

Softouch Ayurveda Village - FAQ's

We are excited to be part of your healing journey. Please refer to the FAQs below to help you prepare for your stay.

— ✈️ PRE-ARRIVAL INFORMATION —

Is Softouch Ayurveda Village NABH accredited?

Yes, since September, 2025 ensuring that our facilities and practices meet the highest standards of quality, safety, and patient care.

What time is check-in and check-out?

Check-in: 14:00 | Check-out: 12:00

What documents do I need at check-in?

A valid government-issued ID & Visa (for international guests).

Is an advance payment required?

Yes, a 50% deposit confirms your booking. The remaining balance is due upon arrival. Payment via - Bank Transfer, Card, UPI or cash is possible.

Is Monsoon a good time to visit?

The monsoon season (July–August) is considered most effective period for Ayurveda due to the optimal humidity & moderate temperatures. For guests who prefer a milder climate, October to March is ideal.

Cancellation Policy & Postponement

Free cancellation up to 45 days before arrival. 31–44 days: 10% retained; 15–30 days: 50% retained; within 14 days, no-shows or early departures: 100% retained. Postponements are considered case by case with flexibility.

Is airport transfer available?

Yes, round trip is included to Cochin airport (COK) - 23 km / 50 mins.

The driver will carry a Softouch Ayurveda placard for identification.

- International arrivals: Pick-up from Pillar - A6
- Domestic arrivals: Pick-up from Pillar - 24
- Driver details will be shared 1 days prior to your arrival via WhatsApp

— 🏠 DURING YOUR STAY —

What does my package include?

- Accommodation of your choice
- Two personalised daily Ayurveda treatments daily
- Daily doctor consultation
- Healthy vegetarian full-board meals
- Morning yoga & evening meditation (1 hour each)
- Natural Ayurveda medications during stay
- Access to swimming pool, home theatre, and common facilities
- Airport transfer & day trip to Athirapally waterfalls (Min stay: 7 nights)

Daily Schedule

07:15 – 08:15 | Morning Yoga

08:30 – 10:00 | Breakfast

08:30 – 13:00 | Ayurveda Treatments

13:00 – 14:30 | Lunch

14:30 – 17:30 | Ayurveda Treatments & Leisure time

17:30 – 18:30 | Evening Meditation

19:00 – 20:30 | Dinner

What should I wear?

- Loose, modest clothing (especially for yoga).
- Bathrobes are provided for treatments. Please note that oils may seep into clothing, so pack accordingly.
- Footwear is recommended for farm walks. Umbrellas are provided.

Can I bring my own food or alcohol?

No, to ensure treatment efficacy, outside food & alcohol are not permitted.

Will there be Wi-Fi access?

Yes, however, we encourage a digital detox. Devices can be stored securely upon request.

Is there a TV in the room?

TVs are not available in the rooms. You may use the home theatre, but please respect quiet hours after 22:00.

— 🧘♀️ AYURVEDIC TREATMENTS —

What can I expect during the Ayurvedic consultation?

- Prakruthi analysis (Body Type)
- Health condition assessment
- Personalized treatment plan
- Daily review and adjustment

What side effects are common during detox?

- Sleepiness, fatigue, mood swings, loose motions, dizziness, nausea.

Are treatments recommended during menstruation or if Pregnant?

- Full body massages are avoided, but therapies for the neck and spine may be offered.
- Treatments are not recommended during suspected pregnancy.

Any precautions for existing health conditions?

- Yes. Please inform us of any pre-existing conditions before arrival.

Is there a doctor on-site?

- Yes, doctors are available daily from 09:00 - 18:00.
- Emergency visits can be arranged, ambulance services also available.

— 🎯 ACTIVITIES & FACILITIES —

What activities are offered?

- Walking: Over 1.5 km of paved areas along the lush forest.
- Cycling: Ask the staff to reserve a bike, Helmets to be used.
- Pottery Classes: Held thrice monthly (based on guest count).
- Fishing & Kayaking: Available upon request. Kayaks require a signed liability waiver.
- Home Theatre: Book with 2 hour notice, Netflix, Amazon Prime, Hotstar & streaming options available.
- Swimming Pool: Closed after 17:00; Children between 10–17 must be under parental supervision.
- Cooking Lessons: Authentic Kerala recipes are taught weekly.

— 🍽️ GUEST SERVICES —

Is Laundry & Ironing possible?

- Yes, Laundry: 2 nights | Laundry & Ironing: 3 nights

Laundry price list will be provided at the resort.

Can I have private Yoga / Meditation sessions?

Yes, it can be arranged for ₹1000 per session.

Is the water fit for consumption?

- Yes, filtered water is provided daily. Leave the empty bottles on the tray for refill. Mineral water can also be provided.

Are Power Adapters provided?

Power adapters are available, and your devices will work.

What about Mosquitoes?

- Mosquitoes are prevalent in Kerala, apply Odomos (repellent) kept in the room. Use netted windows & keep others closed.

Are safety lockers provided?

- Yes, in every room. Please secure valuables; we are not responsible for any lost or stolen items.

What is Tipping policy?

- Tipping is appreciated at your discretion. A common tip box is located in the dining area, or you may tip staff directly.

Is Softouch a noise-free environment?

- The environment is forest-like and serene, though some suites may be exposed to morning Hindu prayers. If you are a light sleeper, ear plugs are available upon request.

Are there Power Outages?

- Brief outages may occur but we have generators in place.

Need Assistance?

- Sales & Management: +91 974 557 505
- Operations : +91 974 557 055
- During check-in, you will be provided with the contact number of our Security Team, who are available 24/7 to assist you in case of any emergency.
- The resort is also under CCTV surveillance.

— 🚗 DEPARTURE —

Can I buy Ayurvedic medicine to take home?

- Yes. Let us know with advance notice for a personalized prescription and purchase (extra charges will apply).

We look forward to making your wellness journey peaceful, meaningful, and memorable.