



November 18, 2020

UPDATE #21: 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 Information 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 at the time of this message - on November 11 the lower-risk list included the following states: Hawaii, Maine, New Hampshire, Vermont.
- **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.**
- 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>.
- We have identified four Northeast states, Connecticut, Maine, New Jersey and Vermont, that as of this date include Massachusetts on their list of states with travel restrictions. This means that guests returning from Massachusetts to those states will need to comply with these states' entry requirements upon your return. We have done our best to identify these states, but since this information is constantly changing, guests should check for themselves for updates, no matter which state you are coming from, as your departure nears. To assist our guests we have included the following information from these States websites.
 - **Connecticut** – “Anyone traveling into Connecticut from a state with a positive case rate higher than 10 per 100,000 residents, or higher than a 10% test positivity rate over a 7-day rolling average, or from a country for which the [Centers for Disease Control and Prevention \(CDC\) has issued a Level 3 Travel Health Notice](#), are directed to self-quarantine for a 14-day period from the time of last contact within the identified state or country. A travel form must be completed.” For more information: <https://portal.ct.gov/Coronavirus/travel>
 - **Maine** - Maine has three options for visitors to or from other states: 1) getting a recent negative COVID-19 test (further defined below); 2) maintaining compliance with a [14-day quarantine \(PDF\)](#) upon arrival in Maine; 3) being exempted from the testing or quarantine requirement if you are a resident of the following states: New Hampshire, Vermont. (NOTE: The exemption for Connecticut, New York and New Jersey ended Nov. 4, 2020. The exemption for Massachusetts ends Nov. 16, 2020.) This policy applies to Maine residents who travel to non-exempt states as well as non-exempt states' residents who travel to Maine. For further information: <https://www.maine.gov/covid19/restartingmaine/keepmainehealthy/faqs>

- **New Jersey** – “New Jersey welcomes travel to and from our state. However, to save lives and prevent the spread of COVID-19, the State has issued an incoming travel advisory that all individuals entering New Jersey from states with a significant spread of COVID-19 should quarantine for 14-days after leaving that state. The self-quarantine is voluntary, but compliance is expected. We ask that you complete a [voluntary online survey](#) to provide information about where you are traveling from and your destination if you have traveled to, or are returning from, one of the states that has been designated above.” For more information - <https://covid19.nj.gov/faqs/nj-information/travel-and-transportation/which-states-are-on-the-travel-advisory-list-are-there-travel-restrictions-to-or-from-new-jersey>
- **Vermont** – “Vermonters are advised against any non-essential travel, including within Vermont, to prevent the spread of COVID-19. There is now a mandatory quarantine for anyone returning or traveling to Vermont. The State of Vermont has suspended its leisure travel map. [Learn more about the changes\(link is external\)](#). If you travel out of Vermont whether for a day trip or longer, you must quarantine in Vermont when you return for 14 days. If you haven't had any symptoms of COVID-19, you also have the option to seek a PCR test on or after Day 7 to end quarantine early with a negative result.” For more information - <https://www.healthvermont.gov/covid-19/travel-quarantine/vermonters-traveling-out-state> ,

Additional information related to COVID-19

- The Garden Gables Inn is, to our knowledge, fully compliant with all federal and state requirements, as well as implementing additional best practices for COVID-19 . This will include a requirement that everyone (guests, staff, visitors) 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 provided information about other changes in our [online Guest Guide Book – click on this link](#).
- 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.

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 appreciate everyone's efforts to work together to keep us all healthy, and look forward to happy times to come!

Sincerely,

A handwritten signature in black ink, appearing to read 'Wendy Vittori', with a stylized flourish at the end.

Wendy Vittori

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