REFUGIA
C H I L O É

Information you'll need before travelling

LOCATION

Refugia Chiloé is located on the main island of the Chiloé archipelago, surrounded by channels and fjords in northern Patagonia in the south of Chile. Chiloé's big island is separated from the continent by the Chacao Channel and from the Andean mountains by an interior sea, extending more than 160 km to the south. Located on the Rilán Peninsula, Refugia Chiloé is 30 minutes by car from Castro, the island's capital.

WEATHER

Chiloé archipelago has a temperate, humid (maritime) and rainy climate with average temperatures of 10°C/50 F. While it rains year round, rainfall is heaviest between May and August.

Temperatures by season

MONTHS	SEASONS IN CHILE	TEMPERATURES BY DAY	TEMPERATURES BY NIGHT	AVERAGE MONTHLY RAINFALL
Dec–Mar	Summer	22°C / 72°F	12°C / 54°F	100 mm
Mar–Jun	Fall	12°C / 54°F	5°C / 41°F	800 mm
Jun–Sep	Winter	_Hotel closed May 4th – October 3rd_		
Sep–Dec	Spring	17°C / 63°F	10°C / 50°F	200 mm

RECOMMENDED CLOTHING AND EQUIPMENT

We suggest you dress in layers and bring:

• A warm windbreaker in addition to a waterproof jacket
• A first layer that includes a warm sweater, hiking socks and adequate underclothing
• Comfortable, waterproof hiking boots
• Hiking pants and shorts
• Gloves and hat
• Sunscreen, lip protection and sunglasses
• Binoculars and camera
• A daypack/backpack for excursions
• A bathing suit, to enjoy our Spa
• If you plan on hiking, be sure to bring a second pair of shoes to relax in

The hotel's dress code is casual.

EXCURSIONS

The excursions are varied and include: hiking, horesback riding, kayaking, journeys in our boat, sightseeing and biking tours. These alternatives cater for a wide range of interests and levels of fitness. Our guides will advise guests on the best order to undertake excursions to make the most of their stay.

If you wish to do a specific excursion, please let us know in advance. However, it is important to bear in mind that the weather conditions can vary and we will always prioritize our guest´s safety, therefore we may not be able to offer certain excursions.

CELLPHONES

The area where Refugia Chiloé is located has good cell phone coverage. However, as you move away from populated areas, connectivity may be lost, so the signal is generally limited on excursions.

LANGUAGES

All of our hotel staff speak Spanish, and some of them also speak English. We have bilingual guides who speak both Spanish and English.
We also have German and French guides who can be requested in advance at no additional cost.

REFUGIA
CHILOÉ

FAMILIES

Refugia Chiloé is a fun destination for the whole family. In our selection of excursions, we offer several suitable for children. Additionally, the hotel features an indoor heated pool and an outdoor pool, as well as toys in the living room for the little ones. Currently, we have 2 cribs which can be put in any of our 24 rooms. Also, half of our rooms can accommodate a third (rollaway) bed.
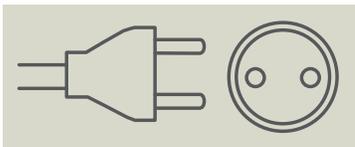
ROOMS

All rooms are equipped with:
• King-size or twin beds
• Ensuite bathroom
• Free wireless internet access
• Central heating
• Safe box
• Hair dryer
• Telephone

We do not have television in our guest rooms, but guests may watch TV programming in the hotel entertainment area.

ELECTRICITY

Electricity in Chile is 220v/50Hz and the plugs are European with two round pins, as illustrated:

MEDICAL FACILITIES

Castro has a public hospital and a primary emergency care service. The nearest private clinics are in Puerto Montt (3 hours by car) and Puerto Varas (3.5 hours by car).

We highly recommend all our guests travel with a comprehensive insurance policy.

INFRASTRUCTURE AND SURROUNDINGS

Refugia Chiloé has easy access to neighboring towns with commercial centers where there are ATMs, banks, pharmacies, convenience stores, restaurants, and craft shops.The hotel has bicycles for exploring the area, as well as vehicles, depending on availability.

CURRENCY

The Chilean currency is the peso. The hotel also accepts payments in US dollars, euros, and credit cards (Visa, Mastercard, American Express, and Diner's Club). The towns of Dalcahue and Castro have ATMs and currency exchange offices. We suggest bringing cash for handicrafts markets or informal street vendors.

TIPPING

Tipping is optional at Refugia Chiloé, however, it is customary to leave a tip at the end of your stay. If you are considering tipping the entire staff, we suggest between USD 50–100. If you prefer to give a specific amount to your guide, driver, waiter, maid, or any member of our staff who made your stay special, please feel free to do so. All tips can be left at checkout in the provided envelopes.

HOW TO GET TO CHILOÉ

Refugia Chiloé is located on Chiloé Island in the Chiloé Archipelago, off the coast of northern Patagonia. The nearest airport is Mocopulli in Castro (MHC), 30 minutes drive away. Commercial flights from Chile's capital, Santiago, land daily. Flight time is approximately 2 hours. The airport at Puerto Montt (Tepual – PMC) is another option and road transfers to the hotel take 4.5 hours including a 45-minute ferry ride. Transfers from Castro or from Puerto Montt are included in the Full Experience rates.

VISAS

You may need a visa to enter Chile, depending on the nationality of your passport. Check with offcial sources before you travel

FULL EXPERIENCE PROGRAM
Program includes:

• Accommodation.
• Full board (breakfast, lunch, dinner).
• Premium open bar.
• Excursions in small groups with other guests (2 half day or one full day excursion daily).
• Use of hotel & spa facilities.
• 30 minutes massage at the spa, per person paying adult rate.
• Transfer to/from Castro Airport (MHC) or Puerto Montt Airport (PMC).

STAY & DINE PROGRAM
Program includes:

• Accommodation.
• Full board (breakfast, lunch, dinner).
• House open bar.
• Use of hotel & spa facilities.

BED & BREAKFAST PROGRAM
Program includes:

• Accommodation.
• Breakfast.
• Use of hotel & spa facilities.

Mocopulli Airport
DALCAHUE
CURACO DE VÉLEZ
CASTRO
RILÁN

(-42.463968, -73.676697)