



aranyam FAQs



Frequently Asked Questions and
Suggested Things to Carry

IS IT A HOTEL

Yes and No. Yes, because accommodation options include well-appointed rooms in addition to alpine safari tents. No, because Aranyam has been created to provide a very *un-Hotel* experience to its guests and the idea is keep you outdoors most of the time, involved in various kinds of experiences and recreation amidst nature. 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.

IS IT LOCATED IN DOWNTOWN RISHIKESH

No. Aranyam is located at Village Sindhudi at Mohanchatti (Dist. Pauri Garhwal), which is an upcoming adventure sports and wellness hotspot near Rishikesh. The nearest landmark is the famous Bungee Jumping point that is about two kilometers ahead of us. It is easy to confuse Mohanchatti with Shivpuri which has for years been a popular rafting camps location. Mohanchatti is about 18 kms off Rishikesh and 12 kms off Brahmpuri/Garurchatti Bridge. Neelkanth Mahadev Temple (15 kms) is the most revered Hindu shrine close to Aranyam.

PLACES TO VISIT

Many. Ganga Aarti at Swargashram, Neelkanth Mahadev Temple, Patna Waterfall Trek, Vashisht Caves, Shivpuri, Rajaji NP Tiger Reserve, Rishikesh Town, Haridwar, Dehradun, to name a few.

IS ARANYAM LOCATED NEXT TO GANGES

No. Aranyam has about a four hundred and fifty feet of mesmerizing waterfront of River *Hyule* which is a tributary of Ganges, and is a perennial mountain stream. *Hyule* merges with Ganges about 6 kms downstream at the confluence.

WHAT ABOUT MOBILE NETWORK CONNECTIVITY

Idea Cellular has a good signal reach at Aranyam with Airtel and other networks being erratic and signals available only at a few open area spots.

WIFI AVAILABILITY

At present, high speed internet facility is not available at Aranyam. We have introduced complimentary wifi facility through a 3G dongle in our lobby area only on experimental basis. You may feel free to utilize the same however please do not expect great speed at the moment.

IS THERE A SWIMMING POOL AND SPA

No. Both of these facilities are proposed to be introduced in the near future. However, *Ayurvedic* and *Therapeutic Massages* are available against prior intimation at the retreat. Please contact the Resident Manager for more details.

DO YOU HAVE PRIVATE PARKING

No. Aranyam is located on the other bank of river *Hyule*, opposite the main road and is accessible only by foot through a colonial era, exotic, suspension bridge (*a hot favourite of Selfie fans*). Vehicles may be parked on the road side since the traffic is low and in general the region is known to have extremely low crime rate. The total walk from the drop off point to the lobby is about 350 meter / 10 minutes. Porter available on request for personal baggage.

DIFFERENCE BETWEEN PREMIUM & PREMIUM PLUS ROOMS

The difference between the two is subtle is more about choice and exclusivity. As per some of our recent guests, the Premium Rooms are good and the Premium Plus are *very* good. The latter are slightly more spacious with even more premium bath fittings, a comparatively bigger TV and an upper deck view.

ARE THE TENTS LUXURIOUS? DO THEY HAVE AC?

No. The Alpine Safari Tents here are fairly comfortable (possibly the most comfortable ones in and around Rishikesh at the moment) and all facing river *Hyule* however the primary *luxury* they offer is an attached loo. Each tent has cots with mattress and fresh linen, a towel stand, a small table, an electric lamp and a cell phone charging point. The tents do not have Air Conditioners, however these are equipped with air coolers in the peak summer months. These have a spacious 12' x 12' room area with a 12' x 5' attached washroom and a small sit out.

WHAT ABOUT THE FOOD

At present Aranyam primarily provides fixed meal plans, comprising of North Indian and regional Pahari cuisine. A limited a la carte menu offers an interesting selection of Indian, Chinese and Continental 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 room 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.

IS ROOM SERVICE AVAILABLE

Yes, we do provide room service for a limited selection of snacks, tea, coffee and soft beverages in rooms between 10 am and 10 pm.

PLACES TO EAT AND SHOPPING AREAS NEAR BY

The nearest eating and shopping zone is Laxman Jhula that is at a distance of about 14 kms from Aranyam. You may either drive down in your own vehicle or hire a jeep from Mohanchatti. Feel free to get in touch with the Resident Manager for help on this.

WHAT ARE THE ACTIVITIES AVAILABLE

Many actually. Aranyam offers a wide array of indoor, outdoor and adventure recreation depending on your interest. Many activities however may be season and package dependent. River Rafting, Rock Climbing, Trekking, Moonlight Trails, Commando Net, Burma Bridge, Rappelling, Bungee Jumping, Wild Life Safaris, Riverside Dining, 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.

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.

CAN I BRING MY DOG / CAT ALONG FOR THE HOLIDAY

No. We are sorry but Aranyam is not a pet friendly property.

IS THERE A GOLF COURSE

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

DO YOU ACCEPT CREDIT / DEBIT CARDS

No, at present we accept only cash payments at Aranyam.

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, and Badminton etc. The spacious lobby has a dedicated *Kids Zone* where the young adventurers can spend the afternoons with colouring books, indoor games or watching a cartoon movie on the big plasma screen.

WHAT ABOUT THE ELDERLY. HOW GOOD IS IT FOR THEM

Our staff is known for their friendliness, courtesy and care for the guests. However, please be aware that Aranyam is an active lifestyle retreat, located amidst mountains, rivers and forests. The approach to the property involves about a ten minute walk over moderately uneven surface, with gradual descend and ascend. While many of our guests have been in their 70s and we do not place any restrictions based on physical abilities, the access may be an issue for individuals with acute knee problem or the wheelchair bound.

IS THERE BOARDING LODGING FACILITY FOR DRIVERS & 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 room 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. Aranyam 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. Quick drying shorts and tshirts
- Heavy woolens (for winter months) and Light rain wear (during monsoons)
- Torch with spare battery
- 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 Aranyam 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 9719128684 and +91 8057001596.

--