

## C74

Is there a supermarket nearby

Yes there are 2 supermarkets H block super market located on the ground floor at H Block their number is 7676086504 they provide free home delivery as well

Another supermarket is located in the basement at M block their phone number is 7406949894

Is there a medical pharmacy near by

Yes there is a meical pharmacy at H block ground floor their number is 9880306406 they provide free home delivery

Is there a beauty saloon near by

Yes there is a beauty saloon located on the ground floor at G Block. Their phone number is 7786009696 you can contact them and book an appointment before you visit

Is there a childrens play area

Yes there is a large children's play area right opposit G Block

Can we use the swimming pool

Unfortuantely short term guests cannot use the swimming pool

Can we use the gym

Unfortunately short term guests cannot use the gym

Hot water is not coming?

You can switch on a switch that has a red led light on it and wait for 20 minutes

And you will receive hot water. Incase you still do not receive hot water then please contact Jaikumar the property manager on 9945772359 and he will resolve the issue

Do you have a geyser in the apartment ?

Yes we do have a geyser you need to switch the switch that has a red led light on it and wait for 20 minutes and you will receive hot water

The internet is not working

Please check if you are connected to the wifi. Incase you are connected to the wifi and are still not getting internet then please switch off the router and wait for 5 minutes and switch the router back on again and then try to connect to the wifi.

In case you still not be able to connect to the internet please call 9945772359 and he will resolve the issue

Can i leave my bags after checkout?

Please contact the property manager on 9945772359 he will arrange to store your bags after checkout and you can collect the same

I need to extend my stay

In case you need to extend your stay you can go to our website [www.soulathome.co](http://www.soulathome.co) and choose indirangar as the location and choose the apartment number that you are living in to check if we have availability to extend your stay. Incase you face any issues please contact our property manager on 9945772359 he will help you

Can i checkout late?

Please contact our property manager on 9945772359 he will assist you on if you can checkout late depending on the availability

1. Is there an iron box and a pressure cooker in the apartment?

A. Yes we do have an iron box and pressure cooker.

2. Can you tell me where it is located exactly?

A. Diamond district old airport road kodihalli bangalore

4. Can I get a discount?

A. Unfortunately that's the best price.

5. We wanted to see the flat before blocking. We will need for 15 days

A. You are most welcome to come and view the apartment

6. Is that an independent apartment. And also is there wifi available?

A. Yes, it's an independent apartment and we have fast WiFi

7. It's an individual apartment or shared ??

A. Yes, This is an individual apartment

8. Is Car parking available??

A. Yes, we do have car parking

9. Free cancellation is available??

A. Yes we do have free cancellation available if you cancel 48 hours before your booking

11. For couples both IDs cards required ?

A. Yes, ID cards are required for both.

12. Can you please let us know the wifi setup and whether any issues with internet speed and connectivity?

A. We have excellent WiFi connection and the speed is 100 mbps

13. Hi, is there a possibility to keep our luggage (just two suitcases) somewhere safe in flat

A. You can give it to the property manager he will keep it at our office.

14. Is there segregation for waste disposal?

There are two dustbins one for kitchen waste and one for dry waste

15. What are the check-in and check-out timings for one day?

A. Checkin time would be 2 pm and checkout time is 11 am

16. Can we check in late?

A. Yes, you can check in late as we have a self checkin option

17. What is the apartment number?

A. C Block Apartment number 74 you need to take the second lift

18. Can I come and see the location once before booking?

A. Yes, you can definitely come and view the apartment

19. Do you allow early check-in?

A. Unfortunately it would depend if we have a booking the previous night then they would checkout at 11 am and we need at least 2 hours to clean the apartment hence check-in would be at 2 pm. If we do not have a booking the previous night then you can check in early

20. Does Zomato deliver?

A. Yes, Zomato does delivery to the property

21. Are Auto and cabs easily available at this location?

A. Yes, you will easily get cabs and autos

22. Is this property couple friendly?

A. Yes, we are couple friendly.

23. Do you accept local IDs?

A. Yes, an Aadhaar card driving licence or passport can be submitted

24. Does it have an attached balcony for smoking?

A. Yes, there is a small attached balcony. Smoking is only allowed in the balcony

25. Can you please let me know the wifi name and password again?

A. Wifi Name: soulathome, Password Sah654321!

26. Just wanted to know what all facilities will be available at the apartment?

A. We provide TV with Amazon prime video, fully functioning AC, kitchen with all pots and pans are provided for cooking, dining table, washing machine.

