

To our Wheatleigh Guests,

We are looking forward to welcoming you back to Wheatleigh. Our sprawling 22 acre property in the Berkshire hills awaits you. As we move forward, we will be offering a private, sanctuary experience to our guests.

All of our offerings, procedures and practices will remain within the Massachusetts state and CDC guidelines to ensure the health and safety of the property. During the COVID-19 pandemic, we will not be hosting any events or offering dining options to the public and Wheatleigh will remain an exclusive sanctuary to you and our in house guests.

Now, our most popular and spacious rooms types, our Junior Suites, Terrace Suite and Aviary Suite, will be available for reservations for arrival June 12th, 2020. Our concierge team will be available to you 24 hours a day to help curate the perfect stay for you.

While you are with us, you can expect to see the following procedures and protocols so that we may better serve you and keep you and our staff healthy.

Reservations:

As we begin taking new reservations for the summer and fall, we have made several changes to our property and reservation policy in order to safely welcome everyone back. Our new cancellation policy is as follows:

Your total room charge is subject to taxes. Advance payments will be refunded for stays through June 31, 2020 if reservations are cancelled more than 24hours before scheduled arrival date. Changes of dates, however will be subject to availability and any rate differences. For stays after July 1, 2020: Advance payments will be refunded less \$50.00 per room if reservations are cancelled more than two weeks before your scheduled arrival date. One night's room rent will be forfeited if you cancel within two weeks of your arrival, and if you cancel within one week of your arrival date, you will be responsible for the full stay.

Our Reservationists and Concierge team will be in touch with you prior to your arrival to help with any and all arrangements you may need during your stay. This will help our staff streamline your arrival and departure, offer touchless service whenever possible, for a safe and comfortable experience.

Arrival

As the time of your arrival approaches our Concierge team will reach out to schedule your arrival time as well and finalize and other pending reservations for your stay. A staff member will be taking temperatures as you arrive and before check in.

Upon entering the Wheatleigh, a staff member will greet you at the door and escort you through our touchless check in process. All of our 5-Star services, including Valet service, will be available to you with Wheatleigh adapted standards and sanitation protocols.

Restaurants

Our restaurants will be closed to the public and available to our inhouse guests only. We will offer a memorable meal experience while complying with the guidelines of the CDC and Mass Government Guidelines. Weather permitting we will serve lunch and dinner outside.

Please see our home page for current menus.

During your stay

Our concierge team will be available to you 24 hours a day for all your needs and desires. For any special arrangements during your stay, please do not hesitate to reach out to us. Our beautiful rooms have been made to accommodate a dining space so you may enjoy private dinners and room service in comfort.

The Wheatleigh Sanctuary and all of the activities and services offered on our 22 acre property will be exclusively for you and our overnight guests during your stay.

During this time, the Wheatleigh and its restaurants will adopt a non-tipping policy and all of our staff receive a livable wage. However, if you wish to show appreciation to a staff member or department you may do so in person or upon checkout.

Housekeeping

Should you wish to have our 5-Star housekeeping service during your stay we will assist you in selecting a convenient time during which our housekeeping team can service your room each day. This will ensure the efficacy and safety of our housekeepers.

During your daily service, housekeepers will wear personal protective equipment (gloves, face masks) while in a room. Linens will be replaced per your request.

Before your arrival housekeepers will open windows to let a room air out and use a UV light disinfection system for a truly touchless cleaning process.

All hard surfaces are cleaned with Peroxide Multi Surfaces Cleaner and Disinfectant* (including glass top tables, mirrors, windows, etc.) All “high-touch” items are cleaned with Peroxide Multi Surfaces Cleaner and Disinfectant* – door knobs, hangers, luggage racks, lamps, phones, remotes, Bose, flower vases/pots, chairs, etc. Shower, sink, bath tub, toilet and all bathroom fixtures are cleaned with Disinfectant Acid Bathroom Cleaner. All glassware is removed and replaced. All the cleaning tools are disinfected/bleached after cleaning each room (sponges, brushes etc.)

**EPA registered product quickly disinfects in 3-5 minutes (kills 99.999% germs) and kills Norovirus in as fast as 45 seconds.*

Departure

As the end of your stay with us nears wheatleigh staff will be ensuring your continued health. We will help you schedule a check out time or you may call our Front desk 10 minutes before your desired departure time. This will help us avoid delays and make sure all necessary items and surfaces are properly sanitized as you depart. Our check out procedure will be expedited and offered in the Great Hall to help maintain social distancing standards.

You may choose to have your final folio presented to you in the Great Hall, or to have it email to you directly for a touchless check out.

We look forward to welcoming you back to the Wheatleigh Sanctuary.

Warm Regards,

Marc Wilhelm, General Manager