



Greetings from your friends at Green Mountain Suites Hotel! We trust all is well and we look forward to welcoming you in the weeks and months to come!

During the pandemic, the hotel industry was significantly impacted, leading to a number of necessary changes to service and amenity offerings that we initially believed would be temporary. However, current labor challenges continue to have a lasting impact on hotels' ability to restore services back to pre-pandemic levels. Therefore, hotels are finding it necessary to refine their service and amenity offerings to ensure they are able to maintain normal operations. Initially, Green Mountain Suites Hotel restored all services as we were confident that we'd find a way to rise above the challenges. However, as the busy summer season approaches, labor challenges show little indication of subsiding so we have decided to make some service changes that will ensure all our guests will have an enjoyable stay with us.

#### **HOUSEKEEPING SERVICES:**

For your comfort, we want your stay to be as undisturbed and peaceful as possible. Therefore, moving forward, the hotel will

provide *stayover* housekeeping services upon request. Stayover service includes the replenishment of towels and other amenities.

### **FOOD & BEVERAGE SERVICES:**

The *Fireside Reception* will now be available each Tues.-Thurs. between 5:30 - 6:30pm. Guests will enjoy complimentary Wine and local craft Beers with select hors d'oeuvres. This marks a welcome return of the *original* Fireside Reception concept when guests would relax and socialize in the Great Room with friends and family after a long day. We are confident that guests will relish the refined service offering and we look forward to rolling out additional improvements to this popular guest amenity in the months to come.

We appreciate your understanding as we continue to work hard to provide a memorable and satisfying stay. Please feel free to reach out with any questions and we look forward to serving you in the not-too-distant future.