

WHAT TO KNOW BEFORE YOU TRAVEL

# HUILO HUILO BIOLOGICAL RESERVE

Enjoy life at a more natural pace, and remember, your visit helps preserve the natural, and cultural heritage of the South of Chile.



HUILO - HUILO<sup>®</sup>  
LA RESERVA BIOLÓGICA DEL SUR DEL MUNDO





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## WHAT IS THE HUILO HUILO BIOLOGICAL RESERVE?

Huilo Huilo is a Reserve under private protection, founded in the year 2000, its objective is to preserve nature and local culture, an effort supported by local communities, organizations, and the public sector. Huilo Huilo is also a project intended as a means of reconverting the land, resources, and providing an alternative way of life for people who have spent their lives and made a living logging. The area has now become nature Reserve focused on conservation and ecotourism.

The Reserve is in the XIV Region of Los Rios, in the South of Chile. Part of the territory is in the townships of Panguipulli and Futrono, adjacent to the towns of Neltume, Puerto Fuy and the National Reserve Mocho-Choshuenco. From a geo-environmental perspective, Huilo Huilo is in the Valdivian eco-region and the UNESCO Biosphere Reserve of Temperate Rainforests of the Austral Andes. Huilo Huilo organizes its activities based on three fundamental pillars: Conservation, Community Integration, and Sustainable Tourism. The Reserve is open to visit throughout the entire year.







## ECOSYSTEM

Huilo Huilo is part of a unique and little explored ecosystem in the Patagonian Rainforest territory, set right in the Austral Andes. The territory has several areas of international scientific interest and conservation as it is considered one of the most valuable and threatened natural regions in the world.

UNESCO declared these Temperate Rainforests a Biosphere Reserve in 2007.

In the forests of Huilo Huilo there are four ecosystems, all of them home to large variety of animal and plant species: the Pilmaiquen Grasslands, the Temperate Rainforests, high mountain peaks and aquatic ecosystems.

## FLORA AND FAUNA

Flora is mainly made up of ferns, lichen, bryophytes and fungi. In Huilo Huilo's forests there are many different types of trees and varying ages such as canelos or winter's bark, tepas, olivillos, Chilean myrtle and tineos, with the typical nothofagus forests standing out as the quintessential Patagonian Forest: Rauli beech, mañio (an endemic podocarp), lenga beech, Ñirre or Antarctic beech and Coigue or Dombey's beech. Local fauna in Huilo Huilo boasts sightings of 81 species of birds. The most endemic of them are the chucaco (*Scelorchilus rubecula*) – the bird in the Reserve's logo – only found in the Temperate Rainforests. Another bird native to the area is the Magellanic woodpecker (*Campephilus magellanicus*), the largest of three woodpecker species in Chile, whose only live in mature forests.

Among the mammals living in Huilo Huilo perhaps the most recognizable is the Puma (*Puma concolor*), the largest feline species in Chile, and currently endangered. The adult Puma can measure 105 to 180 cm. (41 to 71 in.) in length.

The “Monito del Monte” or Colocolo opossum (*Dromisiops gliroides*) is the only representative of an order and family of marsupials related to the ones in Australia, and a representative species of the first marsupials to inhabit South American territories. It measures 25 cm. (10 in.) in length and weighs no more than 30 grams (1 oz.)

Of the amphibians, one of Chile’s species under threat of extinction is the Darwin’s frog (*Rhinderma darwini*), which measures a diminutive 3 cm (1 in.)

It’s a very particular species with its own rather unique breeding strategy, as the male frog incubates the eggs in his mouth.





# WEATHER

The Patagonian Temperate Rainforests are known for heavy rainfall year round, and for their temperate summers (hot days reach up to 30° Celsius/ 86° Fahrenheit).

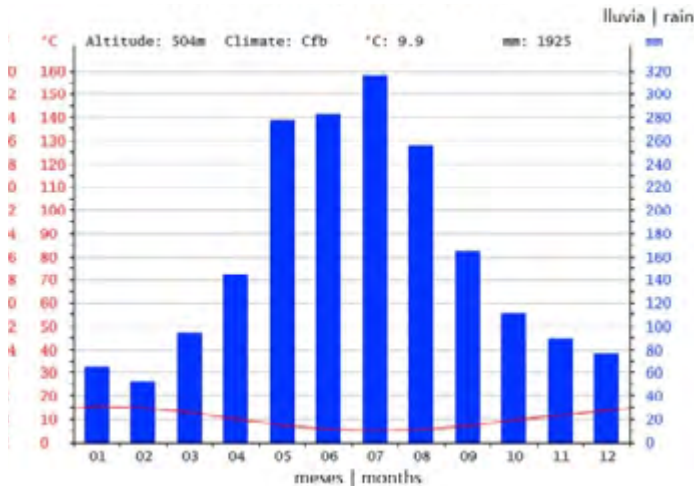
This rainy climate is a result of dense humid anticyclone winds coming in from the South Pacific. The moisture

condenses as it moves over the cold Humboldt current. Moving over the continent it precipitates as rain all the way to the Andes mountain range and dissipates as it hits the dry winds flowing west from the Argentinean Patagonian steppes.

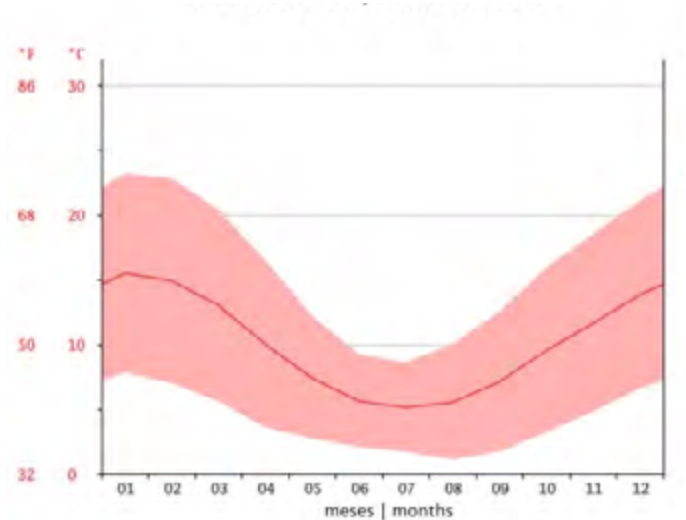


## AVERAGE ANNUAL PRECIPITATION AND TEMPERATURE TABLE

### INDICATORS



### TEMPERATURE



## TIME: CONTINENTAL CHILE

If you are a foreigner traveller coming to Chile for the first time and you would like to know the official time, we recommend checking the following web site: [www.horaoficial.cl](http://www.horaoficial.cl)



# How is Huilo Huilo a sustainable Reserve?

Huilo Huilo organizes all its activities based on developing three fundamental pillars and in this manner

 Conservation

 Community Integration

 Sustainable tourism

Covering the larger part of the necessary characteristics for sustainable tourism, they are:





Some of Huilo Huilo's most relevant sustainable activities are:



**Financial**



- **Converting an exhausted logging area in crisis** into an eco-tourism business that provides employment and economic development impacting everyone.



- **Over 90% of Huilo Huilo's employees** are locals.



- **60% of our hired personnel are women.** The previous logging company provided no employment for these women.



- **Continual training** for collaborators.



- **Income from tourism** makes the Reserve self-sustaining.



- **Quality measuring systems** for end clients and operational improvement protocols.



**Socio Cultural**



- **Cultural and environmental education** in rural schools.



- **Support for public health** foundations and local operatives.



- **Hosts four annual festivals** that promote conservation of natural spaces and cultural development.



- **Construction and training for artisanal workshops** on different local communities.



- **Editing of books** that highlight local natural and cultural heritage.



- **Supports several children's and educational foundations.**



- **Creates routes and pathways** through



- **Free promotion** of other local tourist accommodation.



