VIKASA FAQ's : Your Questions Answered

PREPARING FOR YOUR VIKASA JOURNEY

Thank YOU! Today we dropped a lot of information on you, so we wanted to make sure that we receive before people arrive to Vikasa. We know travelling to a new location abroad can come with many questions, so hopefully, the answers, as they are designed to ease your mind and prepare you for your journey.

Where is Vikasa located?

Vikasa is located in Koh Samui, Thailand. We are located in the south east of the island, close to Lamai and approximately 20 minutes by taxi from Koh Samui International Airport (USM). Koh Samui is a small island nestled in the Gulf of Thailand, a one hour domestic flight from Bangkok. Koh Samui is a very popular tourist destination and has developed into a thriving community with a large variety of traditional Thai charm and modern amenities. Vikasa's offbeat location offers stunning views over the ocean, while being immersed in nature. If you wish to explore further beyond Vikasa, Lamai and Chaweng are only a short taxi ride away.

How do I get to Vikasa?

The best way to get to Vikasa is by Koh Samui International Airport (USM). There are flights into Koh Samui from Bangkok, Singapore, Hong Kong and others. Flying is the quickest way to get to Vikasa and there are many airlines that fly into Koh Samui. We recommend booking your flight as soon as you can, as the cost of flights will increase as the date of your flight gets closer. Once you have your airport, simply provide us with your flight details to confirm. Airport returns can also easily be arranged once you are onsite. We do not offer pick up from other hotels or ports, however taxi and gets cars are readily available all over the island.

Do I need a visa?

This will depend on where you are from. For details of Thailand's visa arrangements with specific countries see here.

Although tourist visas are generally issued, Thailand does not allow for long stays on tourist visas. Typically, tourist visas are issued for 30 days, with an option to extend for an additional 30 days at a cost of 1,900 baht. If you are a citizen of one of these countries, you will need to obtain a visa. Note that if you plan to stay for longer than 30 days, it is possible to obtain a tourist visa extension for an additional 30 days, for a total of 60 days. Alternatively, if you are not a citizen of one of the countries with which Thailand has specific visa exemptions or waiver arrangements, you will need to obtain a 30, 60 or 90 day tourist visa before arriving in Thailand.

Thailand Entry Requirements

Travellers entering Thailand must complete the TDAC (Thailand Digital Arrival Card) within 3 days prior to arrival. This is a quick form that can be filled out here. You will need to show the confirmation email with your travel documents to immigration.

What should I bring?

Koh Samui has a year round tropical climate of year round hugs+kisses, light clothes and sunnnaw are your key essentials! Yoga mats and proper yoga towels are all provided by us. You will need to bring your own toiletries, sunscreen, bug repellent, and any other items you feel are essential would also be handy. Phone-lining connections within Thailand are quite poor, so we provide towels as well as Vikasa' shampoo, conditioner and body wash on all rooms. You might like to bring a journal, a book or kindle, and all charging devices you need for your electrics.

What adaptor do I need for power points?

When travelling to Koh Samui, you'll need to consider power adapters to keep your devices charged in Thailand, the standard voltage is 220V, and the power sockets commonly accept plugs of types A, B, C, and E. Ensuring you have the right adapter is key to avoid any issues. You may need an adaptor since some of your plugs (the type A) may not fit Thailand's sockets perfectly. Most modern devices are dual-voltage (100-240V), so they can handle the local voltage without issues. However, it's still important to check your specific adapter to ensure compatibility with USB ports can be powered by your laptop or phone for Koh Samui, as it allows you to charge multiple devices at once. Additionally, be prepared with surge protection if you're staying in areas with frequent storms, as power surges can sometimes occur.

Can I do washing there?

We have a laundry service at Vikasa, so you can easily drop laundry to our team at reception, pick it up when ready, and pay afterwards. It's easy, depending on the number of items, for all of your laundry bags are provided in all rooms for you to gather your laundry and drop it for cleaning.

Is there a safe for my belongings?

Yes, all rooms have a safe to store your valuables, including the money, your passport, or any items of value. Vikasa is a very safe place however we do encourage you to keep things in the safe for your peace of mind.

Is my room cleaned daily?

Yes, we have housekeeping clean rooms daily. Bedding and towels are changed every 3 days. We do not clean your rooms while you are in your villa, there are no 'do not disturb' signs in each room that you can hang on your door to alert the team.

I'm coming solo, is that ok?

Yes! Most of our guests are solo travellers. Every week in the Life Cafe we offer two evening community events. The meet and greet is a chance for guests to come and meet other the other guests staying at Vikasa, and the community dinner is a chance for guests to connect with each other, to learn, connect and share your stories. These are fully our recommended Vikasa yoga teachers and are a great chance to immerse yourself within the Vikasa community. Many people come to Vikasa solo, and leave with a group of friends, so it is a great place to meet people and make friends. Vikasa is a very friendly place, and we do our best to welcome everyone and make sure everyone feels welcomed.

What does a "typical" day look like?

