

CASPT12

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Santiago de Chile Survival Guide

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This small guide is intended to make your stay better and to help you move through the city with ease and confidence. Remember to adjust your watch to the local Time Zone: GMT -4:00 (-3:00 from the second Saturday of October to the second Saturday of April).

1. Phone Calls

The country code for Chile is 56, the city code for Santiago is 2. The telephone numbers are usually 7 digits, 8 for cell phones.

For long distance calls, national or international, you need to choose a carrier (a company). Some possible carrier numbers are: 111, 123, 188, 169 and 188. As an example, for a call to Viña del Mar from within Chile you would dial: 165 (carrier) + 32 (code for Viña) + number. To call abroad, 123 (carrier) + 0 (international call) + country code + city code + number.

- From cell phones to fixed line, a 0 plus the city code must be added, so a "02" must be placed before the number for Santiago, for instance.
- From fixed lines to cell phones, add 09 and then the number (i.e.: 09-12345678).
- From cell phone to cell phone you simply dial the cell phone number (i.e.: 12345678).

2. City-Airport-City

Taxi: expensive, safe and fast. They are located on the first floor of the International Central Hall. Reference cost: US\$ 30 – US\$ 36. Suggestions:

Taxioficial



Transvip



Transfer (shuttles): the Transfers Stands are located on the first floor of the Airport (some by the luggage claim) and they are cheaper than the taxis, quite comfortable, but take longer to reach destiny as the trips are shared. Reference cost: US\$ 13. Suggestions:

Tur Transfer



Transvip



Bus: “Tur Bus” and “Centropuerto” provide a bus service from the Airport to downtown. It’s the cheapest choice, but is not recommended unless you travel lightly and know how to reach your destination from downtown. It will drop you at the “Los Heroes” or “Pajaritos” Metro stations. Reference cost: US\$ 3 for a one-way trip, US\$ 5 for a round-trip. Suggestions:

Tur Bus



Centropuerto



It is always useful to have some Chilean Pesos (CLP\$) in cash, so it is a good idea to exchange some in the airport. However the money exchange shops in the airport present hardly convenient exchange rates, so probably you want to exchange the bulk of your budget somewhere else (see below).

3. Money

Normally, no store or business will accept foreign currency.

The best exchange rates are found at the downtown heart, near “Paseo Ahumada” with “Agustinas” corner. There are several money exchange shops in Agustinas. This is near the “Universidad de Chile” Metro station. Never exchange money at the street.

ATMs (Automated Teller Machines) are a convenient way to obtain cash in Chile. ATMs are accessible 24 hours at any bank. Many pharmacies, supermarkets and gas stations also have ATMs. They are recognizable by the *Redbanc* sign. ATMs accept Cirrus, Mastercard and Visa.



If you have a foreign account, you can only withdraw money from ATMs. After entering your pin in any ATM machine, choose "foreign accounts" in the bottom left hand corner of the screen.

US Dollar exchange rate during the first week of April 2012 was CLP\$ 485 for US\$ 1.

4. Getting Around

Bip! Card: it is recommended to visit the public transport system - Transantiago - website in order to plan beforehand (www.transantiago.cl). The Transantiago system integrates buses and subway, and to use it it is absolutely necessary to buy the rechargeable Bip! Card (pronounced “beep”).



The cost of the card is CLP\$ 1300 and the minimum charge is CLP\$ 1000. It is highly recommended to charge more than that (about CLP\$ 5,000 should be ok), so you don't have to worry much about it when you go around.

You can acquire and recharge it at any Metro station, at *Servipag* Stores and at *Punto Bip!* (store which apart from selling its own services and products, also recharges Bip! Cards).

Metro (Subway): Santiago's Metro (www.metro.cl) is the most efficient and fast way to go around the city. It is clean, cheap, frequent and safe, but overcrowded at peak hours.

The Metro system has 5 lines. For destinations along these lines, it's quicker than buses. The Line 1 (the red one) is the vertebral column of the Metro system and it runs under Santiago's main avenue.

The Metro operates from 6:00 to 23:00 hrs Mondays to Fridays, Saturdays 6:30 to 23:00 hrs and Sundays and holidays from 8:00 to 22:30 hrs. This schedule varies from one line to another so, if you plan to travel after 22:00 hrs, check the schedule of the Metro lines you will use at: <http://www.metro.cl/guia-viajero/horarios> (in Spanish).