**Environmental**



- **Center for the Conservation of the Huemul or South Andean deer** that, since 2006, has provided support for the breeding of this endangered species of deer.



- **Center of Conservation of Darwin's frog.**



- **Research into bryophytes** and other plant species.



- **Support for diverse types of scientific research**, in particular climate change and glaciology.



- **Sustainable architecture** with low-environmental impact.



- **Forest management plans** oriented on reclaiming land for native forests.



- **Territorial planning** that protects areas of conservation, and regulates their respective tourist capacity.

# THE HUILO HUILO FOUNDATION

## MISSION

Our mission is to protect and preserve the Temperate Rainforests, integrating adjacent communities for the purpose of improving their quality of life for present and future generations. It is this goal that leads us to develop scientific, educational and social programs intended to shift old paradigms and encourage small enterprises, and sustainable development in the area.

## CONSERVATION

1. Conservation of the Southern Andean deer, Guanaco, Puma and animal monitoring.
2. Research of Darwin's frog and an information center
3. Research into the Mocho-Chos-huenco volcano complex
  - Volcanology observation network
  - Monitoring of climate change
  - Evolutionary history of volcanoes.
4. Provision of Reserve information
  - Bryophytes
  - Vascular flora
  - Butterflies
  - Scientific study of insects or entomology.
5. Project to control invasive species
  - Didymo
  - Control of exotic fauna.



## INTEGRATING THE LOCAL COMMUNITY

1. Trade workshops
  - Magical beings, bees, wood crafting, embroidery, felt.
2. Education
  - Art and music classes
  - Rescuing local heritage
  - Educational alliances.
3. Native peoples
  - Recovering national heritage
  - Routes and their content.
4. Ecology, scenery and works
  - Kümun Park
  - Lake Neltume Workshop.
5. Health
  - Magical Andes
  - Dental health operative
  - Medical internships
  - Cienmanos Foundation.
6. Festivals and events
  - Festival of the Chucao's song
  - Arts Festival
  - Forest Festival
  - Best Front yard Contest.







## DISSEMINATION

### 1. Publication and Promotion centers

- Del Bosque Coffee shop
- Del Duende Coffee shop
- Montaña Magica Coffee shop
- Nursery and Tea Shop
- Huilo Huilo Portal Information Center
- Center of Publication for Darwin's Frog
- The Volcano Museum.

### 2. Educational Excursions

### 3. Books and Publications

### 4. Graphic Material





First Release of the Southern Andean Deer, November 2016.





## RECOGNITIONS & AWARDS

Efforts toward sustainable development of the Huilo Huilo Biological Reserve have been awarded by many different national and international organizations, to date the most relevant are:

### National Geographic



### Federación de Empresas de Turismo de Chile



### German Travel Association



### ResponsibleTravel.com



### Responsible Travel



### Top 100 Green Destinations



## ASSOCIATIONS

Huilo Huilo is an active member of:

### Federation of tourism companies from Chile



### Hoteliers of Chile



### Zeitz Foundation



### ATTA



# How to get there



**By car from Chile**



**MAIN ACCESS IS VIA ROUTE 5 SOUTH, GOING IN EITHER DIRECTION.**



**IF TRAVELING FROM THE NORTH:**

**The driver must exit at Lanco** (km 780) where the road joins the international CH highway 203 heading toward Panguipulli.



**IF TRAVELING FROM THE SOUTH:**

**the driver must take the Los Lagos exit** (km 858) where it joins route T39 heading toward Panguipulli.

**1** Once in Panguipulli continue on the international highway CH 203 heading to Choshuenco and bordering Lake Panguipulli

**2** You will then arrive at the Puerto Fuy - Choshuenco crossroad. Continue along the international highway CH 203 heading to Puerto Fuy

**3** When passing through the area of Fallalca you will be in the Reserve and once in you will see several signs that will guide you to whichever may be your particular point(s) of interest

**RESERVATIONS FOR THE HUA HUM FERRY:**

www.barcazahuahum.com  
 reservashuahum@huilohuilo.com  
 +56 9 4277 3450 | Guests traveling on the Hua Hum ferry can pay their fare in Chilean pesos or Argentinian pesos.



Seasons of the Year	Days	(Departure) Port Fuy a Port Pihuelco	(Return) Port Pihuelco a Port Fuy
<b>High Season</b>	Monday to Thursday	departure at 8:00/13:00/18:00 hrs.	departure at 10:00/15:00/20:00 hrs.
15 december to 14 march	Friday to Sunday	departure at 7:00/11:00/15:00/19:00 hrs.	departure at 9:00/13:00/17:00/21:00 hrs.
<b>Low Season</b>	Monday to Thursday, Saturday & Sunday	departure at 13:00 hrs.	departure at 16:00 hrs.
15 march to 14 december	Friday	departure at 12:00/ 16:00 hrs.	departure at 14:00/18:00 hrs.





## Driving from Argentina

If you are traveling from Argentina, in particular from the city of San Martin de los Andes, take national highway 48 up to the Hua Hum border passage.

**1** Once through border control you will arrive at the small town **Puerto Pirehueico** from where you can board the Hua Hum barge; **the ferry can transport both people and vehicles.**

**2** After traversing Lake Pirehueico, a trip that takes approximately 1.5 hours, you will arrive at **Puerto Fuy**, a town adjacent to the Reserve and from where signs will guide you to whatever is your chosen point of interest.



## Regular or Private Huilo Huilo Transfers



### REGULAR

For of our programs the Reserve has regular transfer options taking guests from **the airports in Temuco, Puerto Montt and San Martin de los Andes (ARG)**, as well as a few mid points between said airports and the Reserve. The service has specific pick up and drop off timetables. To find out more please contact Central Reservations.



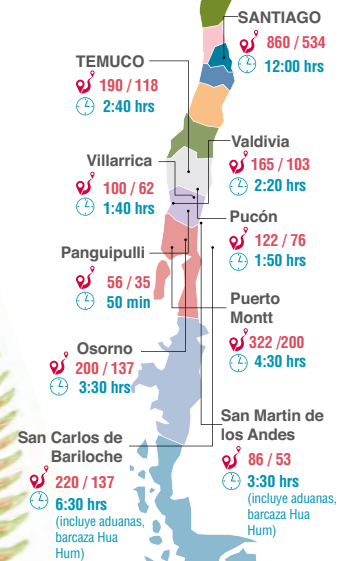
### PRIVATE

The Reserve also offers **private transfer services** (for only yourself and travel companions) **from the guests' desired pick up point.** To find out more please contact Central Reservations.



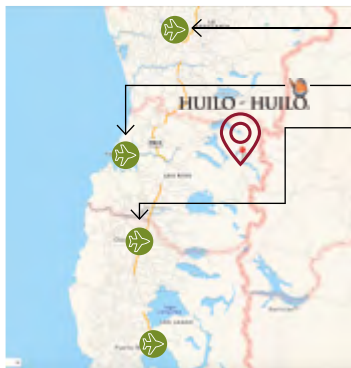
## Distances between Huilo Huilo and nearby cities

Distances Kms / Miles  
 Aprox. driving hours



## By Air

The airports closest to the Huilo Huilo Biological Reserve are the following:



- Temuco (ZCO)
- Osorno (ZOS)
- Puerto Montt (PMC)



## Buses in Chile

There are several buses providing transport to the city of Panguipulli or Neltume that leave from Santiago, point of departure will depend on the bus company.

Companies that provide transport from Santiago to Panguipulli:

**Buses Tur Bus: [www.turbus.cl](http://www.turbus.cl) | +56 2 2822 7500**

Companies that provide transport from Santiago to Neltume:

**Buses Tepual, oficina Panguipulli: +56 44 2870261**

• **Once you have arrived in Panguipulli**, you can take another bus at the Panguipulli Bus Terminal to the town of Neltume.