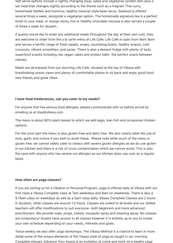
We don't depend on what you are asking on the 'Our YTTs, Yogatourse Retreats and Personal Programs' have schedules that will be shared with you upon arrival. However, if you are joining us on a Vikasa, you can expect your schedule to typically include both daily yoga retreats and early with the sunrise enjoy our Two Vikasa Complete yoga classes overlooking the ocean, breakfast, lunch, and dinner. Yoga is the key focus, but there is plenty of time to do what you want! If you choose to relax and enjoy the sun lounger (Lotus) During the day, guests love enjoying time in the infinity pool, hanging out on our private beach, getting massages, spa treatments and exploring the surrounding area. Many guests also choose to explore the local area, or head to the Life Cafe. You may find it useful to bring further afield and explore Koh Samui. We usually arrange trips for you to see temples, waterfalls, visit an elephant sanctuary, go snorkeling or a number of other popular adventures. Vikasa offers a lot of flexibility to create your own experience and we perfectly welcome you to put enjoy your own company.

Can I cancel my stay?

This is solely dependent on availability. If you would like to extend, we will do our very best to accommodate you, simply check with our reception team or email us at info@vikasa.com

What are the bathrooms like?

Bathrooms are modern and equipped with everything you need. All our showers offer hot water and we also provide Vikasa branded toiletries. Please refrain from placing toilet paper or other items down the toilet, as our plumbing system is not designed for such materials. Guests are at bathrooms to dispose of toilet paper and sanitary items for your convenience. All Lotus Pad and Prana Cabana rooms have private ensuite bathrooms. Our Yoga Cave options have shared bathroom facilities.



Is there a mini bar?

Yes, but not the normal kind! Each room has a Vikasa mini-bar, which offers our guests a selection of healthy snacks, fresh fruit, and a selection of beverages including water, coconut water, and green tea. We have an exclusive daily by housekeeping. These are additional cost and pricing for the mini bar items is located in your room.

Is there a kettle and fridge?

Yes and yes! There is a kettle with herbal tea provided. There is also a small bar fridge.

What meals are included?

Vikasa serves wholesome, delicious, health-conscious meals designed to support you on your journey. Breakfast and lunch are included for onsite guests. Brunch is served between 9:30 - 11:30. Kickstart your day and refuel after yoga with freshly squeezed juice, tea, coffee, and a delicious spread. Our chef prepares a variety of nourishing options, including muesli with yogurt or chia seed pudding, veggie with scrambled tofu or house special dipsy, fresh salad and of course a variety of tropical fruits.

Lunch is served daily from 12:30 - 14:30 and is a vegan meal based on a different global cuisine. Self serve options include a mighty changing soup, salad and vegetarian protein dish plus a delicious dessert. Our kitchen team can cater to most dietary needs. Our food is wholesome flexible and harmony, fuelled nourishing your body and mind. Dinner is not included, but Koh Samui offers many fresh, tasty and of course a variety of tropical fruits.

If guests would like to enjoy any additional meals throughout the day at their own cost, they are welcome to order from the a la carte menu at the Life Cafe. Life Cafe is a community space where guests can enjoy a delicious range of fresh salads, wraps, nourishing bowls, healthy snacks, cold pressed juices, coffees, chai lattes, and more. There is also a dinner Friday offering of vegan, nourishing, wholesome meals. Our vegan and gluten free pastry chef bakes the perfect snack between sessions.

Guests are all enjoyed from our organic Life Cafe, situated at the top of Vikasa with breathtaking ocean views and plenty of comfortable places to sit back and enjoy good food, new friends and great vibes.

I have food intolerances, can you cater to my needs?

For anyone that has serious food allergies, please communicate with us before arrival by emailing us at info@vikasa.com

Our menu is about 80% plant-based which we add eggs, fish and occasional chicken options.

We do not have a dedicated vegan or dairy-free kitchen. We do offer clearly label the use of dairy, eggs and seafood if you need to avoid these. Please note while much of the menu is gluten free, we cannot safely cater to celiacs with severe gluten allergies as we do use gluten in our kitchen and there is a risk of cross-contamination which we cannot have. This is also the case with anyone who has severe nut allergies as our kitchen does use nuts on a regular basis.

How often are yoga classes?

If you are joining us for a Vikasa Retreat or Personal Program, yoga is offered daily at Vikasa with our two or three a Vikasa Complete class at 7am weekdays and Sunday morning and a class at 5:30pm. 6:15pm class on weekdays as well as a 5pm class daily. Vikasa Complete Classes are 2 hours long and are a combination of Yoga, Pranayama, Meditation, Kirtan, Chanting and Sound Healing. Our classes are well-rounded and accessible to all practitioners. We provide mats, yoga towels, mosquito spray and cleansing spray. We classes are a transcendental journey leaves across to all classes however it is usually quite easy to catch your own schedule depending on your needs, interests and goals.

Our Yoga teachers are all experienced, certified, and passionate about a chance to learn more about some of our teachers coming in the Vikasa Order of yoga is designed to our morning Complete classes, Advance Yoga Asana is an initiation to come and work on a weekly yoga journey that challenges you and helps you to learn Vikasa's flowing method in new yoga asana.

