

PORT QUESTIONNAIRE

NAME OF PORT: Arica

Phonetic pronunciation: **ah-REE-kah**

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

Please provide a brief OPERATIONAL port description:

Arica 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 Northern Chile's main industrial ports, cruise ships must dock alongside cargo vessels, and as with the vast majority of Chilean ports, cruise ships do not have docking priority.

Berth Length Draft Observations

Berth 1: Closest to port gates, it is a fishing wharf

Berth 2: 200 metres length, 4.90 metres draft. It is rarely used for ship's dock

Berth 2b: Non seismic berth of 5,72 metres draft. It is rarely used as ship's dock

Berth 3: 190 metres length, 8 metres draft. It is rarely used as ship's dock

Berth 4 and 5: 9.20 metres draft (*)

Berth 6: 10 metres draft (*)

(*) Berth 4, 5 and 6: 450 length (the three of them). At port operations they are commonly considered just one. Cruise ships are normally berthed at 4/5

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Puerto de Arica (poo-WER-to deh ah-REE-kah)**

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes No

If not, why? **No international air routes, and an insufficient number of flights to Santiago.**

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: **1 kilometre**

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? **Uneven surfaces and train tracks along the pier.**

TOUR DISPATCH

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

Please elaborate: **Arica 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 on the pier**

How do guests reach the coaches **Walk across pier**

What is the approximate walking distance to coaches? **30 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
- Can we supply shuttle service on request? Yes No
- Are complimentary shuttles offered by local businesses? Yes No
- 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 Colón Square**
- What is the distance from port to drop-off? **1 kilometre**
- In normal traffic conditions, what is the drive time from port to drop-off? **4 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 always recommended in Chilean ports**
- 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 port gates**
- 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 100.00**
- What is the taxi rate from the pier to City Center? **Taxis are not required for this transfer since pier is very close to the city centre, and going across the pier you get easily to the main square Plaza Colón.**
- 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 advertise cruise services across the Internet, many of which have neither the necessary permits nor the intention of paying for such permits to enter the port of Arica. These companies will inform their clients that they will be picked up from the port, but as they are not allowed pierside their services usually commence at the port gates or at another previously-arranged meeting point. Several such companies operate without licenses for carrying passengers, without insurance, without affiliation to any Tourist Board (local or national) and even with unregistered vehicles. In one particularly unfortunate incident in 2006, a group of 12 guests from Celebrity's Millennium who had contracted a private service with an online company were killed when their vehicle crashed on the way back from a trip to the Lauca National Park. We always advise our passengers to take legal, regular taxis (yellow or black cars).**

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 the necessary 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: **No**

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:

Located at the mouth of the River Azapa, Arica is Chile's northernmost city, and one of its most interesting. The "City of Eternal Spring" – a name given due to its exquisite, year-round mild and sunny days – lies at the mouth of the Azapa Valley, a fertile oasis in the northern extreme of the Atacama Desert and a mere 18 kilometres (11 miles) from the Peruvian border. The city formed part of Peruvian territory, and was also the outlet to the sea for the exportation of silver from the Spanish mines in Potosí, Bolivia until 1776, when the Viceroyalty of La Plata was created and traffic rerouted to Buenos Aires. Arica became Chilean territory in the War of the Pacific, whose naval victories are celebrated annually as the Glorias Navales. It is no surprise to find that to this day the city still bears a great deal of cultural and architectural influence from both of its neighbours.

CURRENCY

What is the local currency? **The Chilean 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: **56**

City Codes: City Name Code

Arica 58

Putre 58

VISA INFORMATION

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

If so, please list: **All travelling passengers should refer to their closest Chilean Embassy to check which visas are required, although current visa requirements may be subject to change at any time. Citizens of most Western European countries do not require a visa.**

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	19	18	16	16	16	17	18	19	21
Centimeters	0	0	0	0	0	0	0	0	0	0	0	0
Degrees Fahrenheit	72	72	70	66	64	61	61	61	63	64	66	70
Inches	0	0	0	0	0	0	0	0	0	0	0	0

IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

<i>Date</i>	<i>Event</i>	<i>Effect on ship call</i>
12 October	Columbus Day	None
1 November	All Saints Day	Crowds at catholic churches and Cathedrals
8 December	Immaculate Conception	Crowds at catholic churches and Cathedrals
25 December	Christmas Day	Occasional scarcity of vehicles

IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Aeropuerto de Chacalluta (ARI)	(depends on flights)	18
Churches			
Catholic	San Marco	Mon-Sun 09:00-19:00	Very close/ it is possible to see it from port gate
Synagogue	N/A		

Mosque	N/A		
Protestant	N/A		
Nearest Banks/ATM	Several banks and ATMS near main square	Mon-Fri 0900-1400	1 km (city center)
Post Office	Correos de Chile	Mon-Fri 08:30-14:00 and 15:30-18:30 Sat 09:00-13:00	1 km (city center)
Internet Services	Centro Internet	Mon-Sat 09:30-21:00	1 km (city center)

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Morro de Arica	Very close/ it is possible to see it from port gate
2	San Miguel de Azapa Archaeological Museum	12km
3	Geoglyphs at Cerro Sagrado	8km
4	San Marco Church	Very close/ it is possible to see it from port gate
5	Poconchile	38km

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Club de Golf Rio Lluta	10:00-19:00	30km
SWIMMING BEACH - 1	Playa Chichorro		2km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
SWIMMING BEACH - 2	Playa La Lisera		2km
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Nearest bicycle rental	N/A		
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	N/A	
two moderate hotels	Hotel Arica	2.5km
	Hotel El Paso	2km
5-star resort/spa	N/A	
moderate resort/spa	N/A	

SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Some smaller stores close for lunch between 2.00pm and 4.00pm**

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

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: **The Agro; a colourful, vibrant fruit market. A living manifestation of the vertical trade between the coast, the irrigated internal valleys, the Altiplano and the Amazon. It is located 3.5km SE from the city center.**

DINING

recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Maracuyá	2km
Hotel Arica	2.5km

Please list any local food specialties: **Fish and shellfish, locally produced olives and tomatoes, and tropical fruit.**