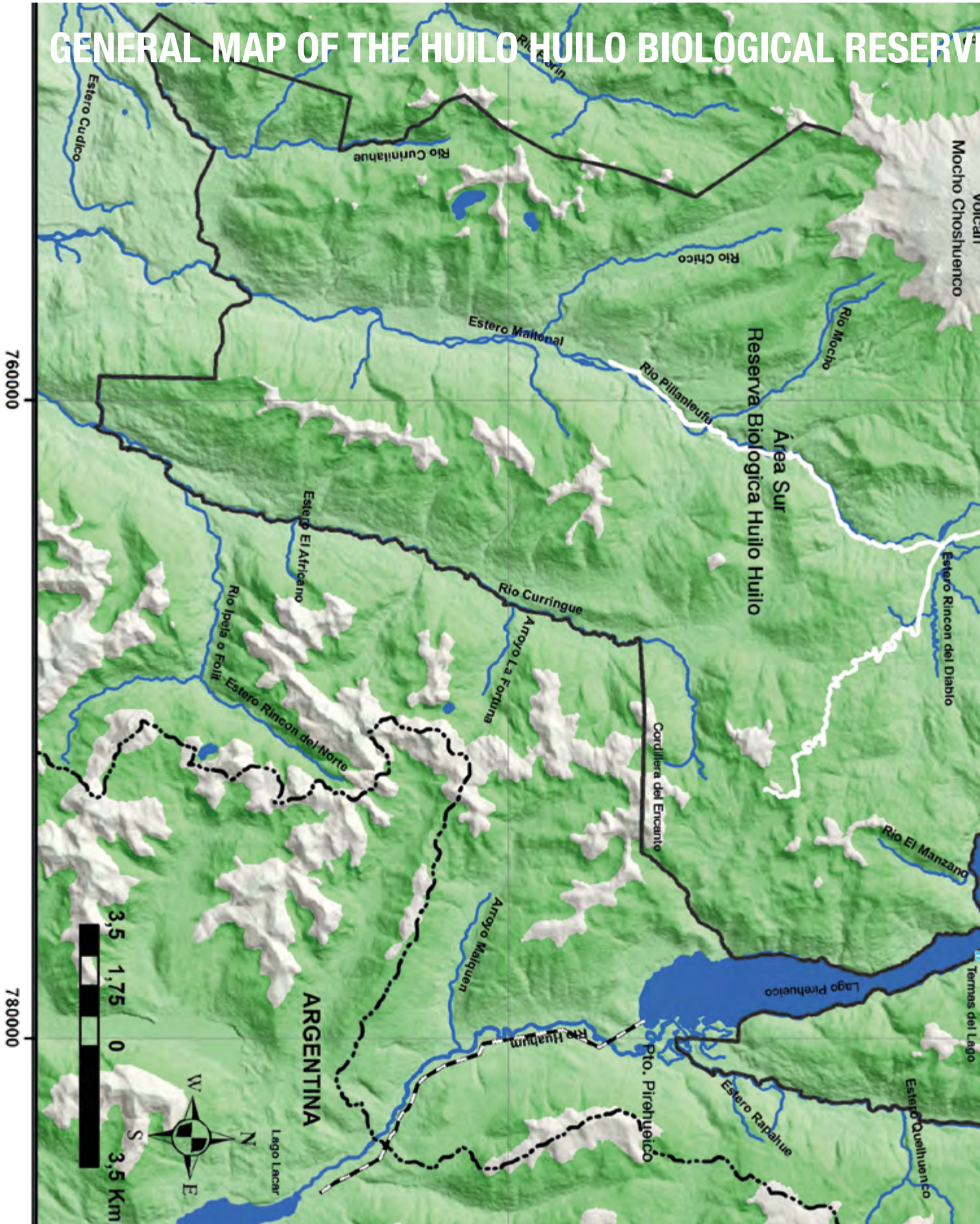
• **Arriving in Neltume**, take a shared taxi or bus to Puerto Fuy (international roadway). You will have to get out on the way to get to your chosen accommodation. Please remember to tell your driver exactly where you are going to get off at the right stop.

**To arrive by bus from other destinations in the country, please contact Buses Tur Bus.**





# GENERAL MAP OF THE HUILO HUILO BIOLOGICAL RESERVE

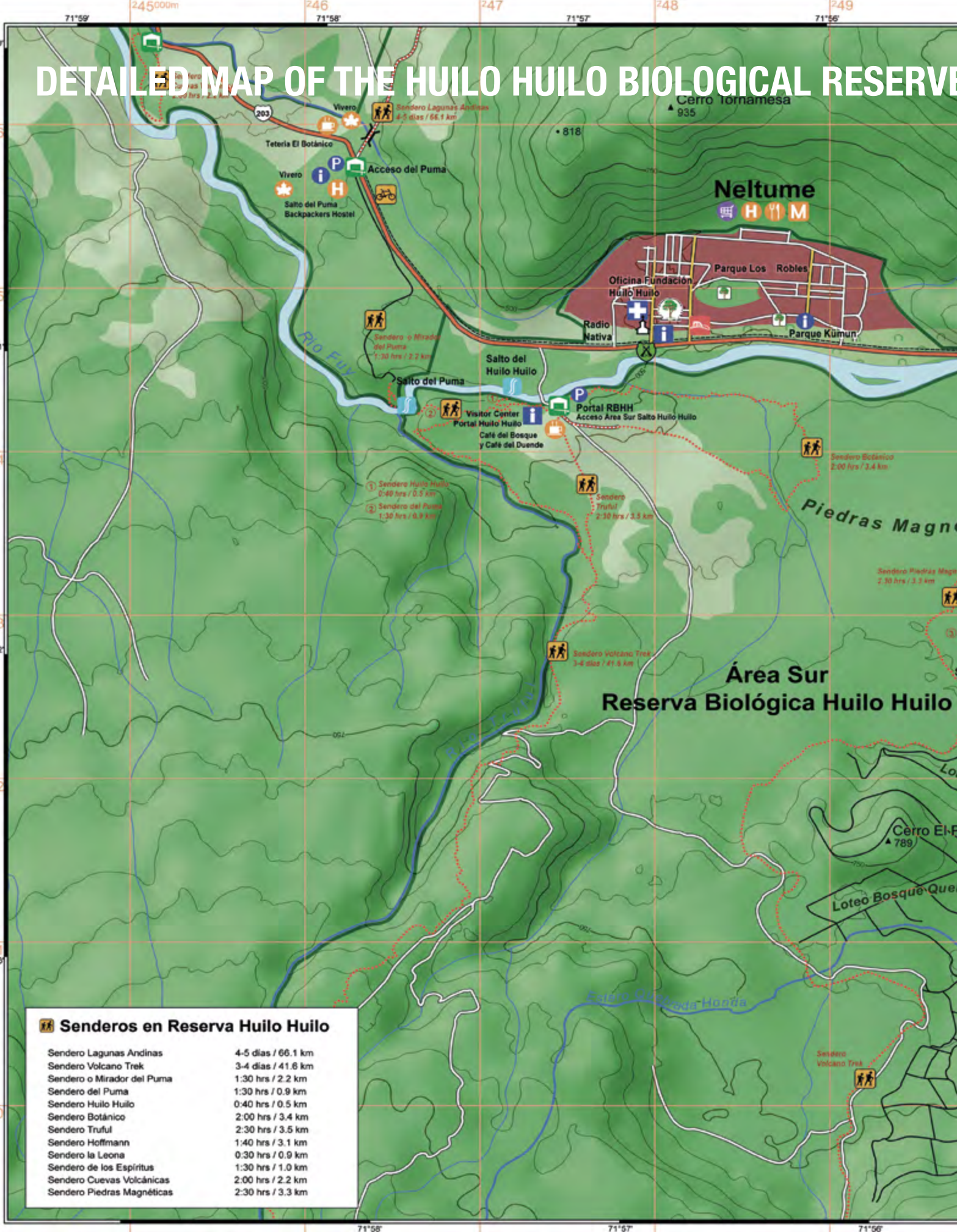








# DETAILED MAP OF THE HUILO HUILO BIOLOGICAL RESERVE



**Senderos en Reserva Huilo Huilo**

Sendero Lagunas Andinas	4-5 días / 66.1 km
Sendero Volcano Trek	3-4 días / 41.6 km
Sendero o Mirador del Puma	1:30 hrs / 2.2 km
Sendero del Puma	1:30 hrs / 0.9 km
Sendero Huilo Huilo	0:40 hrs / 0.5 km
Sendero Botánico	2:00 hrs / 3.4 km
Sendero Triful	2:30 hrs / 3.5 km
Sendero Hoffmann	1:40 hrs / 3.1 km
Sendero la Leona	0:30 hrs / 0.9 km
Sendero de los Espíritus	1:30 hrs / 1.0 km
Sendero Cuevas Volcánicas	2:00 hrs / 2.2 km
Sendero Piedras Magnéticas	2:30 hrs / 3.3 km