The Metro has a different cost depending on the time of your travel. From 06:00 - 06:30 and 20:45 - 23:00, it costs CLP\$ 550 per ride.

From 06:30 - 07:00, 09:00 – 18:00, and 20:00 - 20:45, it costs CLP\$ 600 per ride.

Between 07:00 - 09:00 and 18:00 - 20:00 is the rush hour, so the ride costs CLP\$ 660. All these are discounted from your Bip! Card when you enter the platform.



Metro station entrances are distinguished by three red diamonds.

Card to the recognition yellow machine just in the entrance of the bus until it sounds with a “beep” and the green light shines. If the red one shines and and you hear a triple “beep” then something has gone wrong: try again until it turns green; if it is still not working, maybe you have exhausted all your money in your Bip! Card.

A useful application of the Bip! Card is that it allows you to do one emergency trip in the case that you run out of money and have nowhere to charge your Bip! Card. The fare of this emergency trip will be discounted the next time you recharge your Bip! Card. This benefit is activated from the second time you charge your Bip! Card, and only works from 21:00 to 9:00 hrs of the next day from Mondays to Saturdays, and from 14:00 hrs to 9:00 hrs of the next day in Sundays and holidays.

Taxis: taxis are available at all time at Santiago. Taxis are clearly identifiable by their black paint, yellow roof and orange plate. You don't need to negotiate a price. Pay what the taximeter says at the end of the trip and in the case that the driver does not turn on the meter, when your trip starts, you should ask him to do so. It is recommended though to ask for an approximation of the trip cost to the desired destiny. Late night fares are normally double the day's. It is not customary to tip taxi drivers in Chile.

Taxi Companies (24/7):

- Arauchile: (56 2) 247 30 30 (they have english-speaking service) www.arauchile.cl
- Andes Pacífico: (56 2) 204 0530 www.andespacifico.cl

5. Santiago

Santiago is Chile's capital and one of Latin America's largest cities. The city sits in a basin, bordered by the Andes Mountains to the east, and the Chilean Coastal mountains on the west. It's a sum of its diverse parts: the colonial structures of central Santiago and Plaza de Armas, the pubs, funky cafes and dance clubs of Bellavista, the Forestal park along Mapocho riverside road; the government office, Palacio de La Moneda, the Mercado Central, a seafood market, and the soulless fenced suburban condos. On a clear day, after the rain has washed out the thick smog layer, from atop Cerro San Cristobal, Santiago's highest hill, you can see the whole city and the not so distant Andes look absolutely astonishing.

Two main Tourist Information offices are located in downtown: At Merced street 860, and at Santa Lucia hill; a small in-city hill you should definitely visit.

At the hotel they'll probably be able to give you all the information you need for general tourist activities in Chile. However, it's worth mentioning that Santiago is about an hour away from good ski centers and about 1.5 hours from the sea and the city of Valparaíso (its centre is World's Heritage). Excursions to the mountains, vineyards, national reserves and small, nice towns are 1.0-2.5 hours away. But Chile's most important tourist attractions are natural landscapes (San Pedro de Atacama, Torres del Paine), which unfortunately are further away, via local flights or long bus trips.

The next web pages have English versions:

- www.tourismchile.com
- www.chilecontact.com
- www.sernatur.cl (Government agency for tourism)
- www.visitingchile.com
- www.visit-chile.org

6. Restaurants

Chile has a vast diversity of natural resources, which traduces in a marvelous selection of food choices; these are some restaurants you can visit.

