



June 27, 2021

UPDATE #28: A Message to our Guests regarding COVID-19

We are so glad for the progress toward the control of COVID-19. We are ramping up our capabilities and return to providing all the services that the Garden Gables Inn loves to provide for our guests. As not everyone is fully vaccinated, to ensure the safety of all, we are going to continue to exercise caution in the coming weeks. We are also working to hire additional staff so that we can ramp up to operate at full capacity. We ask everyone's patience as we transition back to our normal operations.

Information about Travel during COVID-19 Pandemic

In Massachusetts, if you are fully vaccinated, you can resume activities that you did prior to the pandemic. Fully vaccinated people can resume activities without wearing a mask or physically distancing, except where required by federal, state, local, tribal, or territorial laws, rules, and regulations, including local business and workplace guidance. For more information on travel to and from Massachusetts [Massachusetts Travel Website](#).

Although there has been great progress, the COVID-19 situation is still with us to some extent. Garden Gables Inn has implemented a [Garden Gables Inn 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. Please contact us by phone or email if you have any questions as you prepare for your stay.

Additional information related to our services

- **Masks** - In accordance with the best recommendations of the CDC and SafeStay protocol for hotels, and in order to fully safeguard those who are not yet fully vaccinated, we require that staff and guests who have not yet been fully vaccinated to continue to wear a mask in the public areas of the Inn. To ensure the safety of all, our Garden Gables Inn employees will continue to wear masks. Those guests who are fully vaccinated are welcome to not use masks during your stay. We will reevaluate this policy on an ongoing basis.
- **Room Cleaning** - We have implemented COVID-19 cleaning CDC-recommended and best practices in the hotel industry, a set of protocols called, "[Safe Stay.](#)" In-room refresh is now available, according to your preference, which our innkeeper will confirm at check-in. If you would prefer not to have in-room refresh, our innkeeper will provide fresh towels, trash removal and any other services you need, upon request.
- **Breakfast and Guest Pantry** - We are serving our full, prepared-to-order breakfast menu in our spacious, indoor dining room and porch. We have not yet reinstated our breakfast buffet; buffet items are available individually with your order. Each guest room is now equipped with its own Keurig and coffee, tea for your convenience, and we provide still and sparkling bottled water in your room. Our famous chocolate chip cookies and fruit are individually wrapped and available for you in the guest pantry area.
- Over the coming weeks we will be transitioning back to our normal operating procedures. As we move toward a resumption of fully normal operations, we ask your patience. We provide full information in our [online Guest Guide Book – click on this link](#).

Elsewhere in Lenox Area: Just as we are, other businesses and public venues throughout the Berkshires are in a transition back to normal business operations. Of course, each business may be at a different situation in this process, so 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 making your plans and reservations – just contact us at the Inn for assistance.

Revised Cancellation Policy: We recognize that for some, especially our guests coming from outside the US, 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.

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 appreciate everyone's efforts to work together to overcome the pandemic, 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