

March 14, 2020

### **Message regarding Novel Coronavirus and COVID-19**

Dear Garden Gables Inn Guests,

Our top priority at the Garden Gables Inn is the health and safety of our guests and staff. With the continued unfolding of the novel coronavirus and COVID-19, which the World Health Organization (WHO) declared a pandemic on Wednesday, we are all facing difficult challenges in how best to respond.

Thankfully, at this time there is no indication that there are any issues related to the presence of the coronavirus at the Garden Gables Inn. However, in an abundance of caution, considering the health and safety of our guests and staff, and to support community efforts to slow the spread of COVID-19, **we have determined it would be best to temporarily close the Inn for guest stays, effective Sunday, March 15 through Wednesday, April 8. At this time, we plan to reopen for guests on April 9.**

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. We will provide any assistance we can, should you need help with finding an alternative accommodation in the Lenox area or wish to rebook your reservation with us at a later date.

For guests who have future reservations beginning on April 9 or later, we are updating our cancellation policy to provide more flexibility during this challenging time. Through April 30, 2020, we will allow changes or cancellation to any reservation with no fee, up to 24 hours prior to a guest's scheduled day of arrival. Any prepayment will be promptly refunded if a reservation is cancelled.

We will be monitoring this situation on an ongoing basis and making the decision to reopen the Inn as soon as possible, with the goal of reopening for guest stays by April 9. On April 30 we will reassess our cancellation policy and further update as appropriate to the circumstances at that time.

During this interim period our staff will continue to be fully available by phone to handle normal Inn business, reservations and provide any assistance you need. We will be 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 contain the spread of coronavirus.

We also want to thank all of our wonderful Garden Gables Inn guests for your understanding and support as we navigate through these new and uncharted waters. We look forward with optimism to the betterment of this situation for all, and to welcoming you to the Inn and to Lenox later this year and in the future. In the meantime, we will continue to communicate with you as we learn more, and about any further changes to Inn operations.

Sincerely,

**The Garden Gables Inn**

Rosie Higuera, Head Innkeeper

The Vittori Family, Owners