



GENERAL TERMS AND RULES OF COEXISTENCE

- **Reception / Opening hours**
8:30 hrs to 22:00 hrs.
- **Check-in**
 - Starts at 14:00 hrs.
 - If there is availability, check-in may be done in advance. If arriving earlier, your luggage can be stored in our custody room until your room is available. You can freely use common areas at the establishment or go for a stroll until your check-in.
 - Please inform in advance if you are arriving previous to opening hours (8:30 hrs) in order to coordinate your check-in.
 - Access will not be allowed if not presenting your original valid ID document. In order to keep both yours and our safety, it is compulsory to show ID during check-in, specifically passport for foreigners, given Chilean regulations.
- **Late Check-in**
If arriving after open hours (22:00), notice must be given in order to coordinate the check-in.
- **Breakfast hours**
During 8:30 and 10:00. If your leave is previous to 8:30 am, we ask you to inform us at the front desk the day before until 18:00.
- **Hours for Silence**
During 22:00 and 8:00. Being part of the Chill Hostels, we look to promote tranquility and rest to all of our guests. We respect needed rest, specially for those with early leave and returning from a long trip. If any guest wish to go out at night, returning after this time, this must be done respecting the rules of coexistence.
- **Kitchen / Dining Area Use**
Time for kitchen use is comprehended between 11:00 and 21:00. The kitchen is equipped with a counter-top, oven, kettle and various utensils. Dining room is equipped with a microwave, kettle, fridge, tea, coffee and others.
- It is each and everyone's responsibility to leave all equipment used clean and as found. Please avoid drinking and eating in the bedrooms. If any damage is observed, the passenger must bear the costs or replace the equipment.
- **Check-out**
Rooms must be exited before 11:00 the day of the check out. If needed, luggage may be stored in the custody room until 18:00.
- **Late Check-Out**
If you wish to exit your room after 11:00 hrs ½ day fee fare must be paid. If your leave is after 18:00, fare will be considered as a whole day. In both cases, it must be asked previously with the hostel administration in order to see if there is availability.
- Please stick to the times established for us to be able to clean and prepare the Hostel for you.
- Alcohol intake is prohibited inside rooms.
- Food storage is not allowed in bedrooms. Storage space can be found in both kitchen and dining areas.
- It is not allowed to share beds (unless this are double beds previously arranged for it).
- Smokers: smoking is not allowed indoors given the current legislation.
- Pets: pets are not allowed at the hostel.
- We provide a recycling area, requesting passengers to place their washed and drained residues. Additionally, to a compost bin in the guests kitchen for you to deposit organic raw waste.