### Leyenda • Legend

#### Carreteras y caminos • Roads and trails

- Camino Pavimentado - Paved Road
- Camino Ripio - Gravel Road
- Camino de Tierra principal - Main Dirt Road
- Camino de Tierra secundario - Secondary Dirt Road
- Sendero Mixto (peatonal, bicicleta y caballo) Mixed Trail (for pedestrians, bikes and horses)
- Sendero • Trail

#### Agua • Water

- Lago, Laguna • Lake, Lagoon
- Río • River
- Quebrada • Stream

#### Limites • Borders

- Limite internacional International boundary
- Limite Reserva Biológica Huilo Huilo Boundary Huilo Huilo Biological Reserve

#### Vegetación- Cobertura de la tierra Vegetation- Landcover

- Pradera • Grassland
- Bosque • Forest
- Matorral • Scrubland
- Humedales • Wetland
- Roca campo • Boulderfield
- Roca • Rocks
- Agricultura • Agriculture
- Arena / Grava • Sand / Gravel
- Población • Settlement
- Glaciar • Glacier

#### Turismo • Tourism

- Mini Mercado / Bomba de Bencina Minimarket / Gas station
- Museo • Museum
- Alojamiento • Accomodation
- Camping (con / sin servicio) Camping (with / without Service)
- Restaurant / Cafetería • Restaurant / Cafeteria
- Refugio • Shelter
- Spa / Campo de Golf • Spa / Golf Course
- Centro de Información / Punto de Información Visitor Center / Information Point
- Sendero / Ciclovía • Hiking Trail / Cycle way
- Teleférico / Pista de esquí • Cable Car / Ski run
- Moto de Nieve / Raquetas Snowmobile / Snowshoeing
- Esquí de fondo / Tubing Cross-Country Skiing / Snowtubing
- Caballería / Pesca • Horsing / Fishing
- Centro de Convenciones • Convention Center
- Vivero • Plant Nursery
- Centro Difusión Ranita Darwin Centro Difusión Ranita Darwin Salto • Waterfall
- Termas • Thermal bath

#### Otros • Other

- Carabineros / Bomberos • Police / Fire Station
- Cumbre • Peak
- Punto de elevación • Elevation Point
- Mirador • Viewpoint
- Posta de Salud • First Aid
- Embotelladora Agua Natural Huilo Huilo Bottling facility Huilo Huilo Natural water
- Portales y Accesos a RBHH Gate / Entrances to HHBR
- Parque • Park
- Oficinas Fundación Huilo Huilo Office Fundación Huilo Huilo
- Puente • Bridge
- Aduana • Customs
- Paso • Pass



## GUEST INFORMATION

### INFORMATION POINTS

There are four self-guided park information boards in the areas of Salto del Puma, Kümün Park (Neltume), and they are also in the service station and in Puerto Fuy. Each point has six panels with general information about the Reserve. Each one also has a general map and a zoomed in map of the area. Please see their exact locations in the “Detailed Map of the Huilo Huilo Biological Reserve” on page 18, locating the icon of this heading.

### VISITOR CENTERS

Visitor Centers – locations with more complete services than the park information points – are centers for guest services where hosts will provide general information on the Reserve, and where guests can sign-up for excursions and other activities/services. Please see their exact locations in the “Detailed Map of the Huilo Huilo Biological Reserve” on page 18, locating the icon of this heading.

## FACILITY OPERATING SCHEDULES

In addition to reserve information points and guest centers, there are a few added locations where guests can find out more about working hours; these schedules are readily available on posters located at some of the points in the Main Complex:

1. Main entrance
2. Board across from the Main Complex reception area
3. Board at the Restaurant Nothofagus
4. Lawenko Spa

### MAIN COMPLEX

- In front off main reception
- Access Restaurant Nothofagus
- Lawenko Spa reception

### OTHER POINTS RESERVE

- Nawelpi Lodge: Club House Nawel.
- Marina del Fuy: Next to the Reception area.
- Club Huillin: Living room area.
- Canopy Village: Dining hall and kitchen area.
- Salto el puma Backpackers: Dining area.

## CONTACT INFORMATION

- Email** reservas@huilohuilo.com
- Phone** +56 2 2887 3535
- WhatsApp** +56 9 4233 8391
- Skype** huilohuiloreservas

**Email Reception main complex**  
recepción@huilohuilo.com

**Phone Reception main complex/Excursions**  
+56 63 267 2020





## SERVICES IN THE AREA

### WITHDRAWALS – CURRENCY – PAYMENT DRUG STORES / PHARMACIES

The national currency is the Chilean Peso (CHI\$). The Reserve only accepts payment in cash in CHI\$ and national and international credit cards. Payment in cash in any other currency will not be accepted, not will be payment be accepted in checks from Chilean banks, travellers checks or checks from international banks

The Reserve and towns next to Neltume, Puerto Fuy, Puerto Pirehueico and Choshuenco do not have automatic teller machines or currency exchanges. The closest towns that do have these serves are Panguipulli (CHI) and San Martin de los Andes (ARG).

For guests with accounts in the Chilean State Bank (Banco Estado de Chile) there is a Caja Vecina (an initiative providing bank services in small stores and shops) in Neltume, on International Highway CH-203, at approximately km 51, next to the “Buses Tepual” bus stop.

### BUSES

See section “How to get there” on page14

### FUEL

The Reserve has its own gas station with diesel fuels and 93-octane gasoline (subject to availability). To find its location, please see “Detailed Map of the Huilo Huilo Biological Reserve” on page 18.

### STORES

The Reserve has a small grocery store in the gas station. To find its location look for the gas station icon on the “Detailed Map of the Huilo Huilo Biological Reserve” on page 18. Both towns of Neltume and Puerto Fuy also have their own small supermarkets and stores.

The Reserve and adjacent towns of Neltume, Puerto Fuy, Puerto Pirehueico and Choshuenco do not have pharmacies or drug stores. The closest cities that do have drug stores are Panguipulli (CHI) and San Martin de los Andes (ARG).

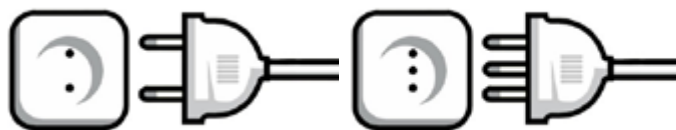
## OTHER INFORMATION

### ACCESS FOR PEOPLE WITH DISABILITIES

The Reserve and adjacent towns do not have facilities properly adapted for people with disabilities. Please ask the Reservations department for any exceptions in out accommodation.

