



March 20, 2021

UPDATE #26: A Message to our Guests regarding COVID-19

Over the past week as Spring is arriving we have seen a welcome easing of travel restrictions among the Northeast states. We continue to operate the Inn with great precaution and in compliance with all government requirements and guidelines. This means we still have 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, such as wearing of masks in public areas of the Inn. We hope you will consider visiting with us for a quick break in the beautiful Berkshire Hills.

This week has also brought more welcome news: a summer BSO program at Tanglewood will be presented, from July 9-August 16. Still undetermined are the Popular Artist Series concerts, and no information has been provided on whether there will be the James Taylor July 4 concert.

We do our best to keep this information up-to-date, but the situation is rapidly changing – hopefully it will continue to be toward healthier and safer conditions for all. Here is additional information to assist you as you plan a visit to the Inn, and what to expect during your stay. Please contact us at the Inn with any questions you may have. Thank you for considering a stay at the Garden Gables Inn!

Information about Travel during COVID-19 Pandemic

Beginning March 22, 2021, the Commonwealth of Massachusetts will replace the previous Travel Order with a new Travel Advisory. For guests with reservations prior to March 22, the Travel Order still pertains.

<https://www.mass.gov/info-details/covid-19-travel-order>.

The following information is for reservations from March 22 onward, and is also available on the www.mass.gov website at this link:

Massachusetts Travel Advisory <https://www.mass.gov/alerts/travel-order-notice#1820506>

As of Monday, March 22, all visitors entering Massachusetts, including returning residents, are advised to quarantine for 10 days upon their arrival.

Travelers are exempt from this advisory if they have a negative COVID-19 test result that has been administered up to 72 hours prior to their arrival in Massachusetts. If not obtained before entry to Massachusetts, a test may be obtained after arrival, as long as travelers quarantine until a negative test result has been received.

Anyone who is returning to Massachusetts after an absence of fewer than 24 hours is exempt from this advisory.

Workers who enter Massachusetts to perform critical infrastructure functions (as specified by the Federal Cybersecurity and Infrastructure Security Agency) are exempt from this advisory while they are commuting to or from or while at work.

Travelers who are fully vaccinated (i.e. who have received two doses of either the Moderna or Pfizer COVID-19 vaccines OR who have received a single dose of the Johnson & Johnson vaccine, 14 days or more ago) and who do not have symptoms are exempt from this advisory.

Travelers are encouraged to consult and follow the CDC's guidelines and requirements for travel.

Please note: Regrettably, Garden Gables Inn is not able to accommodate travelers who are following the 10-day quarantine advisory.

We have identified one Northeast state, Vermont, that as of this date includes Massachusetts on their list of states with travel restrictions. This means that guests returning from Massachusetts to these states after your stay will need to comply with these states' entry requirements upon your return. Other states may have advisories regarding entry requirements - please check the requirements in your state.

To assist our guests, we have included the following information from these neighboring States websites, as of March 20, 2021. This information is constantly changing. Guests should check the relevant website for updates as your departure nears.

- 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>
- New York – as of this writing, New York does not have reentry requirements for neighboring states, of which Massachusetts is one. Please consult this site for updated information on returning to New York, <https://coronavirus.health.ny.gov/covid-19-travel-advisory>
- Rhode Island – As of this writing, Massachusetts is not appearing on the “hot spot” list for Rhode Island. However, this could change. Please consult this site for the most updated information on requirements for returning to 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>

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.

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 no more than 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.

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.

For individual reservations from June 24-September 6, 2021

- If reservation is cancelled 14 days or more prior to check-in, there is no cancellation fee
- If reservation is cancelled between 14 and 7 days prior to check-in, there will be a 25% cancellation fee

- if reservation is cancelled less than 7 days prior to check-in, there will be a cancellation fee of one-night's room charge, or 50% of the reservation, whichever is greater.

*For individual reservations at all other times, there is no cancellation fee if reservation is cancelled 24 hours or more prior to check-in. If the reservation is cancelled less than 24 hours prior to check-in, the cancellation fee is one night's room charge.

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 over a year to keep us healthy and safe in these challenging times.

As many of you know, we also own and operate [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