27. the Amazon fire stick doesn't seem to be working, will the caretaker be able to help with that?

A. Yes, you can contact the property manager on +91 9945772359

28. who to contact there regarding check-in?

A. You can contact my property manager on +91 9945772359  
he will help you check-in.

29. Unmarried couples are allowed?

A. We are couple friendly.

30. Can we use the gym facility in your society at the time of our stay?

A. Unfortunately, the gym is not allowed for short term rentals.

31. is there sofa or table chair to sit in the living room too, in front of TV?

A. Yes, there is a sofa in the living room in front of the TV.

32. Can I know which TVs are there and if they are full hd or 4k?

A. We have 3 TV's which are 4k tvs.

33. Can I connect my laptop to the TV if needed to watch any movies?

A. Yes, you can connect your laptop if you like to work or watch movies

34. Can I know which brand are the TVs?

A. motorola and hisense.

35. Do u have any properties to stay on a monthly basis?

A. Yes, we do have properties on monthly stay

36. Just wanted to know if gas connection will be there or not?

A. Yes, there is a gas stove

38. Is there's geyser?

A. Yes there is geyser for hot water

There is no hot water coming in the bathrooms

There is a geyser switch with an led red led light, please switch the geyser switch on and wait for 20 minutes you will get hot water in the bathrooms. If there is still not hot water then please contact the property manager on +91 7483043956

39. How about ventilation and cleaning in current situation?

A. We follow strict cleaning protocols after each guest leaves. The apartment has enough number of windows and also has a private balcony for ventilation.

40. Which floor is it?

A. It's located on the 7th floor

41. Can 8 people stay there?

A. Unfortunately, only 6 guests are allowed

43. My payment is processed but now I'm getting a cancelled email.

A. Please reach out to the host on 9945827004.

44. Can I leave the key in the holder itself?

A. Yes, you can.

47. Do we have to keep the waste outside, or will it be picked up?

A. You can keep it outside in the morning by about 8 am

49. I wanted to check if the entire apartment is available for us?

A. Yes, the entire apartment is yours

50. Can send me the exact location of the apartment?

A. Diamond district old airport road kodihalli bangalore 560008

51. Could you tell me if there is a balcony?

A. Yes there is an enclosed balcony

54. How to get into the gate .. will security ask anything?

A. You will have to give your details at the main gate security

55. Can I smoke?

A. You can smoke on the balcony. Smoking is not allowed inside the flat

56. Is your property available for 8 to 10 month?

A. Yes we do have availability for monthly stays the cost would be 155000 plus gst

57. Does this place have a functional kitchen?

A. Yes the kitchen is fully functioning

58. is locality safe for women?

A. The locality is very safe for women.

59. We expect a work setup, kitchen, good wifi and parking. Are these available in your place?

A. Yes, we do have all of the above.

60. My booking got cancelled. Can you please say why?

A. Please contact us on 9945827004

61. Is it a villa or apartment?

A. it is an apartment complex

62. My booking cancelled right when I was making the payment, and shows unavailable for the same dates. Is the apartment booked by someone else?

A. The dates will get refreshed in 10 minutes and you can book again

63. Do we have to pay extra for Ac and cleaning?

A. No, you do not need to pay anything extra and ac is complimentary

64. How do we check in?

A. All the checkin instructions will be sent to you right after you have made the booking with us. We have a self checkin process where you will be given a passcode to collect the keys from a lockbox so that you can checkin

65. Any chance the price can be reduced?

A. Unfortunately that's the best price that we can offer

66. Is there any power backup in the apartment?

A. there is no power backup at the apartment

67. Can you let me know if this is a pet friendly place?

A. Unfortunately our property is not pet friendly

68. The kitchen is private or in sharing?

A. The entire apartment is private

70. How fast is the internet?

A. We have 100 mbps Internet speed

71. Can we come and keep our luggage?

A. Please contact my caretaker on +917483043956 he will make arrangements for your luggage.

72. Is the flat facing the main road or other side?

A. The apartment does not face the main road

75. can I go directly to the flat at 2 PM tomorrow?