### VOLTAGE

In Chile electrical current is 220V. In general, most cell phone chargers are universal and can support currents between °110 and 220 V. The following electrical outlets are available in Chile:



## STATE MEDICAL ASSISTANCE

There is a State Rural Outpatient Clinic in the neighboring town of Neltume and it is the closest facility for primary medical assistance in the area.

## MEDICAL ASSISTANCE IN HUILO HUILO

Turismo Huilo Huilo has an action protocol for guest medical services in the event that one of the patrons has an accident during their visit. It is located on the Reserve and is as following:

If the guest is not accompanied by Huilo Huilo Reserve staff member(s), they must call:

+56 63 2672020 / +569 82883394  
(Reception in the main complex)

and explain their predicament:

- Where they are in the Reserve or provide a point of reference.
- The type of accident and their apparent condition.
- Indicate if they are accompanied and provide their companion's contact number if they have it.

The accident victim is given first aid by staff member companions or when they arrive at the complex. Afterward, if available at that time, a paramedic from the "Mutual de Seguridad" (a state funded worker's health service) will provide medical assistance.

If considered necessary the accident victim will be referred on to the following list of places in the indicated order or priority:

- Neltume Outpatient Clinic (next to the Reserve)
- The clinic in Choshuenco
- The Hospital in Panguipulli
- A hospital or clinic in the city of Valdivia

For the distance between these reference points and the Reserve please see "How to get there"





## PARKING IN THE RESERVE

There are two parking lots available for day visits. The first is next to the Huilo Huilo entrance portal. The second parking lot is next to the Los Ciervos Entrance portal, 300 meters before arriving at the main hotel complex. Please see the “Detailed Map of the Huilo Huilo Biological Reserve” (page 18).

The following is a view of the parking lots for guests staying at the Reserve’s accommodation facilities:

LODGING	LOCATION	DETAILS
Nawelpi Lodge	private, in front of each bungalow	one vehicle per bungalow
Nothofagus Hotel & Spa Montaña Magica Lodge Reino Fungi Lodge	immediately after the main complex, SOUTHERN side of the road	guests only
Nothofagus Hotel & Spa Montaña Magica Lodge Reino Fungi Lodge	immediately after the main complex, NORTHERN side of the road	day visits
Marina del Fuy Lodge	inside the lodge	guests and visitors
Club Huillín	inside the lodge	guests and visitors
Cabañas del Bosque	private, in front of each cabin	up to two vehicles per cabin
Canopy Village	inside the lodge area	one vehicle per Canopy
Camping	private, on each camp site	one vehicle per site



# APPROPRIATE CLOTHING AND EQUIPMENT

The Chilean Patagonia is a land of contrasts and surprises, and the weather is certainly no exception. In the space of a week we often get days of heavy rain and strong winds, followed by hot sunny days, or rather very humid but dry days, as well as highly variable temperatures between night and day. The previous prompts us to warn all our visitors and recommend they **bring clothing for all sorts of weather, and be ready for surprise changes, and a lot of rain.** The following is a list of items guests should consider bringing so they get the most out of their trip to Huilo Huilo.



## SUGGESTED CLOTHING AND EQUIPMENT



**First layer:** thermal, breathable bottoms and tops (polypropylene, polyester, merino wool)



**Second layer:** thermal top (fleece sweater; jacket/synthetic or natural feather windbreaker)



**Third layer:** protective top (waterproof or resistant parka/windbreaker/jacket)



**Light pair of trousers** for walking (if not waterproof or resistant, add a pair of waterproof trousers)



**Shorts/pants** (short for walking)



Swimming suit



**Walking boots** (with good grip)



Post-excursion footwear to use indoors.



Hat or jockey (also ideal bandana)



Neck scarf (fleece, wool or similar)



Small towel (ideal for a quick dry while on the trail)



Water bottle (ideal between 750 ml y 1 lt)



Sunglasses (important!)



Sunscreen (important!)



Small backpack of excursions (ideal between 10 y 20 lts)



Personal toiletries



As many changes of clothes as necessary for your particular trip



## ADDITIONAL EQUIPMENT FOR LONG - DISTANCE HIKING TRAILS WITH CAMPING:



Walking sticks



Backpack excursions ad hoc



Water bottle canteen



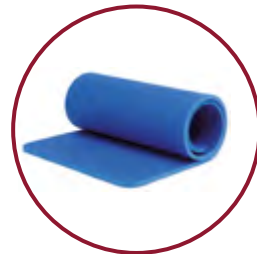
Headlamp



Tent (minimum 3 stations)



Sleeping bag (summer/spring -5°, autumn/winter -15°)



Camping mat



Swiss Knife



Gas cooker (spare gas)



Compact camping set



Thermo (ideal 0,75 lt)



First aid kit



## SERVICES AT HUILO HUILO

Huilo Huilo Biological Reserve has ten different accommodation facilities that offer varying levels of service. Service goes from the basic (i.e. camping), to customized and very comfortable (i.e. Nawelpi Lodge) with all the levels between. To find out more about the general characteristics of each accommodation option please see the next section.

Given its mission in sustainability the Reserve mainly hires local residents that, even though they have constant training, enthusiasm and an earnest desire to do things well, collectively they have their technical know how is somewhat below those with formal training in tourism or hospitality for the most part from cities.

## LANGUAGES

Chile's native language is Spanish, but personnel speak in English to communicate with any and all other non-Spanish speaking nationalities. As mentioned in the previous section, international guests that do not speak Spanish will have to communicate with staff members with varying proficiency in English, most of them basic to intermediate including the guides. However, everyone at the Reception in the main complex and mid to upper management at each accommodation facility are intermediate to advanced english speakers. Guests that prefer bilingual service in their own language, Huilo Huilo offers different themed programs that provide a bilingual escort for the entirety of the trip.

They also provide private bilingual guide services in English and other languages to accompany the guest on a day-to-day basis, for any of the programs the guest may have chosen.

## DAY VISITS

### RESTAURANTS

In Chile restaurant patrons are not obliged to tip. Guests, depending on the quality of service they received, can give a tip, but in Chile that generally fluctuates between giving no tip to a little over 10% of the entire check. It is customary to leave a 10% tip if service was simply regular.

### OTHER ACTIVITIES

If the guest goes on a guided day excursion, or is given service by generally attentive staff, it is not the local habit to give a tip. It is customary however if you leave your vehicle parked at a given location where someone offers to take care of it, but this is still optional and ultimately up to you and your personal criteria.

