

PORT QUESTIONNAIRE

NAME OF PORT: Valparaiso

Phonetic pronunciation: **val-pah-ra-EE-soh**

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

Please provide a brief OPERATIONAL port description:

Valparaiso is the only Chilean port to have a passenger terminal. All passengers wishing to enter the center of Valparaiso must pass through the terminal building, which lies some 3 kilometres (2 miles) from the dock. This distance is covered by the port's own vehicles.

SHORE EXCURSIONS

Shore excursions commence and finish at the Port of Valparaiso Passenger Terminal (VTP). On occasions when several large vessels are in port on the same day, shore excursions may be operated from the TPS Terminal. In this case, vehicles for shore excursions will be allowed to park piersonside.

EMBARKATION TRANSFERS

All embarkation transfers end at the Port of Valparaiso Passenger Terminal (VTP). Private vehicles are not permitted beyond that point. After cruise check-in, transportation to the ship will be carried out in VTP vehicles. Luggage will be carried to the ship in a separate vehicle.

DEBARK TRANSFERS

All debark transfers commence outside the Port of Valparaiso Passenger Terminal (VTP). Guests are transferred from the vessel to the Terminal aboard VTP buses. Once through Customs and the Agriculture Department (SAG) check, luggage is collected inside the hall and carried outside to the waiting vehicle. Our uniformed hosts will be inside the terminal building to assist with any queries, and make contact between guide and client.

OPERATIONS

The port of Valparaíso 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.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Puerto de Valparaiso (val-pah-ra-EE-soh)**

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes No

Is there a covered and secure luggage holding area? 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: **4 kilometres**

Gangway to coaches (tour or shuttle): **3 kilometres**

Gangway to port entrance or terminal: **3 kilometres**

Is it walking distance from the pier to City Center? Yes No **recommend the company of a local guide**

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? **No**

TOUR DISPATCH

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

Please elaborate: **Because of the occasional high volume of vessels in port, and the fact that this is Chile's principle turnaround port, Valparaiso can be a challenging port for tour dispatch. Fortunately the terminal is very orderly, with only authorized personnel allowed inside, which means reception of guests is fairly easy.**

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 line up outside the terminal building.**

How do guests reach the coaches **Through terminal building**

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

If so, how often and efficiently do port shuttles run? **The VTP shuttle service is efficient, and adapts according to the volume of passengers on the day**

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 Plaza Vergara in Viña del Mar**

What is the distance from port to drop-off? **7 kilometres**

In normal traffic conditions, what is the drive time from port to drop-off? **15 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? **Taxis must wait in a specially-designated area outside the terminal building**

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 7.00**

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

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 licences for carrying passengers, without insurance, without affiliation to any Tourist Board (local or national) and even 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? **All registered vehicles must wait outside the terminal building**

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:

Lying 120 km (74 miles) west of Santiago, Valparaiso is Chile's principal port and second-largest city. Despite its size, it is Chile's most distinctive city and one of South America's most intriguing. Chile's Pacific Coast is dominated by two neighbouring but quite different cities of Valparaiso and Viña del Mar, 85 miles outside from Santiago, through the coastal mountain range. Valparaiso is a historic port and university town, famous for its labyrinth hills, which are covered in quaint, colourful old houses and accessible only by a steep climb or by the city's unique system of funicular railways. There has never been a better time to visit Chile's chief port, in view of the city's recent award by UNESCO as a World Heritage Site.

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
	Valparaiso	32
	Viña del Mar	32
	Santiago	2

VISA INFORMATION

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

If so, please list: **All traveling 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. US, Canadian, Mexican, Albanian and Australian citizens do not need a visa, but must upon arrival at Santiago's International Airport pay a "Reciprocity Fee", that corresponds to the amount a Chilean national must pay when travelling to the United States, Canada, Mexico, Albany or Australia. THIS RECIPROCITY FEE IS CURRENTLY REQUIRED IN CHILE ONLY AT THE INTERNATIONAL AIRPORT OF SANTIAGO WHILE ARRIVAL IS DONE VIA INTERNATIONAL FLIGHT.**

- Payment must be made in cash (US Dollars or Chilean Pesos) or by credit card
- Payment is made prior to passport control, at the "Reciprocity Fee" stands in the immigration area
- U.S. citizens will be requested to pay a US\$131.00 per person BEFORE proceeding to Immigration.
- CANADIAN citizens will be requested to pay a US\$132.00 per person BEFORE proceeding to Immigration.
- AUSTRALIAN citizens will pay US\$61.00 instead of having to apply for a visa.
- MEXICAN citizens will be requested to pay a US\$23.00 per person BEFORE proceeding to Immigration.
- ALBANIAN citizens will be requested to pay a US\$30.00 per person BEFORE proceeding to Immigration.

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	17	17	16	14	13	12	12	12	12	13	14	16
Centimeters	0	0	0	22	38	100	111	42	27	15	15	1
Degrees Fahrenheit	63	63	61	57	55	54	54	54	54	55	57	61
Inches	0	0	0	9	15	39	43	16	11	6	6	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	Santiago (SCL)		95
Churches			
Catholic	Iglesia Matriz de Valparaiso	Mon-Sat 1000 & 1700 Sun 0930 and 1200	3
Synagogue	N/A		
Mosque	N/A		
Protestant	Iglesia Anglicana		3
Nearest Banks/ATM	Several banks and ATMs near main square	Mon-Fri 0900-1400	3
Post Office	Correos de Chile	Mon-Fri; 0900-1800 Sat 1000-1300	3
Internet Services	Centro Internet	Any hour (At passenger terminal: VTP Terminal)	0

ATTRACTIONS AND ACTIVITIES

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

	Name	Distance from Port (km)
1	La Sebastiana; the former home of Chilean Nobel Prize-winning poet Pablo Neruda.	3
2	The UNESCO World Heritage Site	3
3	The colourful hills and funicular lifts	3
4	Maritime & Naval Museum	4
5	Viña del Mar	13

	Name	Hours of Operation	Distance from Port (km)
GOLF	Granadilla Country Club	Tues-Sun 1000-1730	13
SWIMMING BEACH - 1	Reñaca	all day	15 (45-min. drive)
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>		
SWIMMING BEACH - 2	Con-Con	all day	17 (1-hr. drive)
Chair rental?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>		
Changing facilities?	Yes <input checked="" type="checkbox"/> No <input 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>
two 5-star hotels	Hotel Sheraton Miramar, Viña del Mar	7
	Hotel del Mar, Viña del Mar	7
two moderate hotels	Hotel Casa Higueras, Valparaiso	4
	Hotel Zero	4
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.) **Wine, lapis lazuli, copper products.**

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: **No**

DINING

Four (4) recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Di Vino	3
Hamburgo	2
Pasta e Vino	3
Montealegre (Casa Higueras Hotel's restaurant)	3

Please list any local food specialties: **The staple in Valparaiso is fish and seafood. Valparaiso has several very good restaurants. Café Turri and La Colombina are both set on the hillsides of the city, and offer very good views over the bay. For a more typical experience, J. Cruz and Cinzano are both remnants of a bygone era, and with their vast collections of bric-a-brac look more like antiques stores than restaurants. Dining at these two venues is very informal, but cheap, tasty and very local. The former is famous for its 'Chorrillanas', a dish of Peruvian origin comprising of a mountain of homemade French fries, fried onion, fried onion, and slices of strip beef. The latter is better known for its traditional sandwiches. Hamburgo offers some excellent German dishes, and the décor of the restaurant pays homage to the thousands of hungry captains, sailors and ship crew from around the world that have walked through its doors.**