ORCAS Orientation Package

https://www.eol.ucar.edu/field_projects/orcas

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Punta Arenas, Chile
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Welcome to Punta Arenas, Chile! This orientation package has been put together to help you become familiar with the Punta Arenas area and hopefully answer some of the questions you may have when you arrive. If you have any questions regarding the contents of this package, please contact Cory Wolff (cwolff@ucar.edu; 303.335.6517) or Vidal Salazar (vidal@ucar.edu; 720.771.5018).

The contents of this document have been heavily borrowed from the NASA Earth Science Program Office (ESPO). We thank them for providing much of this information.

Chile Entry/Exit Requirements

U.S. citizens entering Chile must have a valid passport with at least 6 months remaining before it expires. As of 2014 no visa nor reciprocity fee is needed for US citizens and stays are granted up to 90 days. An extension of stay for an additional 90 days is possible, but requires payment of an extension fee. More up-to-date information about entry requirements for people from other countries can be found at the following websites: http://www.chile-usa.org/visasgral.htm or http://travel.state.gov/content/passports/en/country/chile.html.

U.S. visitors with red official passports need to have a visa on their passports, and such visas are processed by the civil servants’ respective Centers. Unless specifically requested, visas on official passports are usually for single entry and good if used within 90 days from the visa issue date. Any civil servants flying on the GV are required to hold a multiple entry visa to account for possible weather diverts to Argentine airports.

When you enter Chile, either commercially or on the GV, you will receive a PDI document when clearing customs. Do not lose this. You will need it at the hotel and to leave Chile at the end of your stay.

If you exit Chile by land (going to Argentina for example) you will surrender the PDI document at the Argentine border and when you drive back, you will be issued a new PDI document at the Chilean border.

Punta Arenas, Chile

You will arrive at the Presidente Carlos Ibañez del Campo International Airport (SCCI). The airport is located about 20 km (12 mi) north of the city of Punta Arenas. The airport...
is open 24/7. LAN Chile is the primary commercial carrier to Punta Arenas, and they share the facilities with other small airlines such as Sky airlines, Aerovias DAP, and private planes. Punta Arenas is approximately 1400 miles south of Santiago. Even though the airport at Punta Arenas has customs and immigration offices you will probably go through these in Santiago de Chile when you fly commercially. Google maps provides very accurate and great visual information about the city.

Punta Arenas is located at 53.2° S, 56.9° W. It will be summer but temperatures will still be cool. In January and February the average highs and lows are around 57 and 44, respectively. It is not overly wet in Punta Arenas but the average rainfall in January and February combined is almost 3 inches. It will also be windy most of the time, especially so in the summer. The sun is extremely bright, and very hot, due to the ozone layer conditions in this part of the Southern hemisphere. Bring sunscreen, sunglasses, etc.

Car Rentals & Driving

There are a few major rental car companies in Punta Arenas with locations at both the airport and downtown:

Budget: Airport +56 61 212-293, downtown +56 61 202-721 After hours contact +56 99 444-0715 E-mail: budgetpatagonia@danilojordon.cl

Alamo: Airport +56 61 710-706 E-mail: punta_arenas@alamochile.com

Hertz: Airport +56 61 210-096 After hours contact: +56 99-9195-3542 E-mail: hertzpatagonia@rentaaustral.cl

Avis: Cell phone +56 99 162-5487 (Hector)

UCAR employees should accept the rental company insurance for damage and liability but not for personal belongings, if the rental car company offers these options. Hertz informed renters in 2015 that in Patagonia, they do not offer separate extra insurance and there is a unified insurance with a certain deductible that is not optional anyway. Other travelers please check with your home institutions for foreign rental car insurance policies.
Driving in Chile is on the right side of the road. Many drivers do not signal lane changes and rarely yield to merging traffic. Many drivers exceed posted speed limits, do not maintain safe distances, and do not observe posted road signs.

