



FAQ

GENERAL

- **Where is the Pines Resort?**

The Pines Resort is located just 17 miles from the Southern entrance to Yosemite National Park, an hour North of Fresno. The Resort sits on the North Shore of Bass Lake, in the Sierra National Forest at 3,300 ft elevation.

- **What is the best time to visit?**

Bass Lake and Yosemite Area are great places to visit year-round. Springtime brings blooming trees, meadows covered with flowers and rushing waterfalls. Summer is perfect for watersports. Autumn brings hiking enthusiasts and Winter is perfect for relaxing and enjoying picturesque sunsets.

- **Can I swim in the Lake?**

Yes, Bass Lake is great for swimming and in the summertime, the water temperature reaches low to mid 70's.

- **What is the temperature like at Bass Lake?**

Temperature varies based on the season. Winter months typically come with low to mid 40s during the day. In the Summer and Fall you will enjoy mid-60s to low 70s. In the summer time, visitors enjoy upper 80s to mid-90s. There is a big temperature difference between day and night, sometimes even 30 degrees drop. Make sure to bring a sweatshirt or a jacket to use it in the evening.

- **What is the difference between the Pines Resort and Ducey's?**

The Pines Resort consists of a hotel (cabins and suites), two restaurants, bar, market, gas station, conference center, gift shops, etc. Ducey's on the Lake is the name of our signature, lakefront restaurant.

- **Is there a public transportation to Bass Lake?**

At this time, (rental) car is the best and most convenient option. As of May 2017, the Pines Resort was added as a stop for YARTS (Yosemite Area

Regional Transportation Services), which means you will be able to use a public transportation from San Francisco, Madera, Fresno and into Yosemite without the need to drive yourself. This is a seasonal option, available only in the Summer.

▪ **Does it snow in the winter?**

The Resort is at the snow level. We do see some snow, but usually it isn't much. Please make sure to follow the weather forecast and be prepared to carry chains, should you need to travel in the inclement weather. We see the snow as early as November (Thanksgiving weekend) and as late as early May, however, January & February are the months with the most chances of snow.

LODGING

▪ **What type of accommodation do you offer?**

We offer 3 types of rooms. Guests can pick between:

- two-story mountain cabins, with fully equipped kitchens, living rooms and private bedrooms
- lakefront suites with a split-level design
- private rental houses, that can accommodate larger families.

▪ **What is the view from my room?**

All the cabins are located on the hillside with the lake to the right (looking from the bottom), so most of them have a view of the property or the forest. There are a few rooms that have a partial view of the lake (all 2 queen bed chalets with lake view). If you book a suite, you will enjoy a full view of the lake or a view of the swimming pool.

▪ **What amenities do you offer?**

Our guests have access to all amenities on the property, including an outdoor swimming pool and Jacuzzi, tennis courts, game courts, playground, fire pit and bon fire areas, lounging room, business center and workout room.

- **How many people can sleep in the room?**

Due to the fire code, we strictly enforce the maximum guest count in our rooms. In chalets, maximum number of guests is 6; for suites it is 4 guests. This number applies to any adults, children or infants staying in the room. Please keep in mind that all our rates are based on double occupancy. Each additional guest is subject to \$20 per person/night charge. Children under the age of 12 stay free of charge with existing bedding.

- **Can I bring my dog with me?**

The Pines Resort offers a limited number of pet-friendly chalets. At this time, we only allow well-mannered dogs. All guests travelling with pets, are subject to the pet fee and must agree to comply with our pet policy. Any violators or allowing pets in a non-pet room (chalets or suites) will result in a significant penalty charge. Please assure the availability before making any arrangements to travel with your dog. Documented service animals are always welcomed in any of our rooms.

- **How do I make the reservation?**

Reservations can be made over-the-phone by calling (800) 350-7463 or directly on our website. Our rate policy offers price parity for direct bookings, so the rates are the same, regardless of which way you decide to book.

- **Do I have to pay for my reservation immediately?**

In order to guarantee your reservation, we require the 1st night stay to be paid as a deposit. The remaining balance (extra nights, taxes and incidentals) will be paid upon departure.

- **Are there any hidden fees?**

There are no hidden fees, however all the rates are subject to 11% occupancy tax, payable upon check out. Upon arrival, guests will be asked for the credit card and ID to check into their rooms. An authorization will be placed on the card (for the remaining balance and incidentals, an average of \$50/night).

