

PORT QUESTIONNAIRE

NAME OF PORT: Puerto Montt

Phonetic pronunciation: **poo-ER-toh mont**

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

Please provide a brief OPERATIONAL port description:

Puerto Montt's port is located in Angelmó, some 4 kilometres from the main square. The port has a specially designed ramp to cater for tender traffic. The pier at Puerto Montt can accommodate vessels large and small, but ships must occasionally dock alongside cargo vessels, and as with the vast majority of Chilean ports, cruise ships do not have docking priority, meaning that it is frequent that vessels anchor outside the port, tendering their guests ashore via the specially designed ramp

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Puerto de Puerto Montt (poo-WER-to deh poo-ER-toh mont)**

Do ships dock or anchor? **Offers dock or anchor**

Is this port convenient for Turnarounds? Yes No

If not, why? **For smaller vessels only given the restricted air links.**

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: **4 kilometres**

Gangway to coaches (tour or shuttle): **20 metres**

Gangway to port entrance or terminal: **400 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? **Train tracks and uneven surfaces**

TOUR DISPATCH

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

Please elaborate: **This is a relatively easy port for tour dispatch, although the frequent inclement conditions and swell of the ocean may hamper 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 on the pier**

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

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? **Plaza de Armas**
- What is the distance from port to drop-off? **4 kilometres**
- In normal traffic conditions, what is the drive time from port to drop-off? **7 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 a parking area between the pier and 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 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: **Helicopters are available in Puerto Montt to take guests to nearby sites of interest.**

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:

This port town of roughly 200,000 residents is the central hub for travelers headed to the Llanquihue and Todos los Santos lakes, Chiloé, and the Alerce Andino and Pumalín Parks. It is also a major docking zone for dozens of large cruise companies circumnavigating the southern cone of South America and several ferry companies with southern destinations to Laguna San Rafael National Park and Puerto Natales in Patagonia. While the city itself may lack the charm of neighbouring Puerto Varas, it still has some interesting sights. The small downtown offers a quick, pleasant stroll on a sunny day, and there is an extensive outdoor market that sells Chilean handicrafts. Puerto Montt was founded in 1853 by German immigrants and their stalwart promoter Vicente Pérez Rosales, who named the town after another promoter of immigration, President Manuel Montt. The waterfront here was rebuilt after the devastating earthquake of 1960, which had destroyed the city's port, church, and neighborhood of Angelmó. Today it is the capital of Chile's Southern Lake District, a thriving city that invests heavily in salmon farming, shipping, and tourism.

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 **at most commercial establishments**

TELEPHONE

Country Code: **56**

City Codes:	City Name	Code
	Puerto Montt	65
	Puerto Varas	65
	Frutillar	65

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	15	14	13	10	9	7	7	7	8	10	12	14
Centimeters	10	10	14	16	24	24	22	16	13	13	12	212
Degrees Fahrenheit	59	57	55	50	48	45	45	45	46	50	54	57
Inches	4	4	5	6	9	9	9	6	5	5	5	83

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 El Tepual	Mon-Sun 08:00-22:00	17
Churches			
Catholic	Cathedral	Mon-Sun 11:00-20:00	4

Synagogue	N/A		
Mosque	N/A		
Protestant	N/A		
Nearest Banks/ATM	Several banks in town center	Mon-Fri 0900-1400	4
Post Office	Correos de Chile	0900-1600	4
Internet Services	Centro Internet	09:00-19:00	500 mtrs

ATTRACTIONS AND ACTIVITIES

The top cultural and historic points of interest:

	<i>Name</i>	<i>Distance from Port (km)</i>
1	The Museo Juan Pablo II	2
2	Angelmo Handicrafts Market	1
3	Main Square	4
4	Sala de Arte Diego Rivera	4
5	Mall Paseo del Mar	4

	<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	
two moderate hotels	Holiday Inn	4
	Hotel Presidente	3
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.) **Woolen goods from Chiloe Island, 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 restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Club de Yates (International food)	4
Brasas del Yates (meat and shellfish specialty)	800 mtrs
Pazos de Pelluco (Seafood specialty)	6
Fogón de Pepe (tasty beefs/ very popular in town)	3
El Azurro (Pastas specialty)	6
Fogón del Leñador (Meat specialty)	3

Please list any local food specialties: **Puerto Montt is Chile's seafood capital. If you are feeling adventurous, try a Chilean favourite; the curanto, a hearty concoction of shellfish, fish, meat and potatoes. Other sea produce such as abalone, sea urchin, barnacle, and myriad fish are excellent, and well worth a try. Given the climate in this part of Chile, the cuisine here is more hearty than sophisticated**

