated the use of hard copy guest information folders, and now have an online resource, with more information about new protocols implemented for COVID-19 as well as our normal Inn services. [You can access the Guest Book by clicking on this link.](#)

Elsewhere in Lenox Area: Due to the requirements and best practices for health and safety, there have been modifications to the normal operations of many establishments in the Berkshires. Please contact any venues that you plan to visit – museums, restaurants, outdoor activity sites – to confirm your plans. We are happy to assist you in contacting these establishments – just contact us at the Inn for assistance.

Revised Cancellation Policy: We recognize that there is still significant uncertainty about whether future stays may be possible, so we have revised 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 when your reservation is scheduled.

- This revised policy applies to reservations made through December 31, 2020:
 - 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.

We want to express our deepest concern for the many who have been affected by this illness, and especially our appreciation for the healthcare, grocery, delivery and essential workers - and all who support them – who have worked tirelessly for many months now 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