A. Yes, you can and you can follow the checkin instructions that were provided to you at the time of your booking

76. What is the checkin time

Your checkin time is 2 pm

77. What is the checkout time

The checkout time is 11 am

## **2. B803**

2. Will we be provided with full access to the kitchen along with the utensils?

A. Yes, we have a 4 burner gas stove for cooking with vessels. We also provide all plates and cutlery for your stay

3. We'd like to check out just a little after 11, maybe an hour or two, will that be possible?

A. If there is no guest the next day then checkout can be extended but if not then checkout would be at 11 am. You would have to check with us the night before your checkout if you can checkout late. Please contact the property manager on 7483043956

4. Will it be possible to get some newspapers in English?

A. Unfortunately we do not provide newspapers. You can see most live news channels on youtube on our smart tv's which are located in the living room and bedroom

5. I wanted to inform you that there will be 7 occupants for one night only and the rest will be 3 of us. Will there be any adjustments to the payment accordingly?

A. This is a 3bhk and a total of 6 guests can stay. Unfortunately, we do not have an extra mattress.

9. I understand the apartment has a balcony, is the balcony available for use?

A. Yes you can definitely use the balcony it is an enclosed balcony

10. How frequently will the apartment be cleaned?

A. Cleaners would come on a daily basis to clean the apartment.

11. Can we get parking for two cars?

A. Yes, you can please contact the property manager Chandra. He will help you with parking.

12. This property is having attached washroom, right?

A. Yes, it has an 2 attached washrooms and one common washroom.

13. Can I check in early in the morning?

A. In case we do not have a booking the previous night then you can check in early.

You will have to message me the night before your check-in so that I can confirm early check-in.

14. Do you have a Swimming pool & Gym?

A. Unfortunately, the swimming pool and gym are restricted for short-term bookings.

15. Do you have functional Wi-fi?

A. Yes, We have fast WiFi internet access.

16. Do you have Coffee Machine?

A. No, we do not have a coffee machine.

17. We are 10 people, do you have 2 extra floor mattresses?

A. Unfortunately that would not be possible. You will have to book two apartments as the maximum number of guests allowed in one 3bhk apartment is 6 guests.

18. Let me know if there's any way I can pay u directly.

A. Unfortunately not possible, we take bookings only through Airbnb

19. Is alcohol allowed?

A. Yes it is but please note that we do not allow parties and loud music at our property as the apartment association is very strict in this regard.

20. Do we need a gate pass to get into the apartment?

A. Will provide the gate pass via WhatsApp

21. The apartment is not shared, right?

A. The apartment is not shared. You will have the whole apartment to yourself.

22. I wanted to enquire about the rules and restrictions at your place.

A. We do not allow parties and loud music at our property.

23. How much will be the advance payment?

A. You will have to pay the full amount upfront.

24. Is the kitchen fully functional? Is there a burner or an induction?

A. The kitchen is fully functioning with 4 burner gas stove.

25. Will you be able to provide a monthly discount?

A. A monthly discount will automatically be added when you are at the checkout page

27. Is it near Manipal Hospital

A. Our property is 1 km from Manipal hospital

28. May I know the name of your apartment building?

A. Diamond district

29. Is there any discounts you are offering as we are students and can also promote your property?

A. You will automatically get a 10% discount at the checkout page if you choose the non-refundable option

31. Is this in the ground floor. If not, can we easily commute a handicapped person.?

A. This apartment is located on the 7th floor. But, you can definitely commute a handicapped person as all areas are wheelchair accessible. Also, there are two lifts.

4. Is the electricity bill fully included?

A. Yes, the electricity bill is included.

5. Is this place near the fortis hospital or any other hospital?

A. Our property is located close to Manipal hospital

6. Is there A/C?

A. Yes, there is fully functional A/Cs in all rooms

8. Will there be a cleaning staff available?

A. Yes, the housekeeping staff will be there.

9. Is the booking refundable?

A. You have to choose the refundable option at checkout

13. Bed sheets and things are available?

A. Yes, we provide bedsheets and blankets.

19. Will breakfast be provided every morning?

A. Unfortunately we do not breakfast but we have a fully functioning kitchen with all pots and pans are provided for cooking. Plus zomato and swiggy Deliver to the property

21. Does the heater take time to heat?

A. Please let the Gysen heat for 20 minutes and then use it. In case you are facing any issue with the geyser you can contact the caretaker on +919686956930 he will come and fix the issue.

