

PORT QUESTIONNAIRE

NAME OF PORT: Buenos Aires

Phonetic pronunciation: **bwě'nōs Trēs**

Is this port city the same as the Cruise Line's advertised destination? Yes No

Please provide a brief OPERATIONAL port description:

Buenos Aires is a working port and caution should be taken when leaving or entering the port on foot. The pier is crossed by train tracks servicing the cargo vehicles, and which create an uneven terrain for pedestrians. Being one of Argentina's main industrial ports, cruise ships must dock alongside cargo vessels, and as with the vast majority of Argentine ports, cruise ships do not have docking priority.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Puerto de Buenos Aires, terminal de cruceros (poo-WER-to day)**

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes No

Is there a covered and secure luggage holding area? Yes No

Is this primarily a passenger or container port? **Container**

If docking, are there preferred berths? Yes No

If anchoring, are there preferred tender landings? Yes No

Is there a terminal building? Yes No

Does the local Tourist Board provide services at the port? Yes No

Can we provide personnel for onboard tourism information? Yes No

DISTANCES (please use kilometers throughout the form)

Port to City Center: **2 kilometres**

Gangway to coaches (tour or shuttle): **30 metres**

Gangway to port entrance or terminal: **300-800 metres (depending on berth)**

Is it walking distance from the pier to City Center? Yes No

PIER FACILITIES

Are phones available on the pier? Yes No

If so, are phone cards needed? Yes No

Can phone cards be purchased on the pier? Yes No

Is Internet service available on the pier? Yes No

Are there any issues on the pier that affect wheelchairs? **Train tracks and uneven surfaces**

TOUR DISPATCH

Generally speaking, is this an easy or challenging port for tour dispatch?

Please elaborate: **Buenos Aires is a relatively easy port for tour dispatch**

Is there space for the coaches to line up efficiently, or must they be called in small numbers by radio from the port gate/holding area? **Coaches can line up at the cruiseship terminal, but they must be called in small numbers.**

How do guests reach the coaches? **Through terminal building**

What is the approximate walking distance to coaches? **50-150 metres**

TRANSPORT

SHUTTLES

Is shuttle service required? Yes No

Are complimentary shuttles provided by the port? Yes No

Does the port require shuttling guests to the terminal / port entrance? Yes No

If so, how often and efficiently do port shuttles run? **30 minutes**

Can we supply shuttle service on request? Yes No

Are complimentary shuttles offered by local businesses? Yes No

If so, please describe any help or hindrance this is to our operations: **none**

Does the port provide dedicated crew shuttles? Yes No

Do local businesses provide dedicated crew shuttles? Yes No

What is the recommended shuttle drop-off point? **Plaza San Martín Square**

What is the distance from port to drop-off? **1.2 kilometres**

In normal traffic conditions, what is the drive time from port to drop-off? **20 minutes**

Are there times of day, based on traffic patterns, when shuttle operation is not recommended? **No**

Is an escort recommended at the shuttle drop? (e.g. difficult to find, problem with pickpockets, etc.) **An escort is recommended on board the shuttle bus**

In this region, are public restrooms common? Yes No

TAXIS

Are taxis normally readily available at the port? Yes No

Must taxis wait at a port gate or terminal building, or can they drive directly to the pier? **At terminal building**

Are taxis allowed to post Half-Day & Full-Day rates on the pier? (e.g. sandwich boards) Yes No

Are most of the taxis good quality cars? Yes No

What is the hourly rate? **USD 50.00**

What is the taxi rate from the pier to City Center? **USD 10.00**

Are multiple currencies accepted? Yes No

Credit cards? Yes No

Would the taxi usually use the meter for cruise guests? Yes No

Are there unofficial taxis of which the guests should be made aware? Yes No

If so, please elaborate: **There are several small companies that have neither the necessary permits nor the intention of paying for such permits to enter the port of Buenos Aires. These companies will inform their clients that they will be picked up from the port, but as they are not allowed in the terminal their services usually commence at the port gates or at another previously-arranged meeting point. Several such companies operate without licences for carrying passengers, without insurance, without affiliation to any Tourist Board (local or national) and even with unregistered vehicles.**

PRIVATE CARS

Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **Any vehicle with the necessary permit may enter the pier area.**

Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Private cars in this port are mainly regular taxis.**

Do the majority of drivers have the language skills to act as guides, or is it recommended to hire both driver AND guide? **Most drivers do not have language skills to conduct a tour. A separate driver and guide is therefore highly recommended**

PRIVATE ARRANGEMENTS

Are helicopters, water taxis and/or private planes on or near the pier to take guests to airports, points of interest? If so, please describe: **Helicopters may be arranged from Buenos Aires domestic airport (about a 20 minutes drive from the terminal building)**

PUBLIC TRANSPORT

Please describe any ferry, bus or train service that would be of interest to cruise guests, including distance from the pier and destination: **There are no such services available at this port**

