



January 1, 2021

UPDATE #23: A Message to our Guests regarding Novel Coronavirus and COVID-19

Happy 2021! We extend our best wishes to our returning guests and those who are newly considering a visit with us at the Garden Gables Inn.

We are open for guest stays this winter, with significantly reduced occupancy to ensure social distancing, and the implementation of all required and best practices for the health and safety of our guests and staff. We hope you will consider visiting with us this winter for a quick break in the beautiful Berkshire Hills. Hopefully Summer 2021 will more resemble what we are used to: live performances, restaurants and other joys of summer in the Berkshires. News on Tanglewood is expected in March – we will update our website as soon as we know more about summer performances.

Here is additional information to assist you as you plan a visit 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 10-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 – January 1 - the lower-risk list included the following states: Massachusetts, Hawaii.
- **Please note: Regrettably, Garden Gables Inn is not able to accommodate travelers who must comply with the 10-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 five Northeast states, Connecticut, Maine, New Jersey Rhode Island 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. This information is constantly changing. Guests should check for themselves for updates as your departure nears. To assist our guests, we have included the following information from these States websites.
 - Connecticut – <https://portal.ct.gov/Coronavirus/travel>
 - Maine -<https://www.maine.gov/covid19/restartingmaine/keepmainehealthy/faqs>
 - New Jersey – <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>
 - Rhode Island - <https://covid.ri.gov/protect-your-household/travel-tofrom-ri>
 - Vermont – <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 spacious, indoor 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 fulfill your needs.
- Garden Gables Inn has implemented a Guest Waiver that we ask you to review and sign prior to check-in – this will be provided to you when you make your reservation. We realize that the COVID-19 situation has added new and unfamiliar elements as you prepare for your visit - and, unfortunately, it is a situation that can change without notice. We are doing our best to monitor and inform you proactively of any changes that may affect your reservation. Please contact us by phone or email if you have any questions as you prepare for your stay.

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.

Special Cancellation Policy in light of Coronavirus situation - This policy will be in effect for reservations through March 31, 2021. *** In light of the uncertainty about travel at this time, we are revising our cancellation policy for reservations for stays through March 31, 2020. If your reservation is cancelled 24 hours or more prior to your scheduled arrival day, or, if your reservation is rebooked for a stay in 2021, there will be no cancellation fee and your prepayment will be fully refunded (or applied to your new reservation). If you cancel within 24 hours and do not rebook in 2021, the cancellation fee is 50% of your total room charge or one night's room charge, whichever is greater. We will refund any portion of your prepayment that is in excess of these amounts, normally directly to your credit card. Due to credit card processor restrictions, if your prepayment is 120 or more days prior to the cancellation, we are not able to refund to the credit card and will issue your refund as a bank 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, education and all the essential workers - and those who support them – who have worked tirelessly for many months now to keep us healthy and safe 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,



Wendy Vittori

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