



# Whispering Pines

## FAQs



Frequently Asked Questions and  
Suggested Things to Carry

## IS IT A HOTEL

No, it is not. Whispering Pines is a *Nature Resort*, an active lifestyle retreat situated in the Himalayas. The accommodation available is in Alpine Safari Tents and Two Alpine Mountain Cottages. All our tents have attached toilets and bathing area, however there is an option of Four Men Alpine Tents/Dome Tents with Sleeping Bags/Ground Bedding and are serviced by a common toilet and bath section. There is a Reception area that also houses a Mini Library and a Souvenir Rack, in addition to facilitating the guests with registrations upon check in. Being situated in a remote location, you may also not find some of the facilities at beck and call as may be expected from a conventional hotel. No Door Man, no Bell Boys and no 24 hr Coffee Shop.

## WHAT IS THE EXACT LOCATION

Whispering Pines is located in a small hamlet called *Bhamorikhal* in Village *Jwarna* that lies in post office area of Kanatal. Jwarna is about 10 kms off the famous hill town of Dhanolti and about 35 kms off the *Queen of Hills* – Mussoorie. Interestingly, Jwarna is virtually equidistance from Dehradun as well as Rishikesh. Those coming via Dehradun, may drive up towards Mussoorie, take a bypass towards Dhanolti from the Jaypee Hotel diversion (about 20 kms off Dehradun) and drive straight to Dhanolti and further to Jwarna. If you are coming via Haridwar, you may drive down to Rishikesh and further ahead to Chamba via Narendra Nagar and then another 20 odd kilometer drive to Jwarna on Chamba Mussoorie Road.

## MODES OF TRANSPORT AND HOW IS THE ROAD CONDITION

Whispering Pines is well connected by Air, Rail and Road networks. The nearest airport is Jolly Grant near Dehradun/Rishikesh (90 kms approx.) and the nearest railway station is Dehradun (80 kms approx.). The road till Jwarna is moderate to good by local standards. However a 1200 meter / 1.2 kms patch between the highway and the detour road leading to the property is unmetalled (under development) yet drivable. All the SUVs and most of the cars with average ground clearance and even small buses can ply on this road. Those coming by private coaches and low ground clearance sedans may park their cars at *Jwarna*. Pickup drop facility by jeeps available on prior request.

## IS THERE A PRIVATE PARKING

Yes and No. Yes, because Whispering Pines has a private parking lot to accommodate upto six – seven cars. No, because at present there is a road widening and development work going on in the one kilometer road between the main highway and the property owing to which the ramp leading to our main gate has been temporarily cut off. Vehicles may be parked on the road side below the property. This service road has negligible traffic and the region in general is known to have virtually zero crime rate.

## IS THERE A RIVER OR A WATERBODY NEARBY

No. Infact this entire region is a chronic water shortage area. While we try to ensure that our guests do not feel the scarcity, the fact remains that it is a herculean task to organize water for washrooms and utilities here. Our water comes from as far as 20 kms away in 3000 liter sized water tankers and we also adopt rain water harvesting. Since our inception, we have been fortunate to get highly aware, educated and sensitive guests who have been extremely cooperative in not wasting this valuable resource and utilizing only as much that is needed for a comfortable stay. River *Bhagirathi* is located at Tehri in the form of one of Asia's largest lakes. A mesmerizing mountain stream can be experienced on the way back to Rishikesh at Village *Bemunda*. Those driving down to Dehradun may consider a stop over at *Bhatta Falls* which is a nice picnic spot around a fairly quaint waterfall.

## ARE THERE ANY INTERESTING PLACES TO SEE NEARBY

Many. Surkanda Devi Temple (3 kms), Dhanolti Eco Park (10 kms), Mussoorie (35 kms), Kempty Falls, Mussoorie Lake, Company Garden of Mussoorie, Sir George Everest Point (famous for Winter Line; November to January), Chamba, Tehri Dam (45 kms), New Tehri Town, GB Pant Agricultural University, Forest Research Institute Dehradun, Ganga Aarti at Rishikesh, to name a few. Tehri Lake now has an extensive variety of water adventure sports like Jet Skiing, Water Skiing and many more.

## HOW IS THE CELL PHONE NETWORK? IS WIFI AVAILABLE?

BSNL gets best connectivity at Whispering Pines. Airtel, Idea and Vodafone have erratic connectivity and you may get manageable signal at certain spots in the open areas. At present we do not have internet or wifi facilities available at this property.

## WHAT IS THE DIFFERENCE BETWEEN ALPINE SAFARI PLUS TENTS AND ALPINE MOUNTAIN COTTAGES

The Tents are 12'x12' in size and have an attached toilet/bath with running cold water. Hot water is serviced through a solar geyser system and on request is provided in buckets. The Cottages have a 12'x12' room area with a 12'x5' attached toilet/bath with running cold/hot water and a small sit out. There is no air conditioning or fans in the tents or rooms (quilts required even in peak summers!!). Please do not expect any luxury or fancy glitz in the accommodations here. Each tent or room has a Queen Size Bed with a coir mattress and fresh linen, lighting, a cell phone charging point and a small table. Two bottles of mineral/bottled water are provided complimentary in each tent/room, per night's stay.

## IS ROOM SERVICE AVAILABLE

Yes, with limited hours of operation.

