

PORT QUESTIONNAIRE

NAME OF PORT: Talcahuano

Phonetic pronunciation: **tal-kah-WAH-noh**

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

If No, please specify: **The usual destination stated is the nearby city of Concepción (kon-seps-YON)**

Please provide a brief OPERATIONAL port description (approximately 50 words)

Talcahuano is a docking port, and all cruise ships will dock at either one of its two berths, depending on commercial vessels in port on the day and the size of the vessel itself.

Berth	Length	Depth
Berth 1	155 metres (509 feet)	8.30 metres (27.23 feet)
Berth 2	208 metres (682 feet)	7.00 metres (22.97 feet)

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Puerto de Talcahuano (poo-WER-to deh tal-kah-WAH-noh)**

Do ships dock or anchor? **Dock**

Is this port convenient for Turnarounds? Yes No

If not, why? **Despite the fact that there are no international air routes from Concepción (CCP), this port is an excellent substitute should a turnaround not be possible in Valparaiso. The drive from Talcahuano to Santiago would be approximately 5 hours.**

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: **(Concepción) 1 kilometre**

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

Gangway to port entrance or terminal: **300-800 metres (depending on berth)**

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: **Talcahuano is a relatively 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 Concepción**
- What is the distance from port to drop-off? **16 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? **At 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 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 Talcahuano. These companies will inform their clients that they will be picked up from the port, but as they are not allowed pier-side 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.**
- 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? **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. (approximately 100 words)
Talcahuano holds the largest naval base in the country and is the port of entry for the city of Concepción. Founded by Pedro de Valdivia in 1550 just north of the Bio-Bio River, Concepción was a military outpost on the border between the Spanish controlled areas of what was then a portion of the Viceroyalty of Peru, and the Mapuche nation, a fierce ethnic group that was not brought under Chilean control until the 1870's. Even today there is an uneasy situation as the Mapuche Indians struggle to take back the forests. Concepción did not have an easy early history. Subject to Mapuche raids and earthquakes, the city was moved several times to its present location. In spite of its precarious situation, Concepción, familiarly called Conce, held a vital position in early Chilean history. It was the site of the Real Audiencia, the most important government organization during Spanish colonial times and it was from here that Spanish forces attempted to subdue the independence efforts. Due to earthquakes, the city has been rebuilt at various times. You won't see colonial buildings clustered around a central plaza, but you will see a modern city and port supported by the coal, steel, petrol-chemical, and fishing industries. Associated with the nearby port of Talcahuano, Conce is a vital part of the Lake Region. The people of Concepción are proud of their role in Chile's political, economic and cultural growth.

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
	Talcahuano	41
	Concepción	41
	Chillán	42

VISA INFORMATION

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

If so, please list: **As regulations are subject to change at short notice it is advisable to check with the Chilean Consulate for the latest information. At present, a visa is not required by the following:**

(a) nationals of EU countries, Australia, Canada, Japan and US for a stay of up to 90 days (except nationals of Greece, who can stay up to 60 days);

(b) nationals of Antigua & Barbuda, Argentina, Bahamas, Barbados, Belize, Bolivia, Brazil, Colombia, Croatia, Czech Republic, Dominican Republic, Ecuador, El Salvador, Fiji, Former Yugoslav Republic of Macedonia, Grenada, Guatemala, Hungary, Iceland, Israel, Jamaica, Liechtenstein, Macau, Malaysia, Malta, Mexico, Monaco, Morocco, New Zealand, Nicaragua, Norway, Panama, Paraguay, Poland, St Kitts & Nevis, St Lucia, San Marino, Slovenia, South Africa, Surinam, Switzerland, Tonga, Tunisia, Turkey, Tuvalu, Uruguay, Vatican City, Venezuela and Yugoslavia (Serbia and Montenegro) for a stay of up to 90 days;

(c) nationals of Peru and for a stay of up to 60 days;

(d) nationals of Costa Rica, Honduras, Indonesia, Singapore and Zimbabwe for a stay of up to 30 days;

(e) transit passengers continuing their journey on the same or first connecting aircraft provided holding required travel documents for onward destination and not leaving the airport transit lounge.

Note: Nationals of the USA, Canada and Australia entering Chile for touristic purposes will be charged a processing fee payable on arrival and in cash only. For nationals of the USA the fee is USD 100.00, for nationals of Canada, the fee is USD 132.00, for nationals of Mexico, the fee is USD 15.00 and for nationals of Australia the fee is USD 30.00.

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	17	16	15	12	11	9	9	9	10	12	14	16
Centimeters	2	2	3	6	19	22	21	16	8	6	3	2
Degrees Fahrenheit	63	61	59	54	52	48	48	48	50	54	57	61
Inches	1	1	1	2	7	9	8	6	3	2	1	1

IMPORTANT HOLIDAYS AND FESTIVALS

2008 dates, events and possible effect of a ship call

<i>Date</i>	<i>Event</i>	<i>Effect on ship call</i>
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

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
Airport	Aeropuerto Carriel Sur (CCP)		5
Churches			
Catholic	Cathedral	0800-2000	16
Synagogue	N/A		
Mosque	N/A		
Protestant	N/A		
Nearest Banks/ATM	Sevral banks and ATMs near main square	Mon-Fri 0900-1400	16
Post Office	Correos de Chile	0900-1800	16
Internet Services	Centro Internet	1000-2200	16

ATTRACTIONS AND ACTIVITIES

The top cultural and historic points of interest:

	<i>Name</i>	<i>Distance from Port (km)</i>
1	The Huáscar	4
2	The Galería de Historia	16
3	The Casa del Arte	16
4	The San Francisco and La Merced Convents.	16

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	Club Naval de Campo Tumbes		15
SWIMMING BEACH	N/A		
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>
5-star hotels	N/A	
two moderate hotels	Hotel Diego de Almagro, Concepción	16
	Hotel Club Presidente	16
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.) **No**

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 Plaza de la Independencia in Concepción is home to several handicrafts stalls, with several bargains to be found.**

DINING

Recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
Le Citron	16
El Faro Belén	16

Please list any local food specialties: **The restaurants of Talchauano mainly specialize in fish and seafood, while Concepción offers a far more diverse range of cuisine, both local and international.**