

March 29, 2020

UPDATE #2: A Message regarding Novel Coronavirus and COVID-19

Dear Garden Gables Inn Guests,

I will apologize in advance for a somewhat lengthy communication. I am writing to update you on the latest situation at the Garden Gables Inn and also what we know about the Tanglewood season this year.

In the two weeks since we first communicated with you about the coronavirus, the spread of the virus has, unfortunately, been most acute in our Northeast US area, in particular New York. Non-essential businesses are closed, and most of us are not traveling beyond essential trips from our homes. Our hearts go out to everyone, most especially those who are suffering with illness and life-threatening conditions.

Our top priority at the Garden Gables Inn is the health and safety of our guests and staff. In light of the continued federal and state shelter-at-home directives and also the travel advisories that have been issued in the past several days by the [State of Massachusetts](#) and the [Center for Disease Control \(CDC\)](#), we are extending our temporary shutdown for another month.

We will be closed for guest stays through Thursday, April 30. We will continue to monitor the situation on an ongoing basis, with the goal of reopening for guest stays on Friday, May 1.

We very much regret the inconvenience of this closure for our guests who have existing reservations with us during this period. We will be contacting you personally about this situation and to arrange for the refund of any prepayments you have made. For those who may be able to consider receiving a gift certificate instead of a refund of your prepayment, we would greatly appreciate your consideration of this option. We will provide an additional 10% discount for any future booking where the gift certificate is used.

Many of you are undoubtedly also wondering – as are we - about the summer season, Tanglewood and all that the Berkshires has to offer with summer events. As of the last message we received - a few days ago, - the BSO is still planning that Tanglewood will occur. Here is the message we were provided by Tanglewood, made by Andris Nelsons, BSO Music Director:

“When I find myself missing my BSO family, including our amazing audience, I look toward the summer and the incredible beauty that awaits us when the Boston Symphony Orchestra and many wonderful guest artists bring us their extraordinary music-making, inspired further by the magnificent atmosphere of Tanglewood surrounded by the beautiful Berkshire hills,” Nelsons said in a statement Wednesday.

We will let you know any news we receive on Tanglewood, other events, and other factors that may influence summer travel in the Berkshires, as soon as we have it.

In light of the uncertainty about travel at this time, we are revising our cancellation policy 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, or, if your reservation is rebooked for a stay in 2020. As noted above, for those who may be able to consider receiving a gift certificate instead of a refund of your prepayment, we would greatly appreciate your consideration of this option. We will provide an additional 10% discount for any future booking where the gift certificate is used.

During this interim period we have, regrettably, had to greatly reduce our staff and our availability to respond to phone calls. 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.

Fortunately, we have no report of any staff or prior guests who have contracted COVID-19. We are conducting a deep cleaning of the entire Inn property, carefully following the recommendations being provided by the WHO, federal, state officials and hotel industry experts. We are also implementing enhanced housekeeping and other procedures to do all we can to provide for a healthy and safe environment at the Inn upon our planned reopening.

We want to express our deepest concern for the many already affected by this illness, and our appreciation for the healthcare workers and all who are working on the front line to keep us safe, supplied with food and services, as we all contribute as we are able to contain the spread of coronavirus.

As many of you know, we also own and operate Furnace Brook Winery and Hilltop Orchards in Richmond, and have been proud family business and farm owners in the Berkshires for over 30 years. We love being able to provide a wonderful experience for our guests – 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