

PORT QUESTIONNAIRE

NAME OF PORT: **Coquimbo**

Phonetic pronunciation: **koh-KEEM-boh**

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

Please provide a brief OPERATIONAL port description:

The pier is located approximately 800 meters directly north of the city centre. Coquimbo is a working port and caution should be taken when leaving or entering the port on foot. Cruise ships must dock alongside cargo vessels, and as with the vast majority of Chilean 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 Coquimbo (poo-WER-to day koh-KEEM-boh)**

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes No
If not, why? **There are no international routes from La Serena (LSC) and insufficient air links 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: **800 meters**

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

Gangway to port entrance or terminal: **100 metres**

Is it walking distance from the pier to City Center? Yes No **International calls on offer through cell phone service**

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? **N/A**

TOUR DISPATCH

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

Please elaborate: **Coquimbo is an 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? **To the centre of neighbouring city, La Serena**

What is the distance from port to drop-off? **12 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 always recommended in Chilean ports**

In this region, are public restrooms common? Yes No **No, but at main square in La Serena there is a good one**

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? **Both**

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 30**

What is the taxi rate from the pier to City Center? **USD 7.00 to Coquimbo downtown area (800 meters)/ USD15 to La Serena downtown area (10 kms)**

Are multiple currencies accepted? Yes No **Chilean Pesos and USD**

Credit cards? Yes No

Would the taxi usually use the meter for cruise guests? Yes No **Price based on duration of trip**

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 Coquimbo. 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 licences for carrying passengers, without insurance, without affiliation to any Tourist Board (local or national) and even operate 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 and some vans.**

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:

Long before the Spanish Conquest the natural port of Coquimbo was in use. It was secured for the Spanish in 1550 by Pedro de Valdivia but it was not until 1850 that the city of Coquimbo was officially established. During the 1840s, increased mining activity made Coquimbo the export centre of the region's booming gold and copper industries. This also brought many Europeans, especially the British, to the area which has English style architecture, an English graveyard and a steel church designed by the famous French architect Gustav Eiffel. The land is full of mystery and stories about the pirates and corsairs who explored and plundered the coast, especially Francis Drake, giving rise to the legend of buried treasure near the Herradura (horseshoe) bay. The regional capital and largest city is La Serena, an attractive, colonial-style beach resort. The Coquimbo region forms the narrowest part, or 'waist' of Chile, and is hence one of the country's more mountainous regions, as the Andes range runs closer to the sea than elsewhere. Nobel Prize-winning poet Gabriela Mistral was a native of Vicuña, in the Elqui Valley, a Pisco producing area, famous for its beauty and clear skies.

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
	Coquimbo	51
	La Serena	51
	Vicuña	51

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	20	22	16	15	14	13	12	12	13	14	18	20
Centimeters	0	0	0	0	1	2	3	2	1	1	0	0
Degrees Fahrenheit	68	72	61	59	57	55	54	54	55	57	64	68
Inches	0	0	0	0	0	1	1	1	0	0	0	0

IMPORTANT HOLIDAYS AND FESTIVALS

Dates, events and possible effect on a ship call

Date	Event	Effect on ship call
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

	Name	Hours of Operation	Distance from Port (km)
Airport	Aeropuerto La Florida, La Serena (LSC)	11:00 – 20:00	17
Churches			

Catholic	Iglesia Parroquial	10:00 – 14:00	10
Synagogue	N/A		
Mosque	in COW	Mon – Thur 0900-1230/ 1430-1700 Fri 0900-1600	1
Protestant	N/A		
Nearest Banks/ATM	Several banks and ATMs near main square	Mon-Fri 0900-1400	400 mtrs COW downtown
Post Office	Correos de Chile	Mon- Fri 09:00 - 13:00/15:00 -19:00 Sat 10:00 -13:00	500 mtrs in COW
Internet Services	Centro Internet	1000-1400	400 mtrs COW downtown

ATTRACTIONS AND ACTIVITIES

The top cultural and historic points of interest:

	Name	Distance from Port (km)
1	The Cross of the Third Millennium	3
2	The Barrio Inglés	300 mtrs
3	La Serena	10kms
4	The Elqui Valley	25 kms to the beginnig of Elqui Valley

	Name	Hours of Operation	Distance from Port (km)
GOLF	Club de Golf La Serena		22
SWIMMING BEACH - 1	Peñuelas	10:00 -20:00	6
Chair rental?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	11:00 -19:00	
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	11:00 -19:00	
SWIMMING BEACH - 2	La Herradura	10:00 -20:00	6
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	at Peñuelas Beach		6
Nearest scooter/moped rental	Yes		5

HOTELS, RESORTS & SPAS

	Name	Distance from Port (km)
5-star hotels	Hotel de la Bahia	4
two moderate hotels	Hotel Costa Real, La Serena	10
	Hotel Francisco de Aguirre	10.5
5-star resort/spa	Las Tacas	22
moderate resort/spa	N/A	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 on weekdays and all day Sunday.**

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

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 Recova Market is set in a picturesque patio, this market offers numerous interesting shopping opportunities including handicrafts such as lapis lazuli (Chile's famous semi-precious blue stone), pottery and ceramic with Diaguita motifs, as well as alpaca wool articles. Here one can also find many items related to the region's most important fruit; the papaya, which is grown in the nearby Elqui Valley.**

DINING

Recommended restaurants:

*Name**Distance from Port (km)*

<i>Name</i>	<i>Distance from Port (km)</i>
Don Chuma	5
Casino de Coquimbo	5
Mar Adentro	4.5
Tololo Beef	5
Tololo Beach	6
Kardamomo	7

Please list any local food specialties: **Fish and seafood restaurants abound in Coquimbo. There are several, very good 'picadas' (informal eateries) in the La Recova market, and also on the seafront around Peñuelas, which lies between Coquimbo and La Serena. A pisco sour is a must, and the local white wines are certainly worth a try**