## WHAT ABOUT THE FOOD

Whispering Pines primarily provides fixed meal plans, comprising of North Indian and regional *Pahari* cuisine. A limited a la carte menu offers a modest yet interesting selection of finger food, snacks and soft beverages. For logistical reasons, prior intimation is required for main course meals. We recommend all meal inclusive plans for your convenience. You may request a two to three meal add on to your stay plan upon arrival, in case you have not booked one already. Please feel free to inform the Manager or the Chef about your dietary requirements, minor alterations required, taste for spices etc. if required.

## PLACES TO EAT AND SHOPPING AREAS NEAR BY

The nearest eating area is Dhanolti that is at a distance of about 10 kms from Whispering Pines. For shopping you may consider driving down to Mussoorie which is about 35 kms away from here. You may either drive down in your own vehicle or hire a jeep from Jwara. Feel free to get in touch with the Resident Manager for help on this.

## WHAT ARE THE ACTIVITIES AVAILABLE

Many actually. Whispering Pines offers a wide array of indoor, outdoor and adventure recreation depending on your interest. Many activities however may be season and package dependent. Trekking (multiple options), Rock Climbing, Valley Crossing, Moonlight Trails, Commando Net, Burma Bridge, Rappelling, Yoga and Meditation, to name a few. We have prepackaged offers available for booking, for adventurers, spiritual holiday seekers, couples and so on. However in case you have booked one of the base plans, which is without activities, you may always buy them separately at the resort. Please get in touch with our reservations office or the Resident Manager for more on this.

## HOW IS THE CLIMATE HERE

Being one of India's highest adventure retreats, situated at an altitude of about 8,000 feet above m.s.l. the weather is mostly cool and pleasant to very pleasant here. The average temperatures most of the time, including summers vary between a minimum of 10 degree centigrade to a maximum of 25 degree centigrade. Rains are mostly scanty at this altitude however at the same time, it may rain at just about any time of the year. Whispering Pines is one of the only monsoons friendly hill destinations with relatively low humidity, no issue of mosquitoes, leeches or snakes, which usually is a problem at most low altitude hill destinations. Snow can be expected here between January and March.

### **CAN I BRING MY DOG / CAT ALONG FOR THE HOLIDAY**

No.

### **I WANT TO BOOK A PACKAGE BUT DO NOT WANT SOME OF THE ACTIVITIES. WILL THIS HELP REDUCE THE COST?**

No. Packages are mostly pre discounted, promotional in nature and created primarily to promote specific activities and experiences hence deducting any element from them may not reduce the plan cost. In case you are not too sure about availing all the experiences in a package, you may always opt for a base plan of accommodation with all meals and pre book activities of your choice separately.

### **DO YOU ACCEPT CREDIT / DEBIT CARDS**

No, at present we accept only cash payments at Whispering Pines.

### **IS THE PROPERTY KIDS FRIENDLY**

Yes it is. In addition to an amazing opportunity for the kids to experience nature beyond text books, they can also try their hands at soft adventure activities, outdoor recreation like Volley Ball, Jungle Cricket, Dunking, Golf Putting and Badminton etc. Parent's discretion required in case of infants due to the nature of the property and climate.

### **WHAT ABOUT THE ELDERS. HOW GOOD IS IT FOR THEM**

Our staff is known for their friendliness, courtesy and care for the guests. However, please be aware that at present, due to a temporary road widening project, the access ramp to drive up to our main gate has been cut off. The guests need to walk up (or down) a distance of about 100 meters, an elevation of about 45 degrees, to reach the property. While many of our guests have been in their 70s and we do not place any restrictions based on physical abilities, in its present form the access may be an issue for individuals with acute knee problem or the wheelchair bound.

### **IS THERE A GOLF COURSE**

We have a small Golf Putting area at Whispering Pines that is meant for amateur putting fun and recreation. There is no Golf Course present at this property.

## IS THERE BOARDING LODGING FACILITY FOR DRIVES & MAIDS

Accompanying drivers or maids may avail of *Staff meals* (chargeable) during your stay, however at present we do not have separate accommodation facilities for accompanying staff. You have an option of either availing an extra bed in your tent for the same or ask for an alpine adventure tent stay (with ground bedding; chargeable).

## CANCELLATION POLICY

- 30 days in advance: 25% of the total billing amount is chargeable
- 15 days in advance: 50% of the total billing amount is chargeable
- 7 days in advance: 75% of the total billing amount is chargeable
- Less than 7 days in advance or No Show or Non Utilisation of any service (irrespective of reason): 100% of the total billing amount is chargeable

In extraordinary cases where a formal intimation is provided over a week in advance, entirely at company's discretion, an option of stay at an alternate date (subject to availability) may be provided. Whispering Pines follows a clear No Refunds policy beyond its cancellation terms.

## ANYTHING YOU SUGGEST US TO BRING ALONG

Actually, just yourself and a positive attitude to enjoy the outdoors to the fullest!! It may however be a good idea to also pack in:

- Comfortable cotton clothing. Track pants and tshirts
- Heavy woolens (anytime of the year) and Light rain wear/small umbrella
- Torch with spare battery
- Dark glasses, Sun screen, Cap
- Personal toiletries
- Good walking shoes and floaters
- Personal medication (if any)
- Photo ID proof (Adhar Card/Driving Licence/Passport; *Mandatory for Check in*)

## WHAT IF I HAVE MORE QUESTIONS

We are here to help. We encourage our guests and those planning a holiday at Whispering Pines to get in touch with us directly, well in advance, ask a lot of questions and get crisp – unadulterated answers to your every doubt and query.

We are available on our Guest Care Numbers: +91 11 43539195 and +91 8459054480.

The Resident Managers are reachable on: +91 7579121361 and +91 9411364093.

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