Venue	Location	Specialty/ Typical dish	CLP Price per Person	Style
Fulano Zutano & Mengano	Bellavista # 052 local 88; Providencia, 290 5700	International	\$10,000-\$15,000	Modern
Nolita	Isidora Goyenechea 3456, Las Condes, 232 6114	Italian-American	\$20,000-\$24,000	Modern
Mira Olas	Vitacura 4171, Vitacura, 206 0202	Seafood, "Merluza Austral"	\$14,000-\$18,000	Modern
La Sal	Vitacura 2911, Las Condes, 233 6312	Seafood	\$10,000-\$15,000	Informal
Zully	Concha y Toro 34, Santiago Centro, 696 1378	Fusion	\$18,000-\$20,000	Informal/Romantic
Ostras Azócar	Bulnes 37, Santiago Centro, 681 6109	Oysters and seafood	\$10,000-\$15,000	Elegant
Azul Profundo	Constitución 111, Bellavista, 738 0288	Seafood	\$17,000-\$20,000	Informal
Giratorio	Av. 11 de Septiembre 2250, Providencia, 232 1827	Chilean Food	\$12,000-\$18,000	Romantic
Liguria	Av. Providencia 1373, Luis Thayer Ojeda / 11 de Septiembre	Chilean Food, "Carne Mechada", "Plateada"	\$6,000-\$10,000	Informal
El Telar	Dardignac 195, Bellavista, 732 3902	Chilean Food	\$15,000-\$20,000	Informal
El Mesón Nerudiano	Domínica 35, Bellavista, 737 1542	Chilean Food	\$15,000-\$20,000	Elegant
Enebro	El Bosque Norte 210, Las Condes	International	\$18,000-\$25,000	Elegant
Las Delicias de Quirihue	Domeyko 2059, Santiago Centro, 695 1096	Chilean Food	\$6,000-\$10,000	Informal
El Rincón de los Canallas	San Diego 379-B, Santiago Centro, 699 1309	Chilean Food	\$2,000-\$6,000	Urban Picada*
El Hoyo	San Vicente 375, Santiago Centro, 689 0339	El terremoto (white wine with pineapple)	\$6,000-\$10,000	Urban Picada*

		ice cream)		
Piojera	Aillavilú N° 1030, Santiago Centro, 698 1682	Typical beverages like "Terremoto"	\$2,000-\$6,000	Urban Picada*
Galindo	Dardignac 98, Bellavista, 777 0116	Chilean Food	\$6,000-\$10,000	Informal
El Quitapenas	Recoleta 1484, Recoleta, 737 8199	Chilean Food	\$2,000-\$6,000	Urban Picada*

* *Picada* is an economic place with a very informal approach and great amounts of food.

Tiping: A 10% service charge is customary and sometimes included in your bill (not obliged, though).

7. Phone Numbers and Addresses:

- Ambulance Urgency Service (24 hours), (56 2) 131
- Central Medical Service "Posta Central Doctor Alejandro del Rio", Portugal 125, (56 2) 6341650
- Police (56 2) 133
- Firefighters (56 2) 132
- Post Office (Correos de Chile)
 - Plaza de Armas 983 (Central Post Office)
 - Av. Alameda Libertador Bernardo O'Higgins 3156 local 4
 - Av. Manuel Antonio Matta 1034
 - Av. Pedro de Valdivia 3499 local 4

8. Other Useful Information:

- Warning: Electric power in Chile is 220V. If you plug an electronic device designed for 110V, you'll burn it. Check your electric devices before plugging them in, most computer transformers can receive inputs from 100 – 240 V, so there should be no problem in plugging them in. In the case that the plugs of your electric devices do not fit the plug entrance, you can buy an adaptor in most hardware stores. At www.aduana.cl (customs) you can have detailed information on restrictions applicable to goods carried by tourists.
- Air quality in Santiago is bad; one of the worst in the world. If you have asthma or any other condition related to the respiratory system, you might experience some inconveniences. Just keep your medicines close, and don't get paranoid; the air won't kill you.
- It's normally safe to walk after dark in Santiago. Take the usual precautions you would take in a 6 million people city.
- Commercial offices close for a long lunch hour, which can vary from business to business.

- Generally, hours are Monday through Friday from 10am to 7pm, closing for lunch between 1 and 1:30pm and reopening between 2:30 and 3pm. Most stores are open from 10am to 2pm on Saturday and closed on Sunday. This doesn't apply for stores in Malls.

9. The Ritz-Carlton Hotel

The conference will be held at The Ritz-Carlton Hotel, El Alcalde 15, Las Condes. The hotel is located in the heart of El Golf, one of the city's most prestigious neighborhoods.

The Ritz-Carlton of Santiago offers 205 spacious guest rooms. All suites have King-sized beds, and most offer a spectacular view of the surrounding Andean Mountains. Suites are all decorated with a classic style and are equipped with numerous amenities to ensure your comfortable stay, including an In-room safe, an AM/FM clock radio, an Honor bar, free wireless Internet access, large private bathroom, and more. Some other features of the hotel include a 7,440 square-foot Health and Fitness Center that overlooks the Andean Mountains and the city, more than 9,000 square-foot of meeting and conference space and an indoor pool and Jacuzzi for relaxing after a day of business or sightseeing.