Are there any serious safety or health concerns about using public transportation in this port? If so, please detail: **No serious concern per se, but using public transportation is not something we would recommend**

DESTINATION DETAILS

Please provide a DESTINATION description that would be useful for marketing purposes:

Elegant, old-worldly, with a touch of Paris here and of London there, a dash of New York cosmopolitanism and Italian exuberance here, the city nevertheless has a lot of Latin America in it as well. And some things that are uniquely Argentine, such as its tango bars and overflowing kiosks. Here, everything is grand, on a scale fit for kings: tourists photograph their steaks at the restaurant, Av. 9 de Julio ranks as the world's widest avenue, a cemetery so fancy that it occupies one of the poshest bits of downtown, the entire city fronts on the world's widest river. Buenos Aires never fails to impress.

CURRENCY

What is the local currency? **The Argentine Peso**

Are US Dollars accepted? Yes No

Are GBP accepted? Yes No

Are Euros accepted? Yes No

Are there exchange facilities on the pier? Yes No

Are credit cards readily accepted? Yes No

TELEPHONE

Country Code: **54**

City Codes:	City Name	Code
	Buenos Aires	11

VISA INFORMATION

Do any nationalities require visas to enter this port? Yes No

If so, please list: **Any person that visit Argentina need visa except:**

(a) **European Union Citizens and USA Citizens for a maximum of 90 days stay.**

(b) **Citizens from Bolivia, Brasil, Chile, Paraguay, Uruguay, Colombia, Costa Rica, República Dominicana, Ecuador, El Salvador, Guatemala, Honduras, México, Nicaragua, Panamá, Perú y Venezuela, for a maximum of 90 days stay.**

(c) **Passengers on transit that continue their trip within the next 6 hours without leaving the airport.**

For the rest of the countries is recommended to ask for the visa at the argentinian embassy or consulate.

Are ship blanket visas available for this port? Yes No

MONTHLY TEMPERATURES & RAINFALL

Average monthly temperatures and rainfall for each month of the year:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Degrees Centigrade	22	22	21	18	14	10	8	8	14	16	19	21
Centimeters	7.9	7.1	10	8.9	7.6	6.1	5.6	6.1	7.9	8.6	8.4	9.9
Degrees Fahrenheit	72	72	70	64	57	50	46	46	57	61	66	70
Inches	3	3	4	3	3	2	2	2	3	3	3	4

IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect of a ship call

Date	Event	Effect on ship call
1 January	New Year's Day	Most stores and services are closed
1 May	Labour Day	Most stores and services are closed
9 July	Independence Day	Most stores and services are closed
25 December	Christmas Day	Most stores and services are closed

IMPORTANT SERVICES

	Name	Hours of Operation	Distance from Port (km)
Airport	Ministro Pistarini		42
Churches			
Catholic	Metropolitan Cathedral	0900-1900	3.5
Synagogue	Congregación Israelita de la República Argentina	TBC upon request	3
Mosque	Centro Islámico Rey Fahd.	Tusdays &	5

Protestant		Thursdays at noon	
Nearest Banks/ATM	Several banks and ATMS near main square	Mon-Fri 1000-1500	2
Post Office	Correo Argentino	0900-1800	2
Internet Services	Locutorios	0800-2200	2.5

ATTRACTIONS AND ACTIVITIES

The top five (5) cultural and historic points of interest:

	<i>Name</i>	<i>Distance from Port (km)</i>
1	May Square	3.5
2	La Boca District	8
3	San Telmo District	4.5
4	Recoleta Cemetery	4
5	Palermo Soho District	6.5

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Olivos Golf Club	0800-1500	30
SWIMMING BEACH - 1			
Chair rental?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable			
SWIMMING BEACH - 2			
Chair rental?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other fees, if applicable			
Nearest bicycle rental	Buenos Aires Bike Tours	TBC upon request	1.5
Nearest scooter/moped rental	N/A	N/A	N/A

HOTELS, RESORTS & SPAS

	<i>Name</i>	<i>Distance from Port (km)</i>
5-star hotels	Alvear Palace Hotel	3.5
	Four Seasons Buenos Aires	3.5
moderate hotels	Emperador Hotel	2
	Melia Hotel	2
5-star resort/spa	None available	
moderate resort/spa	None available	

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Shopping centres are usually opened everyday from 1000 to 2100. Some smaller stores remain closed on Sundays.**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Leather goods.**

Can personal shoppers be booked through us? Yes No

Are there any unique and colorful bazaars or food markets in the regions? If so, please give name, location and proximity to the port: **San Telmo Antique Market held on Sundays from 1000 to 1800, located 4 km. far from the port.**

DINING

Three (3) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
La Cabaña in Recoleta	2
Casa Cruz in Palermo Soho	4
Chila at Puerto Madero	3

Please list any local food specialties: **Traditional Argentine steak and meat cuts.**