



**March 9, 2021**

**UPDATE #25: A Message to our Guests regarding COVID-19**

As we enter a year since the pandemic struck, we are cheered by the recent progress with vaccines and treatments for COVID-19, declining illness rates. We extend our best wishes to our returning guests and those who are newly considering a visit with us at the Garden Gables Inn.

As winter turns to spring, we are open for guest stays, still 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 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 late 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 not qualifying for an exemption, 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. Exemptions now include those who have been fully vaccinated 14 or more days prior entry, and travelers from "lower-risk" states. There are additional exemptions – see website link. For the most current and complete information on requirements, exemptions and lower risk states, please visit the official Mass Travel Order webpage: <https://www.mass.gov/info-details/covid-19-travel-order>

As of the most recent update at the time of this message – March 9, 2021 - the lower-risk list included the following states: Massachusetts, Hawaii, Puerto Rico, Missouri, Washington (state) and Oregon.

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, or documentation for the exemption for which you qualify, such as your official vaccination record.

\*\*Travelers coming to the Inn from Maine, New York and Rhode Island, please note: As of this time, Maine, New York and Rhode Island do not have reentry requirements if coming into the state from Massachusetts. However, Massachusetts does, at this time, include these three in the states requiring the above entry testing.\*\*

We have identified three Northeast states, Connecticut, New Jersey and Vermont, that as of this date do include 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.

To assist our guests, we have included the following information from these neighboring States websites, as of March 9, 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>

### **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.
- 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.

\*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 many months now 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,

A handwritten signature in black ink, appearing to read 'Wendy Vittori', written in a cursive style.

Wendy Vittori

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