### GUESTS STAYING AT HUILO HUILO: MID TO LOW BUDGET

**Club Huillín, Cabañas del Bosque, Canopy Village, Salto el Puma Backpackers y Camping**

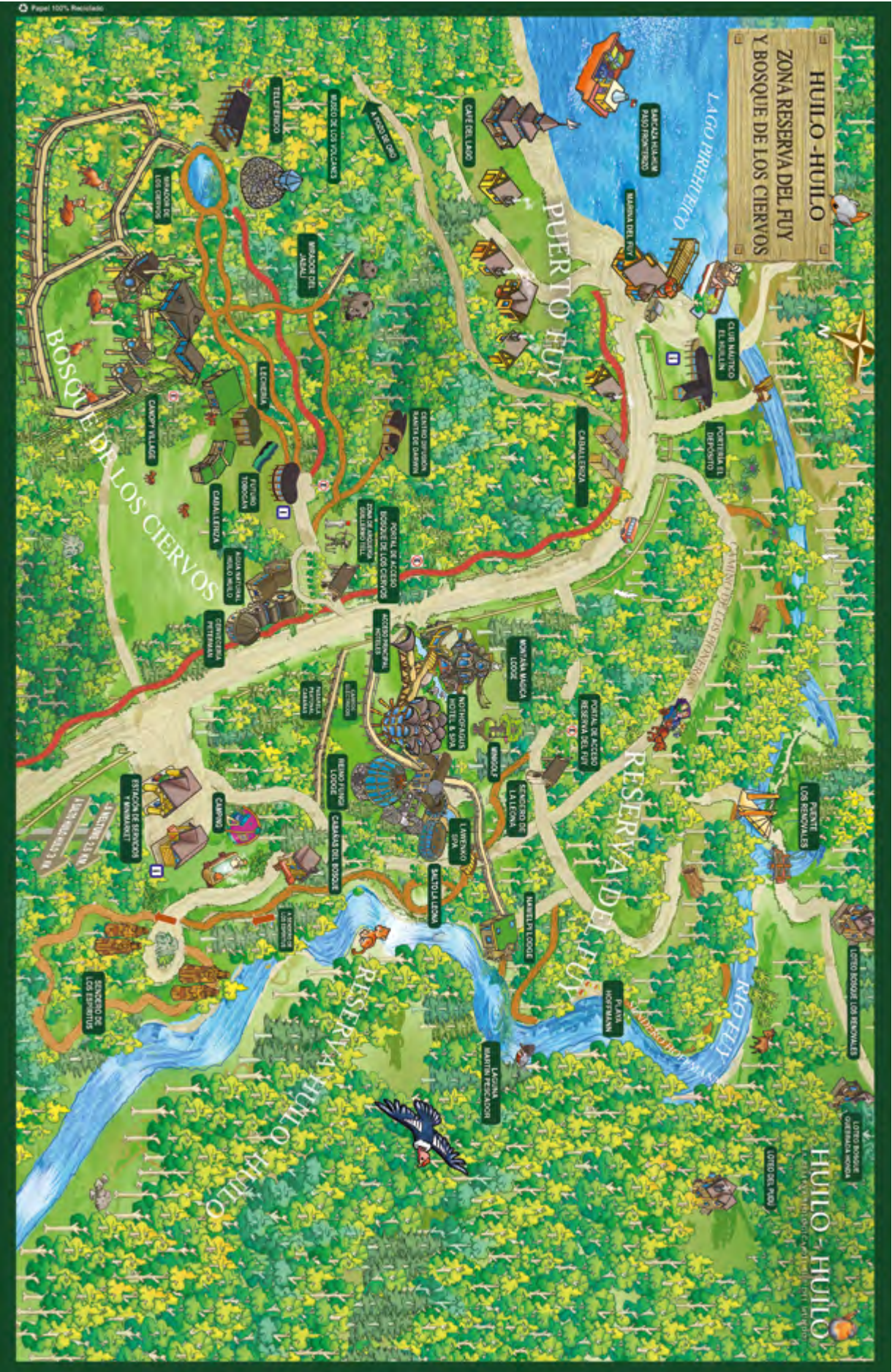
Visitors staying in accommodation in this category will be given little to no personal service. Although there are no set guidelines for tipping in these circumstances, if the guests feel they received excellent service they can – optionally – give a tip to a particular staff member, or in an envelope to be shared among the staff on location.

### GUESTS STAYING AT HUILO HUILO: MID TO HIGH BUDGET

**Nawelpi, Nothofagus, Montaña Mágica, Reino Fungi, Marina del Fuy**

Visitors staying in accommodation in this category will be provided mid to highly personalized service. In this case guests can only access this type of accommodation in programs that include just breakfast, to all meal services included.





# ILLUSTRATED MAP OF ACCOMMODATION



## NAWELPI LODGE

The Nawelpi (nawel-pi: spirit of the puma) is a comfortable mountain lodge with highly personalized service. Built right across from the Fuy River it is connected to the Main Complex via a long 700-meter wood pass way that traverses through the forest. Guests can either walk it or go by electric scooter. The lodge has twelve 60 square mete / 546 square feet bungalows and they all have a view of the forest and river and their own private parking.

The lodge has its own exclusive restaurant at the Nawel Club House.

All services, including check-in and checkout, as well as coordinating excursions, are managed directly at Nawelpi. It's a lodge designed exclusively for adults and only available with full meal plans (the Inmensionidad, Esencial, and themed programs).





## NOTHOFAGUS HOTEL & SPA

The Nothofagus Hotel & Spa is built in a mountain architectural style and the trees of the Patagonian forests inspire its name. It is located at the Huilo Huilo Biological Reserve's main complex (please see section "General Map of the Huilo Huilo Biological Reserve"). It has 55 rooms all of them with a magnificent view of the Patagonian forest; the rooms are split into four categories: Standard, Superior, Suite and Luxury Suite.

The Nothofagus restaurant and the Dombeyi bar are on the ground floor, and on the top floor there's a 360° lookout, boasting wonderful views of the entire Reserve and the Mocho-Choshuenco volcano complex. The hotel is connected to the Montaña Magica Lodge, the Caracol Negro (Black Snail) & Darwin's Tavern, Rincon Magico (the Magic Nook) and the Carpintero Negro event halls via a series of wooden interior and exterior pass ways. To find out more about parking please see "Other Information". (page 23)



## MONTAÑA MÁGICA LODGE

Also located at the main complex, this particular lodge is without doubt the most internationally well known and emblematic of the Reserve's accommodation options. The lodge is shaped to mimic the contours of a mountain and has 14 fairy tale inspired rooms.

These rooms are grouped into Standard and Superior. Exterior design consists of stone melded with ferns, lichens and moss, which heighten the feeling of living in a truly elf or pixie-like houses right in the heart of the woods. The ground floor houses a reading area, cafeteria and a gift shop. The lodge connects with the Nothofagus Hotel, Reino Fungi Lodge, Lawenko Spa, Caracol Negro, Darwin's Tavern, Rincon Magico (The Magical Nook) and Carpintero Negro event halls via a series of wooden interior and exterior pass ways. (page 23)



## REINO FUNGI LODGE

The frankly surprising nature of the lodge's architecture plays well into its surroundings at the Main Complex. It is inspired by a large variety of mushrooms found in the Reserve and has 22 rooms separated into Standard and Superior.

It also happens to be the only lodge with connecting rooms making it an excellent choice for families with children. It also connects directly with the Lawenko Spa, Darwin's Tavern, and Rincon Magico (the Magical Nook), and also with the Nothofagus Hotel, Montaña Magica, Caracol Negro and Carpintero Negro event halls via wooden interior and exterior pass ways. (page 23)



## MARINA DEL FUY LODGE

This beautiful little boutique lodge is architecturally inspired by Lake Pirehueico and was built on the banks of the lake, right next to Club Huillin and about 2 km from the Reserve's Main Complex (please see section "Detailed Map of the Huilo Huilo Biological Reserve").

The lodge has 21 rooms, large event rooms, a bar-restaurant, and tearoom, reading room, outdoor swimming pool and hot tubs. All 21 rooms are distributed on the second and third floors and come in Standard, Superior and Suite with a view of the lake, or the Mocho-Choshuenco volcano.





## CABAÑAS DEL BOSQUE

For guests that want a little more independence and to stay in the middle of the forest, we offer 16 cabins built around the Main Complex and connected to it via wood pathways and roads. The Forest Cabins are also very close to the Fuy River, “La Leona” waterfall and the Spirits trail. In terms of capacity, there are cabins for 2, 6 and 8 people. All the cabins are furnished, fully equipped kitchen area and have wood stove heating, terrace and their own private parking spaces.



## CLUB HUILLÍN

Right on the shores of Pirehueico lake, and on the birth place of the Fuy river, this warm and welcoming home away from home has 6 furnished apartments with fully equipped kitchen. Housing 6 to 8 people. Its design prioritizes the view of the lake from common areas in Club Huillin, and the apartments themselves look out over the start of the Fuy river, each one with its own private balcony.

Common areas include a cafeteria, bar, dining area, living room areas and a large terrace overlooking Lake Pirehueico. It also has roofed berths for 6 boats, storage area and workshop. Included in the design is an inner dock or harbor from where to take off and put boats on the lake, and an area to keep and maintain them.