- **What if I need to cancel my reservation?**

If you cancel your reservation for any reason, within the cancellation window, so 24h (Nov – Mar); 3 days (Apr – Oct) or 7 days on Holidays, your entire deposit will be refunded. We do understand emergencies also

happen, so if you need to cancel your reservation immediately, please contact our Front Desk. We may be able to reschedule it or transfer your balance to a gift card to be used later.

- **Is my room guaranteed?**

Once you make your reservation and pay a deposit (equal first night stay), your room and date are guaranteed. In a rare occurrence, like inclement weather or maintenance issues that cannot be fixed immediately, you will be offered an alternative accommodation. Re-locations or cancellations initiated by the Pines Resort are really rare and considered a last resort.

- **Can I pick which room I will stay in?**

You are welcome to request your favorite room or room feature (fireplace, rear entrance or room number), however we are not able to guarantee it. Room allocations will be determined, based on the arrivals for the day and all the requests will be allocated on the first come, first serve basis. If you have a specific room in mind or location, make sure to book well in advance to assure availability and increase the chance for your request to be accommodated.

DINING

- **What are my dining options at Bass Lake?**

We have two restaurants, directly on the Lake. Ducey's on the lake is open for breakfast and dinner and offers more upscale, steakhouse setting. Bar & Grill is more casual and open for lunch and dinner. Pines Market Deli offers a selection of sandwiches, salads and fried food.

- **Do I need a reservation?**

In general walk-ins are welcome, but we do get busy in the summertime and on the weekends. We highly recommend calling to make a reservation for Ducey's on the Lake (breakfast or dinner). At the Bar&Grill, we only accept walk-ins. Reservations: (559) 642-3131.

All special events are selling our fast and we do require reservations at both of our restaurants, as the seating is pre-arranged.

- **What kind of food do you serve?**

Ducey's on the Lake appeals to all tastes. We offer a great selection of steaks, chicken dishes, pasta dishes as well as seafood. Bar & Grill has a lot of quick (not-fast food!) options like burgers, sandwiches, flatbread pizzas, salads and more. All our dishes are made from locally grown and organic produce.

- **Can I see the lake from my table?**

You will be able to see the lake from almost every table. In addition, upstairs Bar & Grill offers outdoor patio seating.

- **Can I bring my own wine?**

Yes, you may bring your own wine. Please know, we will be charging a corkage fee of \$15 for own wine.

- **Can I bring my dog to dine on the outside patio?**

Unfortunately, we are not able to accommodate guests with four-legged companion at this time. Pets are not allowed in the restaurant nor on the patio. Documented service animals welcome.

- **How long are your restaurants open?**

Ducey's is open for breakfast from 7am – 11am and dinner from 4pm until 9pm. Bar & Grill is open for lunch and dinner from 11am until 9pm. Please know that weekends in the summer season will extend closing times to 10pm, and in the winter, we may be closing as soon as 8pm for Ducey's and 5pm for Bar & Grill. We recommend to give us a call before arriving (800) 350-7463.

AMENITIES:

- **Is your swimming pool indoors or outdoors??**

Our swimming pool is located outdoors by the Lake and is open from mid-May until mid-September, weather permitting. The pool is heated and offers an area for kids, as well as an automatic lift for handicap guests.

- **What are the hours for the swimming pool?**

Swimming Pool as well as outdoor Jacuzzi are open from 8am until 10pm daily. Swimming pool is heated from mid-May until mid-September, weather permitting. Jacuzzi is open and heated year-round. All amenities are provided for registered hotel guests only.

- **Do I need to bring my own pool towels?**

For the convenience of our guests, in the summer we provide large pool towels by the pool. Please see our pool attendant, if you want to check it out. Towels are to remain in the pool area and cannot be removed. If you need a towel for the beach or out on the boat, please provide your own. Towels are only for registered hotel guests.

- **Do you have a WiFi?**

We do have a resort-wide high speed wireless internet connection. Each cabin has its own access point to better distribute, heavy at times, usage of the network.

- **Will my phone work in the mountains?**

Phone service is spotty in the mountains. Verizon users, AT&T and T-mobile usually don't have any problems using their devices. Other networks may have a spotty or no reception.

- **Where do I park?**

You will be able to park right outside or nearby your room. Parking is free, however slots are not assigned and offered at first come, first serve basis.

LOCATION:

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