



August 10, 2020

UPDATE #16: A Message to our Guests regarding Novel Coronavirus and COVID-19

Dear Garden Gables Inn Guests,

In an abundance of caution, we have decided it is in the best interests of our guests and staff to continue to delay our reopening until the situation with COVID-19 becomes more clear. Based on the information we have as of today, we have tentatively set a reopening date of October 1, 2020, at the earliest.

We regret the inconvenience that this decision creates for your plans to visit Lenox. The health and safety of our guests and staff are what is most important to us, and we want to be able to provide an experience during your stay that enables our guests to truly enjoy the Inn and the services we provide. We believe it is in the best interests of our guests and staff to remain closed until the incidence of infection is at a lower level and travel and lodging operational restrictions return to a more normal state.

If your reservation is affected by this continuing closure, our staff will be contacting you to arrange for the full refund of any prepayment you have made. Typically we can provide this via the credit card you used to reserve your stay. However, if the payment was made more than 90 days ago, we will need to make the refund via a bank check, due to credit card processing restrictions. If you need assistance in finding an alternative lodging prior to our reopening, we will be happy to assist you in identifying other local lodging options.

We will continue to monitor the situation on an ongoing basis, and will continue to adjust our planned reopening date as the situation further unfolds. We will be updating information on our website on a regular basis.

We deeply appreciate your understanding in this extraordinary time.

[Here is additional information to assist you as you plan travel to Massachusetts and about our Inn operations during this extended closure period](#)

Important Message for Travelers from Outside Massachusetts: The Commonwealth of Massachusetts, as of August 1 (with no announced end-date) requires travelers entering Massachusetts to follow binding guidelines, which includes a 14-day strict quarantine or a negative test for COVID-19 administered within 72 hours prior to arrival in the state. Travelers from low-risk states are exempted from this requirement. The list of lower-risk states changes, but as of today includes only: Connecticut, Hawaii, Maine, New Hampshire, New Jersey, New York and Vermont. 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>.

- **Please note: Regrettably, Garden Gables inn is not able to accommodate travelers who must comply with the 14-day quarantine requirement.**
- **Upon reopening for guest stays, Garden Gables Inn will be fully compliant with all federal and state requirements, as well as implementing additional health and safety protocols. This will include a requirement to 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. Please contact us at the Inn for further information.

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 venues – 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.

- This revised policy applies to reservations made prior to October 1, 2020:
 - 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.
 - We will promptly refund any prepayment to your credit card. Due to credit card processing regulations that are beyond our control, if your credit card prepayment was made 120 days or more prior to the cancellation, we will refund your prepayment via a check.

Contacting the Inn Prior to our Reopening: If you would like to contact us to discuss an existing or future reservation, we are here to speak with you. During this extended shutdown we have, regrettably, had to reduce our staff, so we may not be available to speak with you immediately. 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.

While we are in this extended shutdown we are working hard to get ready for when it is appropriate to reopen. In addition to our normal maintenance and upgrading program, we are making changes to almost all aspects of our Inn operations, from the bedding in our guest rooms, to introducing new sanitizing protocols, to ensuring proper social distancing in our dining room and public spaces. There will be changes when you return, but we hope that they will provide an equally wonderful experience and the confidence that all required and best practices are in place.

We want to express our deepest concern for the many already affected by this illness, and our appreciation for the healthcare, grocery, delivery and essential workers - and all who support them - to keep us healthy safe, and supplied with food and services 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 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