## CANOPY VILLAGE

In the northern sector of the Reserve, at about 1000 meters from the Main Complex (please see section “Map of Southern Area), and mere steps away from the Volcano Museum and funicular, these elevated “tree house” like shelters are a unique experience; imagine sleeping in the treetops. The shelters are all connected to each other and to the common areas via aerial wood walkways and the “village” itself lies in a young forest of lenga beeches; a one of a kind forest and game reserve for red deer, llamas and many different species of birds.

The shelters have different sizes with varying capacity ranging from 2 to 8 people, all of them with their own private bathrooms (with choices of indoor or outdoor bathrooms). Guests sleep in camping cots in sleeping bags (not included), and all the shelters are equipped with a table, electric stove and blankets. The common areas have a breakfast table with a kitchen area fully equipped for food preparation, large dining areas, a terrace with BBQ pits and parking.



Bosques de los Ciervos Rojos





## SALTO EL PUMA BACKPACKERS

Hostel type accommodation that's ideal for backpackers, Salto el Puma is at the entrance of the Reserve, just before the town of Neltume and about 3km from the Main Complex. It is also close to the Bosques Carranco Nursery and the naturally imposing waterfall Salto El Puma. It has four shared rooms with beds for up to 10 people in each one. Each room has its own separate men and women's bathroom. The hostel also has a dining area, kitchen and common terraces as well as a parking area.

## CAMPING

In the middle of an evergreen meadow and surrounded by densely leaved native trees, life slows down to a more natural pace. The Huilo Huilo campsite has 22 plots with electrical outlets, a BBQ pit and grill, bathrooms, showers with hot water and tables. It's the ideal place to really enjoy the wonders of outdoor living! Campsite characteristics: 22 plots with: power, table and benches, fire pit, bathrooms with hot water; the plots are motorhome friendly.



## LODGING RECEPTION AREAS

LODGING	HIGH SEASON RECEPTION AREA	MID/LOW SEASON RECEPTION AREA
Nothofagus Hotel	Main Complex Reception Desk	Main Complex Reception Desk
Montaña Mágica Lodge	Main Complex Reception Desk	Main Complex Reception Desk
Reino Fungi Lodge	Main Complex Reception Desk	Main Complex Reception Desk
Nawelpi Lodge	Main Complex Reception Desk or Nawelpi Lodge	Main Complex Reception Desk or Nawelpi Lodge
Marina del Fuy Lodge	Marina del Fuy Reception Desk	Marina del Fuy Reception Desk
Club Huillín	Marina del Fuy Reception Desk	Marina del Fuy Reception Desk
Cabañas del Bosque	Gas station Reception area (January - February)	Main Complex Reception Desk
Canopy Village	Gas station Reception area (January - February)	Main Complex Reception Desk
Salto el Puma Backpackers	Salto el Puma Reception area	Salto el Puma Reception area
Camping Huilo Huilo	Gas station Reception area	N/A





## CUISINE AND NIGHT LIFE

The Reserve currently has 5 restaurants, 4 cafes, 2 bars and 1 discotheque. To find out more on where to find these facilities please see the section “Map: Cuisine and Night Life”.

### RESTAURANTS, CAFÉS AND BARS

The cuisine in Huilo Huilo mainly showcases local ingredients and dishes and native recipes in an effort to promote local culture and marry traditionally Chilean and international cuisine. Each restaurant takes the fusion of both styles to its own extreme, and guests with meal plans that include lunch and dinner can enjoy it whenever they want (with a pre-established menu) to the extent of going on a culinary tour.

The cafeterias in the Reserve combine natural products from the area prepared in typically German colonial recipes and baked goods, and visitors can also find the very best in artisanal craftsmanship and souvenirs of the Reserve, made by the local communities. In the reserve there are options for bars and night entertainment, in particular products from artisanal breweries, a tavern with a games room, and a discotheque depending on the season.

### RESTAURANT NOTHOFAGUS

On the ground floor of the restaurant Nothofagus the Dombeyi bar offers a variety of top shelf cocktails and international drinks. There's also a premium wine list and imported spirits and liquors are also on offer. The ambiance is cozy with little conversation nooks and spaces with fireplaces and guests can also order small starters and salads.

### CLUB HOUSE NAWEL

Guests can find it at the Nawelpe Lodge where meals are seasonal, with a menu focused on products from Chilean Patagonia such as venison, boar, duck, rabbit, mushrooms, wild fruit and seeds, as well as products grown in neighboring orchards and vegetable gardens; it all collectively contributes toward sustainable gastro-

nomy very much in tune with its surroundings and the community. The meals and recipes with touches and hints of Mapuche culture and flair blossom in the heat of the fire and the relaxing, rustic and artisanal environment. The Reserve has a delicatessen focused on venison and boar, and produces a bevy of breads and baked goods.

### MESÓN DEL JABALÍ

The Boar's Table (as translated from Spanish) is on the ground floor of the Montaña Mágica Lodge, and opens according to occupancy and season. The food is a mix of local ingredients and international sophistication and the restaurant itself also doubles as a cafeteria and tea-room, serving the very best baked goods in Huilo Huilo.

### CERVECERÍA PETERMANN

The Petermann Brewery is about 200 meters away from the hotel complex reception and offers delicious artisanal pizzas, 4 varieties of artisanal brew and platters among other tasty choices. The brewery is right next to the restaurant where, at a small additional cost, patrons can take a tour of the premises and learn more about how they make their beers, and taste the varieties they have on offer.





## CAFÉ DEL DUENDE

Just off on the side of the Huilo Huilo entrance portal, the Café del Duende is right at the access point of the southern protected area of the Reserve. The café was built out of wood and it has large windows, decorated as though it were straight out of a fairy tale. The café displays and indeed sells artisanal craftsmanship in felt and wood; the products themselves are mostly figurines of magical beings made by craftsmen and women in the local communities. It is also a must visit for its baked goods and chocolate which combine the best of local produce with German influences in the South of Chile.

## CAFÉ DEL BOSQUE

Mere meters from the Huilo Huilo waterfall, and accessed via the Huilo Huilo entrance portal, the café has a gift shop and a series products made in, and for, the Reserve, such as artisan craftwork, clothes, books and décor. There's also a tourist information center in the café. Patrons can also buy packaged food and beverages, ice cream, drinks and others.

## CAFÉ DEL LAGO

The Café del Lago is in Puerto Fuy and the Huilo Huilo Foundation, and the Municipality of Panguipulli support it. Functioning as a Cafeteria and Tea Room, it combines traditional products from the south of Chile, with German influences and traditions. The café also doubles as a workshop for the Magical Lake Beings (Seres Magicos del Lago), and has a library on the second floor.

## BAR NOTHOFAGUS

On the ground floor of the restaurant Nothofagus the bar offers a variety of top shelf cocktails and international drinks. There's also a premium wine list and imported spirits and liquors are also on offer. The ambiance is cozy with little conversation nooks and spaces with fireplaces and patrons can also order small starters and salads.

## BAR LAWENKO SPA

Found right across Lawenko Spa's main swimming pool, the bar offers very personable service and a selection of drinks and beverages. It opens exclusively in summer.

## TABERNA DE DARWIN

Directly connected to the Nothofagus Hotel and Reino Fungi Lodge, it's an ideal place to share with friends and family. The bar has a games room where you can play pool, climb, have a friendly game of Ping-Pong, foosball, cachos (a version of Liar's Dice), and television for sport events and karaoke among others. The bar offers a variety of national and international drinks.

## DISCOTEQUE

A about 300 meters from the hotels, accessed through the north entrance Los Ciervos, the Discotheque offers patrons a night option in high season, on Fridays and Saturdays. Only 18 year olds and older can get in to enjoy great music, DJ shows and an international bar and live music. It's an ideal space for couples, friends, and groups and for parties and other events.