In the evenings there is Gong, Sound and Esoteric Chanting Offered Tuesday, Thursday and Saturday. Yoga classes, workshops and evening events are all included in the retreat or program.

For anyone joining us on a YTT or Signature Retreat, you will have your own schedule that will be shared with you upon arrival. In your time off if you want to attend any additional yoga classes or evening events you are more than welcome to.

Do you have a sauna?

Yes! Our Ona Spa is open daily from 10am-8pm. You can book a variety of spa treatments, massages, beauty services, and also holistic healing therapies such as reiki and sound healing. The Ona Spa is a sanctuary designed to enhance and support your holistic wellness journey, offering a tranquil space for relaxation, healing, and rejuvenation. Our skilled therapists, including our team who both highly training and experienced, as well as intuitive and caring. You can relax in either an conditioned comfort, or enjoy treatments in our open-air, tiff-top pavilion. Yoga classes, workshops, and ceremonies can be booked prior to arrival or onsite, or once you are onsite. We encourage no-pressure.

Can I swim there?

We have a beautiful infinity pool where guests love taking a cool dip and also soaking up some tropical sunshine. The pool bar is also open daily to provide cold refreshing drinks and snacks by the pool. We also have our own private beach. Please note the entrance is quite rocky, so getting into the ocean can be a little tricky. There are two beaches either side of Vikasa. Bang Po Beach is a 5 minute walk, and is a lot more easy to swim at. There are just a 5 minute walk. We provide towels for the pool area.

How do I get around?

If you wish to get offsite and explore the island, you can organize taxis and transfers at reception. Our team can help book these for you.

Is there a gym?

We do not have a gym onsite. Koh Samui does have many quality gyms and we can organize transportation for you if you do want to get a gym during your stay.

Is there wifi?

We have good wifi in all rooms and public areas within Vikasa. The log-in details will be provided to you upon check in and also in your room.

How do I contact reception?

The rooms do not have phones, however, we have a wonderful app called HandOn that you will download on arrival. This keeps you in easy contact with our reception team if you need any assistance. We will also be using this app for activities. You can also book spa treatments or arrange transport via the app.

Is there a pool?

Vikasa is a very safe place. For your peace of mind, we also have security onsite 24/7 including a full time night security guard. Koh Samui is generally a safe tourist-only island. Here is very little crime and the Thai people are generally very warm, helpful and friendly people.

Are hairdryers provided?

Yes, each room has a hairdryer.

Do I need cash?

It can be handy to have some cash available if you explore the island a little as some places may not accept card payments. We recommend bringing a small amount of Thai Baht to exchange at the best rates at the main shopping mall, around 20-25 minute drive from Vikasa, is also a great option.

What payment methods are accepted onsite?

We accept Visa and Mastercard, as well as cash in Thai Baht. Digital payment options like Apple Pay or Google Pay are available. Note that a 3% surcharge applies to non-cash payments.

Is there an ATM nearby?

There is an ATM machine directly outside of Vikasa.

Is the spa water safe to drink?

No, it is not. We recommend bringing your health bad not for drinking. We provide bottled water daily in rooms, with refill stations around the property for your convenience.

Is there a minimum stay requirement?

Yes, we recommend a minimum stay of 3 nights to fully experience Vikasa's offerings. However, longer stays are encouraged to maximize the retreat experience.

Are children allowed at Vikasa?

Vikasa is designed for adult guests seeking a peaceful and mindful retreat experiences, so the age limit for guests onsite is 18 years old.

Are pets allowed?

We love your furry friends but unfortunately pets are not permitted at Vikasa.

Can I smoke at Vikasa?

Vikasa is a non-smoking sanctuary to ensure a fresh and healthy environment for all guests. Smoking is only allowed in the designated area of the Life Cafe or Long Light snacks to their rooms. Please ensure that strong smelling foods, like durian, are not permitted, and the minibar is intended only for filtered coconut snacks and drinks.

Are yoga mats available in the room?

Yoga mats are not provided in guest rooms, but all necessary yoga equipment, including high-quality mats, is available for use during daily yoga classes at Vikasa in the different yoga studios. Please remain focused taking the mats your rooms as they are required for classes.

Where can I practice yoga on my own?

You're welcome to practice yoga independently at the White Frame Sala outside of public class times. Please check in with reception to register beforehand.

Are there quiet hours at Vikasa?

Yes, to maintain a peaceful environment, we ask guests to keep noise to a minimum in room and public areas after 10pm. The pool area and Life Cafe are ideal spots for connecting with the Vikasa community and socializing.

Do the staff speak English?

Yes, our staff at the restaurant and reception speak English and are dedicated to assisting you throughout your stay. However, as English may not be their first language, we kindly ask for patience and compassion. Please avoid using slang, speak slowly, and be clear to help ensure smooth communication. Our team is committed to providing a welcoming and helpful atmosphere where That is the national language, so we do encourage you to be friendly and understand that our team are doing their very best to assist you.

Did we miss something? Contact us at info@vikasa.com for any other questions related to your Vikasa journey. We cannot wait to welcome you.

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