23. Can you please let me know if you have towels and bedsheets?

A. Yes, we provide towels and bedsheets.

24. I wanted to know if the gas stove is functional with enough gas?

A. Yes, there is a 4-burner gas stove.

25. Do you have a washing machine?

A. Yes, we have a washing machine.

31. Is it the building main door or the apartment main door for the lockbox?

A. The lock box is right next to the main door.

32. I'm booking on behalf of my relatives. Is it necessary that the person who booked the apartment should stay there?

A. No, It's not necessary.

33. We are looking to host an event for our members in Bangalore for an interactive career session and wanted to book this property for the same. Is it possible?

A. Unfortunately, events cannot be held in this property.

38. Is there a mixer available in the apartment?

A. Yes, there is a mixer at the property

39. Do you offer monthly stays?

A. Yes, we do offer monthly stays which is 155000 plus gst

41. Please will it be possible to book it for like a day?

A. Unfortunately minimum stay required is 2 nights

42. Is the flat cleaned daily?

A. Yes, flat is cleaned on a daily basis.

43. Is it a gated community?

A. Yes, the apartment is in a gated society with 24/7 security

5. Can u extend the booking ? It seems to have expired

A. you can book even if it has expired

6. We are staying for close to a month. Do u have a monthly rate ?

A. Hi, our monthly rate is Rs 155000 per month

7. I hope the apt will have Ac's ?

A. Yes sir they do have AC's

8. I would like to extend the stay by few days

Would it be feasible ?

A. Not a problem at all. You can contact us on 9945827004 to extend your stay

9. Hi, we are looking to book your property. But we can only check in late after midnight?

A. Hi you can definitely check in late night not an issue as we have a self checkin option

11. Does it have a refrigerator??? As it is not mentioned in amenities.

A. Yes we do have a refrigerator

12. Hi, Is this an independent flat for six people?

A. Hi yes this is an independent flat

Please do note that we do not allow parties and loud music at our property

13. We don't make noise but is drinking fine?

A. That's not an issue at all. But please note that we strictly do not allow parties and loud music at the property as the apartment association is very strict in this regard

15. Can I get accomodation for one night and is smoking allowed , is it suitable for a low birthday celebration?

A. Unfortunately we do not allow parties and loud music at our property

Also we do not take 1 night bookings

16. Can I book directly?

A. Unfortunately you would need to book via the airbnb app itself

17. Is this allowed for unmarried couple?

A. Hi yes we are couple friendly

18. Do we have a complete house available..We don't want to share a place?

A. Yes complete apartment

19. Is hot water available all the time?

A. Yes there are geysers in all bathrooms

20. Do you have a living room or only 3 bedrooms and a kitchen?

A. There is a separate living room

21. Do we have groceries and eateries available nearby?

A. Yes there two grocery stores right inside the building. The basement supermarket number is +917406949894 the building. The bigger supermarket is located next to G block and their contact number is +91 7676086504

22. Hi, we are looking to book a flat for 6 months. Is that possible?

A. Yes you can book for 6 months our monthly rate is 155000 per month excluding gst

23. What will be the gst percentage?

A. 12%

24. Is bachelors allowed?

A. Yes bachelors are allowed. But please note that we strictly do not allow parties and loud music at our properties. The apartment association is very strict in this regards

25. Can we play soft music?

A. Yes you can just please make sure that the neighbours are not disturbed

29. Okay. Any landmark nearby your property?

A. You can put diamond district in the maps and you will get the exact location of the property

33. Does caretaker have WhatsApp??

A. Yes

36. Can we check in at early morning?

A. You would have to contact us the night before your checkin to confirm early checkin. Early checkin is based on availability of the apartment

37. Is there any detergent for the washing machine?

A. Yes will provide detergent

40. I would like to explore the area of shopping. What is around?

A. Our apartment is located in diamond district, there are a lot of retail shops located in indiranagar which is 1 km from our property

41. How many bathrooms does the place have? Attached?

A. Hi, 2 bedrooms have attached and 1 bedroom has a common bathroom.

43. Hi Harsh, I am travelling with my family which includes 2 kids. Do you have provisions for a couple of extra pillow, blankets?

A. Yes we do

44. hi, is there any lift?

A. Hi, yes there are two lifts.

45. is it a gated community or stand alone?

A. It is a gated community.

46. road accessible by car?

A. Road is accessible by car

47. also do u hv any 2 bhk?

A. Yes we do not have a 2bhk you can contact our property manager he will give you the details

48. Do we need a gate pass to get into the apartment?

If yes, can you please provide us with the gate pass?

