



FAQs

Where is Mari Mari?

Mari Mari is located on the Pacific coast of Northern Patagonia. The nearest city is Puerto Montt, some 55 miles/89 km away (1 hour and 45 minutes by road) while the nearest airport and most common port of entry is Puerto Montt (PMC), just 46 miles/75 km away (1 hour 30 minutes by road). Our helicopter is available for guests wishing to enhance the travel experience and cut journey times.

“Helicopter” you say?

That’s right. We have a helicopter on site, which means we can offer helicopter transfers and upgrade several of our on-land and cultural activities. Because the helicopter is always on the property, we can also arrange services at short notice should guests wish to enjoy a short flight at sunset or take a scenic day trip to the destination of their choosing. We have also designed a series of exclusive optional helicopter-only explorations that truly enhance and broaden the scope of the experience at Mari Mari.





Why choose Mari Mari?

For several reasons. Beautiful accommodation, refined dining, impeccable service, and life-changing activities. It's also very accessible by land or air despite its remote location and easy to combine with popular destinations such as Puerto Varas and Chiloé Island or the Lakes Region of Argentina.

Is Mari Mari a good fit for me?

It is perfect for discerning travellers of all kinds who enjoy a personalized travel experience and some serious adventure in pristine natural surroundings. Nature lovers, honeymooners, and those seeking the utmost privacy and serenity will feel very much at home. Given its intimate nature, the property is ideal for families and multi-generational groups, as well as small groups of friends or work colleagues. It is also ideal if you are the kind of person who enjoys exploring local culture and cuisine.

What is included in the packages?

Our packages are all-inclusive. That covers inbound and outbound transfers between the lodge and the airport (either by helicopter or car, depending on the package), accommodation, all meals, all activities organized by Mari Mari, and unlimited access to our spa, fitness room, and wood-fired outdoor hot tubs.

Can I book Mari Mari on an exclusive basis?

Yes. The entire property can be booked for the exclusive use of one client or group.

How exclusive is 'exclusive'?

As exclusive as 'exclusive' can be. We have no neighbours, there are no passers-by, no walk-ins, and the nearest road is five miles away. The secluded location of the property is an enormous advantage. All of this means absolute privacy. We have hosted many celebrities, Heads of State, and royalty, so we are well-versed in all matters regarding any additional measures a guest may require related to security and privacy.

How long is the recommended stay at Mari Mari?

In order to get the most out of the property and the area, we recommend a minimum of four nights, although the vast majority of our clients stay seven or more nights.





What are the arrival and departure times?

Check-in time is 3.00pm and check-out 12.00pm. However, we will always allow early check-in and late check-out if the villa or property is available.

When is the best time to visit?

Mari Mari is located in a privileged environment, making the experience worthwhile any time of the year. Each season has a character and charm of its own. That said, it is important to bear in mind that December through March is the summer period in Chile and generally considered the best time to travel.

What's the weather like?

It is characterized by a mild temperate climate with more rain in winter and abundant low clouds. The general climate in this part of Patagonia would be best described as 'mixed' at any time of year. You can often see the four seasons on any given day. The summer temperatures run around 20°C (68°F) most of the time, while the average during the winter months is closer to 13°C (55°F). The average annual precipitation is 302 cm (119 inches), with the months of June, July, and August being the wettest.

What is the temperature of the ocean?

Chile's ocean has the lowest temperatures of all Latin American countries. The average ocean temperature in Summer (November-February) is 14°C (57°F), while the average in Winter (June-August) is 11°C (52°F). Needless to say, Mari Mari provides wetsuits for any activity in or on the water.

What clothing or other gear should I bring?

Essentially, clothing and equipment for outdoor activities. Hiking shoes or boots are a must, particularly those with a high-quality sole. Vibram is a good example. Layers of light, breathable outerwear are suggested. Sunglasses, a sun hat, sunscreen/lip balm, and of course a camera and binoculars. Should anyone forget to pack something, we have a range of clothing and accessories available for purchase at the boutique in the main building. For those who prefer to travel light, we can purchase items on our guest's behalf and have them ready and waiting upon their arrival.





Does Mari Mari provide equipment for the activities?

Yes. We provide all the equipment necessary to carry out activities on land or on the water, on foot or on horseback. Trekking poles are available for our walks, gaiters for our walks and horseback rides, and wetsuits and lifejackets are supplied for any activities in or on the water.

What languages are spoken at Mari Mari?

Reception staff, guides, and bar/restaurant staff all speak English and Spanish.

Is Mari Mari accessible for people with physical disabilities?

The villas and the main building offer wheelchair access. However, given the rugged nature of the terrain, access in other areas of the property is somewhat limited.

Are there bugs? Should I bring repellent?

Patagonia does have its share of insects, particularly the tabano, which is the local version of the March fly, which is present for around three weeks between December and January, depending on rainfall. Local experts say that you should opt for lighter tones as opposed to dark clothing, which tends to attract these flies. It is also a good idea to bring along your preferred brand of insect repellent.

Does Mari Mari provide activities for children?

All activities can be enjoyed by the whole family as they are adapted accordingly when younger guests are taking part. We offer equipment for children of all ages such as lifejackets, wetsuits, saddles, and helmets, to ensure their experience is as fun and safe as that of the adults. Additionally, we have created a range of activities specifically with our younger guests in mind such as a climbing wall, a hands-on beach clean-up, and interactive visits to a micro-forest and our organic farms.

Is childcare available at Mari Mari?

High quality childcare goes a long way to making a successful family break, especially when travelling with babies and toddlers. Rest assured, a couple that wants to take a long hike or bike ride does not have to curtail their activities. We can arrange a nanny service including developmentally appropriate materials and activities to ensure families a good experience for their child and allow parents to relax and fully enjoy their time at Mari Mari.





Is Mari Mari pet-friendly?

In order to respect our unique ecosystem and local fauna, no pets are allowed on the property with the exception of assistance dogs.

Is smoking permitted on the property?

For the comfort of all guests we do not allow smoking inside any of our indoor areas, along our trails, or on the beach. Smoking is only permitted in designated areas such as exterior terraces unless marked or instructed otherwise.

