

## PORT QUESTIONNAIRE

---

---

### NAME OF PORT: Puerto Chacabuco

---

Alternate spelling(s), if applicable: **Chacabuco**

Phonetic pronunciation: **poo-WER-to cha-kah-BOO-koh**

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

Please provide a brief OPERATIONAL port description:

**The pier at Puerto Chacabuco is located just 1 kilometre from the main square of the town, 14 km from Puerto Aysen, and 82 kilometres from the city of Coyhaique. The port has a specially designed ramp to cater for tender traffic. As with the vast majority of Chilean ports, cruise ships do not have priority.**

### PORT SPECIFICS:

---

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Puerto Chacabuci (poo-WER-to cha-kah-BOO-koh)**

Do ships dock or anchor? **Anchor**

Is this port convenient for Turnarounds? Yes  No

If not, why? **Restricted air links. Nearest airport; Balmaceda (BBA)**

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): **20 metres**

Gangway to port entrance or terminal: **20 metres**

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**

### TOUR DISPATCH

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

Please elaborate: **This is a relatively very easy port for tour dispatch, with only the frequent inclement conditions hampering an operation.**

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 near the port gate**

How do guests reach the coaches? **Across from gangway**

What is the approximate walking distance to coaches? **20 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? **Main Square in Puerto Aysén**
- What is the distance from port to drop-off? **14 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

### 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? **Outside the 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? **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

### PRIVATE CARS

- Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **Only vehicles with the necessary permits (paid) 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 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: **There are no such services available at this port**

### 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:

**Puerto Aysén was a vigorous port town until the 1960s, when silt filled the harbor and ships were forced to move 16 kilometres (10 miles) away to Puerto Chacabuco. Puerto Aysén still bustles, but it really offers few attractions to the visitor. The same could be said for Puerto Chacabuco; however, the majority of visitors to this region pass through here at some point to catch a ship or ferry to Laguna San Rafael Glacier or to Puerto Montt. Most travelers arriving by ferry from Puerto Montt head straight to Coyhaique, and vice versa, but the full-day ferry to Laguna San Rafael leaves early and returns late, so many travelers find it convenient to spend a night here in Puerto Chacabuco.**

## 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

**Puerto Chacabuco 67**

**Puerto Aysen 67**

**Coyhaique 67**

## 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:

	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>
Degrees Centigrade	12	12	9	7	3	1	0	2	4	7	9	11
Centimeters	28	21	37	52	89	84	84	68	45	29	28	33
Degrees Fahrenheit	54	54	48	45	37	34	32	36	39	45	48	52
Inches	11	8	14	20	35	33	33	27	18	11	11	13

## 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>
<b>12 October</b>	<b>Columbus Day</b>	<b>None</b>
<b>1 November</b>	<b>All Saints Day</b>	<b>Crowds at catholic churches and Cathedrals</b>
<b>8 December</b>	<b>Immaculate Conception</b>	<b>Crowds at catholic churches and Cathedrals</b>
<b>25 December</b>	<b>Christmas Day</b>	<b>Occasional scarcity of vehicles</b>

## IMPORTANT SERVICES

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	<b>Aeropuerto de Balmaceda (BBA)</b>	09:00 – 18:00	<b>138</b>
Churches			
Catholic	<b>Catedral de Puerto Aysén</b>	<b>10:00 – 20:00</b>	<b>14</b>
	<b>Catedral de Coyhaique</b>	<b>10:00 – 20:00</b>	<b>19</b>
Synagogue	<b>N/A</b>		

Mosque	N/A		
Evangelic	Iglesia Alianza Cristiana y misionaera In Puerto Aisén In Coyhaique	Open on request Open on request	14 83
Nearest Banks/ATM	Banks in town center	Mon-Fri 0900-1400	14
Post Office	Correos de Chile	0900-1800 Mon-Fri	14
Internet Services	Centro Internet	0900-1800 Mon-Fri	14

### ATTRACTIONS AND ACTIVITIES

The top cultural and historic points of interest:

	<i>Name</i>	<i>Distance from Port (km)</i>
1	The surrounding parks, glaciers and mountains. Aiken del Sur Private Park is one of the most beautiful and well preserved.	

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	N/A	N/A	N/A
SWIMMING BEACH	N/A	N/A	N/A
Nearest bicycle rental	N/A	N/A	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	
moderate hotel	Loberias del Sur	1.5
5-star resort/spa	Termas de Puyuhuapi	219
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.) **Woolen goods, wood carvings.**

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: **None**

### DINING

Recommended restaurant:

<i>Name</i>	<i>Distance from Port (km)</i>
Hotel Loberias del Sur	2

Please list any local food specialties: **This remote area of Chile is not known for its cuisine. Given the extreme climate, most dishes are hearty as opposed to sophisticated.**