## WHAT TO DO ON THE RESERVE?

The Huilo Huilo Biological Reserve opens all year round and offers a bevy of unforgettable experiences for all ages and preferences. Most activities are available all year with a few exceptions such as winter activities, usually offered between July and September. Our guests have the option of participating in the activities with a guide, or on their own, however they are subject to availability at the time of your visit. The Reserve has several information points, guest centers and information is posted and displayed informing guests of the available options during their stay.

LODGING	EXCURSIONS COORDINATION AREA
Montaña Mágica Lodge, Nothofagus Hotel, Reino Fungi Lodge	Main Complex consierge area
Nawelpi Lodge	Club House Nawel
Marina del Fuy Lodge, Club Huillín	Marina del Fuy reception desk
Canopy Village, Cabañas del Bosque	Visitor Center "Los Ciervos" Portal
Camping Huilo Huilo, Hostal El Puma Backpackers	Visitor Center "Huilo Huilo" Portal







Visitors staying at Huilo Huilo accommodation facilities, save for a few exceptions, **also have access to all the self-guided activities offered at Huilo Huilo, and travel programs (such as the Esencial, Inmensidad, and Themed programs) purchased by our guests also include guided excursions.**

**Otras actividades**



Horseback riding



Fly fishing



Mountaineering expeditions



To learn more about the self-guided or guided excursions included in your reservation, **please verify using your booking document, which will be given to you when you confirm your reservation.**

Those more adventurous guests can choose from **30 options of adventure-tourism activities that include:**



Short, medium and long term trekking



Zip-lining with different lengths



Rafting or soft float on Fuy river



Kayaking and navigations on Pirehueico lake



Mountain bike, and high mountain expeditions



Family activities at Bosque Nevado Snow Center, fly fishing among others.



Among the many options of self-guided or guided activities **there are several trails with waterfall attractions:**



TREKKINGCHILE.COM

In the free mobile app: **trekkingchile**, you can find activities at Huilo Huilo with useful information of self-guided trails.

Self-guided or guided activities related to **conservation and environmental education**:



**Pueblos originarios**



**Viveros de árboles nativos**



**Tetería**



**Ruta herbaria**



**Visita a talleres de madera**



**Artesanía de la Fundación**



**Centros de difusión de proyectos de Conservación**



**Senderos botánicos interpretativos**



**Museo de los Volcanes**



The Reserve is in an area of a lot of volcanic systems, meaning visitors can enjoy a lot of **thermal springs found in the Reserve or neighboring areas** such as **the Lake Pirehueico, Coñaripe, Liquiñe and Carirriñe** Hot Springs among others. For those who would prefer a more intimate and relaxing option, **Lawenko Spa**, located in the Main Complex, offers heated swimming pools and a variety of Spa services that include massages and natural **beauty treatments**.



**The cuisine in the area is definitively one of the location's more attractive options**, offering a fusion of international dining with dishes and culinary techniques from the south of Chile, and its native people. **This has led to wide offer of restaurants and cafés at different locations in the Reserve.**

## Activities for children and infants

Special activities **for infants and children are generally only held on long weekend and school holidays such as winter and summer holidays in Chile. Registering for these activities is free for guests staying at Nawelpi, Nothofagus, Montaña Mágica, Reino**

**Fungi and Marina del Fuy.** For children staying at any of the other accommodation facilities **there is a daily charge for each child.** If you are interested please ask the Reservations Department for more information on these activities.



**RINCÓN MÁGICO (INFANTS)**

The magical nook is a warm and inviting place **for infants and children aged between 2 and 6. Children must be potty-trained** to register for activities and said activities – primarily consisting in different art activities – **generally focus on promoting love and awareness of nature, in particular the Patagonian forest:**

### Ejemplos de actividades:

- The Magical Forest Creatures
- Nature's Artist
- Shadow Puppet Theater
- Reproducing shapes and texture
- Drawing Nature
- My Forest Costume



**CLUB MÁGICO (CHILDREN)**

This is a fun space **for children aged approximately between 6 and 12 years old** although younger children can attend if they are appropriately mature. Just like in the Magical Nook, **most activities promote love and curiosity for nature**, and it also includes **activities that promote teamwork, leadership and teach practical skills.**

### Examples of these activities are:

- Forest Rescue
- Guardians of the Forest
- Climbing and Team Work
- In Darwin's Footsteps
- Creating the Guardians of the Forest.



## LAWENKO SPA

Lawenko Spa was created as refuge for the body, mind and spirit. Wellness services, warm spaces nuanced by natural, native wood and stone features mixed with colors and aromas inspired by nature, create the inviting allure and help guests forget the world and all its concerns for a little while, allowing them to really center on themselves, and enjoy life at a more natural pace.



# WHAT YOU MUST NOT FORGET, THE FOREST CODE

The Biological Reserve Huilo Huilo is one of the few places in the world where you can witness and experience the temperate rainforest in all its natural splendor. By respecting the natural pace of its ecosystems you ensure that future generations will be blessed with the same opportunities to experience the wonders of the cold forest, a true world heritage.



## 1. PROTECT THE FOREST

Give the plants a chance, you are free to wander around the reserve but be careful not to cut them, step on them or harm them.



## 2. RESPECT FOR WILDLIFE

Each species is essential to the ecosystem and some are vulnerable to or at risk of extinction. It is strictly forbidden to hunt or fish on the Reserve; we only allow catch and release fishing and only in specially authorized areas.



## 3. NO FIRES

Forest fires are by far the worst disaster for all the species on the Reserve. As a result no camp fires or bonfires of any kind are allowed, the only exception are those specially indicated areas where patrons can safely light a fire.



## 4. KEEP OUR WATER CLEAN

The watercourses on the Reserve are some of the purest and cleanest on the planet, and are not to be contaminated by black water or waste water!



## 5. COLLECT AND RECYCLE YOUR TRASH

When starting your excursion remember to stock up on provisions that generate as little waste as possible, and when you get back, sort your trash and throw it away in the corresponding recycling bins.



## 6. WHEN NATURE CALLS...

If nature calls and you have no choice, then please turn to the Kodkod for inspiration: dig a hole far from water courses, relieve yourself and then cover the hole to the extent where no evidence is left.



## 7. NO PETS OR DOMESTIC ANIMALS ALLOWED

Visitors are strictly forbidden from entering the Reserve with pets or other domestic animals. Your furry animal companions present a risk for our endemic species either by direct aggression, or transmission of diseases.



## 8. CAMPING OR PICNICS

For our visitors' safety and to preserve the natural surroundings, guests are not allowed to camp or to eat in the Reserve save in the areas expressly indicated for that purpose. Visitors are allowed small snacks as long as they abide by the Forest Code.



## 9. STAY ON THE TRAIL AND FOLLOW THE SIGNS

For safety and protection please stay on the trail and follow the signs. Only enter authorized areas. Before visiting a particular area please ask our Reserve staff at our guest centers for all relevant information.



## 10. MOTORIZED VEHICLES

For our visitors' safety, and to maintain natural conditions on the reserve, maximum speed in the Reserve is 30km/hr. Guests can only drive vehicles appropriate for the terrain and in optimum condition. No fossil fuel motorbikes are allowed as they are far too loud and will disturb the animals and wildlife in the Reserve.



## REMEMBER...

A safe journey starts with being informed; get a map of the route that indicates trails and pathways, destinations and the characteristics of the places you want to visit. Please have adequate equipment with you so you won't be affected by the weather conditions, use the appropriate footwear and bring protection for sun, rain and snow!



## LEAVE NO TRACE

The forest and its inhabitants will be forever grateful...







*There are still a few magical places left on  
Earth, where life goes by at its intended, and  
more natural pace...*







**HUILO - HUILO**<sup>®</sup>  
LA RESERVA BIOLÓGICA DEL SUR DEL MUNDO

Panguipulli - Región de Los Ríos - Selva Patagónica - Chile

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