

# PORT QUESTIONNAIRE

## NAME OF PORT: Punta Arenas

Phonetic pronunciation: **POON-tah ah-RE-nass**

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

Please provide a brief OPERATIONAL port description:

**Punta Arenas has two ports for cruise vessels. The Mardones/Bahía Catalina Pier, some 7 kilometres from downtown Punta Arenas, is windswept, and very exposed to the often inclement climatic conditions in this area. Tugs are frequently used to keep vessels in position during port calls. This pier is used for larger vessels. Maximum LOAD 241 Mtrs. Maximum DRAFT 14 mtrs.**

**Arturo Prat Pier is located very close to the center of Punta Arenas, and is ideal for smaller or mid-sized vessels. In both cases ships must occasionally dock alongside cargo vessels, and as with the vast majority of Chilean ports, cruise ships do not have docking priority. Maximum LOAD 205 Mts. Maximum DRAFT 10 mts. This port is also used for bigger ships.**

## PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Puerto Mardones (poo-WER-to mar-DOH-ness) or Puerto Prat (poo-WER-to Prat)**

Do ships dock or anchor? **Dock or anchor, depending on size of ship**

Is this port convenient for Turnarounds? Yes  No

If not, why? **Insufficient air links. Prat pier has been used for turnarounds for ships up to 400 passengers that usually arrive/depart on charter flights**

Is there a covered and secure luggage holding area? **Pto Mardones -** Yes  No

**Puerto Prat -** Yes  No

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

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:  
Gangway to coaches (tour or shuttle):  
Gangway to port entrance or terminal:  
Is it walking distance from the pier to City Center?

MARDONES	PRAT
<b>7 kilometres</b>	<b>1 kilometre</b>
<b>20 metres</b>	<b>600 metres</b>
<b>500 metres</b>	<b>600 metres</b>
No <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>

### PIER FACILITIES

Are phones available on the pier?  
If so, are phone cards needed?  
Can phone cards be purchased on the pier?  
Is Internet service available on the pier?  
Are there issues on the pier affecting wheelchairs?

MARDONES	PRAT
<b>NO</b>	<b>YES</b>
<b>NO</b>	<b>NO</b>
<b>NO</b>	<b>NO</b>
<b>NO</b>	<b>YES</b>
<b>NO</b>	<b>Some train tracks</b>

### TOUR DISPATCH

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

Please elaborate: **This is a very 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 (maximum of 20 parked next to the ship at Mardones)**

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

What is the approximate walking distance to coaches? **20 metres (and more, according to the distance to the last buses lined up in the parking) At PRAT: 20 metres, plus 400 to 600 metres to get to the passengers' area from ship –depending on dock place. If anchor, there are app.200 metres to get to the passengers' area**

## TRANSPORT

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### SHUTTLES

Is shuttle service required? **At Mardones, YES Prat, 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 Muñoz Gamero Square**

What is the distance from port to drop-off? **7 km (Mardones), 1 km (Prat)**

In normal traffic conditions, what is the drive time from port to drop-off? **15 minutes (Mardones), 6 minutes (Prat)**

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—approximately 5 vehicles next to the line of buses, close to the ship**

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 25.00 (Mardones), USD 15.00 (Prat)**

Are multiple currencies accepted? Yes  No  **Chilean pesos, USD, Argentinean pesos**

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 may enter the pier area.**

Are late model cars, limos & vans available in this port (Mercedes/Volvo, or basically taxi)? **Available cars in this port are only regular taxis, and some permitted vans—different models, Station Wagon, and 4x4.**

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 and small planes are available in Punta Arenas to take guests to nearby sites of interest. Strong winds are common in this area are an issue, and therefore all such services are subject to climatic conditions**

### 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:

**Punta Arenas, with a population of 130,000, is the capital of the Magellanic and Antarctic Region XII, and it is Patagonia's most important city; its streets hum with activity and its airport and seaports bustle with traffic. The town has made a living from carbon mines, wool production, petroleum, fishing, and as a service center for cargo ships. Punta Arenas's earliest wealth is reflected in the grand stone mansions that encircle the main plaza, which were built with earnings from the sheep estancias, or ranches, of the late 1800s. Gold fever followed, and then flight from the First World War, when hundreds poured into the region from Yugoslavia, Russia, Spain, and Italy. Today, Punta Arenas's streets are lined with residential homes with colorful, corrugated rooftops, business offices and hotels downtown, and an industrial port. The city considers itself somewhat of an independent republic due to its isolation from the rest of Chile, and this in turn has affected the personality of its people. All of this history along with the extremity of Punta Arenas's climate and its position overlooking the renowned Magellan Strait, all make for a fascinating place to explore.**