A. Hi yes we will provide you with a gatepass on whatsapp

49. Can you provide us a cook. for early dinner. We've elderly people with us.

A. We do not directly provide cooks but I can definitely try to arrange the same for you for an additional charge

50. do you have Laundry?

A. We do have a washing machine for laundry

51. music in the background with one small speaker and people talking, is that okay?

A. that's not a problem but it is my duty to inform you in advance that the association is very strict in this regards In case there is any type of loud music and noise that disturbs the neighbours they will ask you to leave immediately

60. Gas connection available right?

A. Hi yes gas with a 4 burner gas stove is available

61. There is no remote for one bedroom to access?

A. Hi extremely sorry will have one arranged

62. It would be great if other blankets or thick blankets can be arranged?

A. Unfortunately these are the only blankets that we have

2, will it be possible to get the keys very late at night?

A, Hi you can definitely check in late at night not an issue at all. We have a self checkin option

4, Place should be neat and hygienic as we are travelling with an infant. Please send us your confirmation if the above suggestion is acceptable.

A, It will definitely be neat and clean.

7. Is there a caretaker in the place to check us in?

A. Yes, the caretaker will help you check in

10. We might need an additional bed/mattress and a blanket.

A. Unfortunately, we do not have extra beds. You can book an additional apartment if you like

11. Is there any chance to grill chicken in the primes

A. We have a convection microwave

17. I would like to confirm this booking

A. Hi you are most welcome to book our apartment

Do let me know if you have any other questions regarding the property I would be more than happy to help you

20. I hope we can use the washing machine.

A. Feel free to use it.

25. Is it a gated community? If no, what about security

A. This is a gated apartment complex with 24/7 security

4. I just noticed that your house is marked with "smoking allowed" - we prefer homes with no smoking. Can you please confirm the current state of the home?

A. Smoking is only allowed in the balcony

5. is it ok to checkout around 12 or 12:30 PM ?

A. Hi you would have to message us the night before your checkout to confirm late checkout as late checkout would only be available if we do not have another booking the same day

6. I wanted to know if you had two properties in the same place?

A. Hi yes we do have two properties in the same apartment complex.

7. Is all electricity and water usage included as part of the price listed?

A. Hi yes bills are included

12. In the pictures, it looks like the same bedroom picture but it's supposed to have 3 bedrooms right?

Or do all the bedrooms look the same?

A. its all different rooms there are 3 bedrooms

13. you are okay with hosting unmarried couples, right?

A. Not a problem at all we are couple friendly

14. is this 3 bhk ?

A. Yes,

15. Are there any shared places?

A. No the entire apartment will be yours

17. Visitors allowed?

A. Yes, but we strictly DO NOT ALLOW PARTIES AND LOUD MUSIC at our property as the apartment association is very strict in this regard. At no point there should be more than 6 guests inlcuding the ones staying at the apartment

18. Hi, We are students, 5 male and 1 female. I hope there won't be any problem.

A. Not an issue please note that we do not allow parties and loud music at our property as the apartment association is very strict in this regard

19. Can we check in between 11-12?

A. You would have to message us the night before your checkin to confirm early checkin. As early checkin is subject to availability of the apartment.

27. I hope a caretaker would be there to guide us?

A. Yes the caretaker will definitely be able to guide you

28. Are bachelors allowed?

A. Yes, bachelors are allowed. We strictly do not allow parties or loud music at the property as the apartment association is very strict in this regards

30. hi, can I book this for my friends?

A. Yes, you can

32. How about plates, cups, etc?

A. We provide all plates and cutlery for your stay.

33. we'd like to check out just a little after 11, maybe an hour or two, will that be possible?

A. would have to message me the night before your checkout if there is no guest the next day then checkout can be extended but if not then checkout would be at 11 am

34. I wanted to inform you that there will be 7 occupants for one night only and the rest it will be 3 of us. Will there be any adjustments to the payment accordingly ?

A. Unfortunately this is a 3bhk and total 6 guests can stay. Unfortunately, we do not have an extra mattress

35. What would be the cost of one additional guest for one night?

A. Unfortunately this is a 3bhk and total max 6 guests can stay.

40. Bed Size?

A. all king-size beds

44. Is there a supermarket available in the complex?

A. There is a supermarket inside the building itself

45. Is there functional kids' play area

A. There is a large functional kids playing area

Can i please have extra towels

Yes most definitely you can you can contact our property manager on +91 9945772359