

Important Information and Rental Guidelines for All Guests

The SFPUC would like to ensure that you and your guests understand the responsibilities and obligations that you assume when reserving the Hetch Hetchy facilities. Please read the following important information and rental guidelines.

The facilities near the O'Shaughnessy Dam are in a remote area, located behind the gates of a Yosemite National Park access point. Before deciding to use the property, you and your guests should be aware that the cottages are located more than 15 miles from Highway 120, and more than 60 miles from the nearest hospital (Sonora). There is a pay phone in the picnic area across the visitor's restroom. However, please note that the phones in the facilities may not work from time to time and there is no cellular service and/or computer internet access for emergency assistance, or otherwise. Be aware that there are various risks associated with a remote area such as: slips and falls on uneven surfaces, wet rocks and other objects; potential danger from falling trees; changes in water flow; drowning; and potential encounters with wild animals, visitors or trespassers.

To reserve any of the facilities you must:

- qualify per the Commission policy;
- accept and follow all guidelines;
- submit a \$100.00 deposit payable to: Hetch Hetchy Water & Power; and
- pay total invoice within 30 days of receipt.

Failure to adhere to these guidelines may result in loss of future rental privileges.

1. **Arrival/Departure:** Check-in time is 2:00 pm. You must arrive before dark to avoid being locked out of Yosemite National Park. Check out time is 2:00 pm. Early check-in and late check-out are not available. Upon arrival, review the guest handbook located in each facility. Upon departure, leave the facilities in the same condition you found them. Any damages incurred or extra housekeeping beyond the norm will be billed to the reserving guest and may result in loss of future privileges.
2. **Rates:** Facility rates are charged based on the number of nights reserved. You will be charged the nightly rate unless you cancel in advance ([see #4 cancellation information](#)). Facility rates are published in the City and County of San Francisco Master Fee Schedule.
3. **Deposit:** A deposit of \$100.00 per reservation is due in advance to hold your requested dates. Failure to pay reservation deposit within the required timeframe will result in automatic reservation cancellation. Cancellations cannot be reinstated. This deposit will be applied towards your invoice balance at the end of your stay.
4. **Cancellations/Refunds:** Reservation cancellations must be submitted three weeks (21 days) in advance of reservation date for refund of deposit. Cancellations that are made 20 days or less prior to reservation date will result in loss of deposit.
5. **Maximum Occupancy:** The maximum number of guests, including children, is limited to: Cottage 1: seven guests; Cottage 2: five guests; Bunkhouse: 16 guests.

6. **Maximum Length Of Stay:** The maximum number of nights allowed at our facilities is three nights. Reservations may only be made once a season.
7. **Access:** Yosemite National Park charges a vehicle entrance fee. Gates are open during the following hours: May to Labor Day: 7 am to 9 pm; Labor Day through October: 8 am to 7 pm. Vehicles longer than 25 feet or wider than 8 feet are prohibited.
8. **No Smoking:** There is no smoking allowed in our facilities at any time.
9. **No Pets:** No pets are allowed in our facilities at any time.
10. **Falsified Reservations:** Any reservation obtained under false pretense will be subject to forfeiture of deposit and/or rental money and future rental privileges. Reserving guest must remain throughout the entire reservation with their guests.
11. **Weather, Power Outages:** No refunds will be given for bad weather or power outages. However, if the SFPUC cancels your reservation due to unforeseen circumstances, your deposit will be refunded.
12. **Swamp Coolers/Air Conditioning:** There are swamp coolers in the Bunkhouse and Cottage 2. The swamp coolers work best when there is a window left slightly open. Cottage 1 has air conditioning which is pre-set. There is a manual in the back of the information book. Please report any problems to the Moccasin Powerhouse at (209) 989 2099. If the phone is not working, contact the Watershed Keeper in Cottage 4.
13. **Garbage:** The garbage should be picked up every day by a Watershed Keeper who will keep it in a bear-proof cage. Please call Elizabeth Lilley at (209) 989-2190 or contact the Watershed Keeper in Cottage 4 if the garbage is not picked up.
14. **Payment:** An invoice will be sent to you after your stay. The deposit will be applied to your invoice. Payment must be received within 30 days of receipt of invoice. Failure to submit payment within 30 days will result of loss of future privileges. If housekeeping has determined additional charges are due, these charges will be added to your invoice. The reserving guest is responsible for the entire invoice amount.
15. **Damaged/Disorganized Facility:** There is no maid service at the facilities. Upon departure the facilities should be left in the way you received it. A damaged and/or disorganized facility will incur additional housekeeping, carpentry, and/or other charges as necessary and may result in possible loss of future reservation privileges. To avoid additional charges and loss of rental privileges, please ensure:
 - No damage is done to the facilities and its contents; no missing and/or broken items.
 - Any items moved must be returned to their original location(s).
 - Garbage is placed in bins provided in each facility. Do NOT put trash outside as it encourages mice, bears, raccoons and other visiting wildlife.
 - Dishes should be washed, dried and put away in the correct location. Do not leave dirty dishes in the dishwasher.
 - Dirty linen/towels should be left on the floor in each bedroom; blankets should be folded separately on each bed. Ensure all linen and towels are accounted for and not damaged.
 - All facility keys should be returned to the lock boxes. Yosemite National Park gate key should be left on top of the guest book where it was found.

- Locked cupboards are not available for guest access. Evidence of intrusion may result in the loss of future reservation privileges.

WRITTEN EXCEPTIONS: Any exceptions to the above-mentioned rules must be approved in writing, in advance, by the General Manager.

INDEMNIFICATION: SFPUC and its employees will not be liable or responsible for the following: personal items left behind, lost or stolen, or inoperable or failures of any equipment, systems, or appliances, as repair problems cannot be foreseen. By accepting this reservation, it is agreed that all guests are expressly assuming the risk of any harm arising from their use of the premises or others whom they invite to use the premises.

Yosemite National Park Service rules DO NOT allow camping of any kind near the facilities; No trailers, RV's, tents, or any sleeping bags on the ground. Tent camping is allowed only in the Backpackers Campground – permits are available from the Ranger at the Camp Mather Ranger Station.

All reservations, with names of guests, is reported quarterly to the San Francisco Public Utilities Commission and is a public document.