## 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
	<b>Punta Arenas</b>	<b>61</b>
	<b>Puerto Natales</b>	<b>61</b>

## 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	<b>11</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>10</b>
Centimeters	<b>4</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>
Degrees Fahrenheit	<b>52</b>	<b>50</b>	<b>48</b>	<b>45</b>	<b>39</b>	<b>36</b>	<b>36</b>	<b>37</b>	<b>39</b>	<b>45</b>	<b>48</b>	<b>50</b>
Inches	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

## 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>
<b>1 January</b>	<b>New Year</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 Presidente Carlos Ibañez del Campo</b>		<b>18</b>

Churches			
Catholic	<b>Cathedral</b>	<b>Mon-Sun 08:00-20:00</b>	<b>7</b>
Synagogue	<b>N/A</b>		
Mosque	<b>N/A</b>		
Protestant	<b>Saint James Church</b>	<b>n/a</b>	<b>7</b>
Nearest Banks/ATM	<b>Several banks in town center</b>	<b>Mon-Fri 0900-1400</b>	<b>7</b>
Post Office	<b>Correos de Chile</b>	<b>Mon-Fri 0900-1600</b>	<b>7</b>
Internet Services	<b>Centro Internet</b>	<b>Mon-Sun 09:30-20:30</b>	<b>7</b>

## ATTRACTIONS AND ACTIVITIES

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

	<b>Name</b>	<b>Distance from Port (km)</b>
1	<b>Plaza Muñoz Gamero Square</b>	<b>7 km (Mardones), 1 km (Prat)</b>
2	<b>Casa Braun Menendez</b>	<b>7 km (Mardones), 1 km (Prat)</b>
3	<b>Regional Museum</b>	<b>7 km (Mardones), 1 km (Prat)</b>
4	<b>Municipal Cemetery</b>	<b>5 km (Mardones), 3 km (Prat)</b>
5	<b>Patagonia Institute</b>	<b>4 km (Mardones), 4 km (Prat)</b>

	<b>Name</b>	<b>Hours of Operation</b>	<b>Distance from Port (km)</b>
GOLF	<b>There is a private Golf course that belongs to the Chilean Navy, accesable with previous confirmed reservation</b>		
SWIMMING BEACH	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Nearest bicycle rental	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Nearest scooter/moped rental	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

## HOTELS, RESORTS & SPAS

	<b>Name</b>	<b>Distance from Port (km)</b>
5-star hotels	<b>Punta Arenas Dreams Hotel</b>	<b>7 km (Mardones), .5 km (Prat)</b>
two moderate hotels	<b>Hotel Cabo de Hornos</b>	<b>7 km (Mardones), 1 km (Prat)</b>
	<b>Hotel José Nogueira</b>	<b>7 km (Mardones), 1 km (Prat)</b>
5-star resort/spa	<b>N/A</b>	
moderate resort/spa	<b>N/A</b>	

## SHOPPING

Please specify the days of the week and/or time of day that shops are closed: **Some smaller stores close for lunch between 1.00pm and 3.00pm**

Are there any genuinely unique items for purchase in this region? (e.g. pearls, tanzanite, woolens, olives, etc.) **Textiles, chocolate, and local jams and preserves.**

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

Three (3) recommended restaurants:

<b>Name</b>	<b>Distance from Port (km)</b>
<b>Sotito's</b>	<b>7 km (Mardones), .3 km (Prat)</b>
<b>Remezón</b>	<b>7 km (Mardones), .3 km (Prat)</b>
<b>Puerto Viejo</b>	<b>7 km (Mardones), .3 km (Prat)</b>

Please list any local food specialties: **Fish and shellfish, particularly the 'centolla' Antarctic spider crab (king crab). The local calafate berry is also worth purchasing in preserve form, and Punta Arenas is also home to the world's southernmost brewery, Cervecería Austral.**