According to the State Department web site, “Visitors for fewer than 90 days can rent a car and drive with a valid U.S. license, though insurance may not be available in some forms for drivers without a Chilean or international driver’s license.”

Parking in downtown Punta Arenas has a cost. A parking bill will be on your windshield when you return to your vehicle. Find and pay the city attendant (dressed in uniform with a handheld ticket/payment machine) on the street before you drive away. They take the license number off the car and charge you a fine with the rental company should you fail to make the payment before leaving. The parking cost is typically very small and can be paid in cash or credit card.

Stopping for pedestrians in crosswalks is taken seriously and will also involve use of hazard flashers.

Taxi Services

There are many taxis and taxi companies in Punta Arenas and they are almost always readily available when you need them. Their prices are very low by US standards (~5.00 USD within the city limits.) Some of the companies include:

- Radio Taxi Patagonia Austral, +56 61 226-908 or +56 61 22-930.
- Radio Taxi Sur Competicion, +56 61 228-513 or +56 61 229-804.

Lodging

The ORCAS hotel is the Dreams del Estrecho Hotel located on O’Higgins 1235, Punta Arenas, Chile, (http://www.mundodreams.com/hotel/hotel-dreams-del-estrecho/, phone +56 2 346 4300). The rate is $136 per night and includes breakfast and internet. We will be using the numbers from the personnel schedule as a room count. This is the tourist season in Chile and the hotel will be very full so please make sure your dates are accurate. Please let Cory know as soon as possible if you need to change your dates so we can alert the hotel. There are a few nights in February when the hotel does not have enough rooms for everyone. Some people will be forced to check out for 1-2 nights and stay at a different hotel before returning. The Diego de Almagro Hotel
(http://www.dahotelespuntaarenas.com/en, phone +56 61 220 8800) is 3 blocks away and will offer a room rate of $90 per night.

Reservations for all participants will be held by UCAR contracts, but a personal credit card will be required to pay for the room upon departure. The personnel schedule can be found here. **Please check the schedule carefully. If you need to change your dates at all please let the project managers know so that the hotel reservations can be updated.**

**Health Information**

You should coordinate with your Health Insurance provider to discuss coverage while in Punta Arenas. It is important to have this coordinated ahead of your arrival to avoid mistakes should an emergency or a need for medical attention arise. One of the options in Punta Arenas include the Clinica Privada Magellanes, near the Zona Franca, Av. Bulnes 01448, phone 21-1706-20-7349 or 23-0011-20-7356. For emergency ambulance, call 131.

There are pharmacies located throughout the city (and at grocery stores): Cruz Verde, Salco Brand, and Farmacias Ahumada. The Farmacia Ahumada located on Bories Street downtown is open 24/7.

A typhoid booster is highly recommended before your trip, and you should be up to date on your tetanus booster. For UCAR employees Passport Health can take care of your typhoid booster. They do not cover tetanus shots so you will have to see your doctor for that.

**Money**

There are a large number of banks in Punta Arenas with 24/7 ATMs (*cajero automatico* in Spanish) ATMs will charge you a service fee that varies depending on location of the ATM. The cheapest fee (3000 pesos) was found at the ATM located in the Airport’s main terminal. Banks open at 9 and usually close by 2 or 3 pm. Beware of counterfeit bills (5000 and 10000 denominations). Also, look at and count the cash you hand out, since some bills look similar (e.g., 1000 and 10000 peso notes). The current exchange rate (**11/13/2015**) is about 713 Chilean Pesos (CLP) to the dollar.
Electricity

Electrical power in Chile is 220-240VAC / 50Hz. Please take care when plugging in your electronic devices. Most computing equipment can handle that voltage with the proper adapter but other items will require conversion. Bring a conversion plug with you if you are concerned about the voltages. The most common types of plugs are shown below.

Cell Phones & Communications

Unless you have an international data plan, it is a good idea to disable the data roaming in your smartphones before you leave the US. The rate for data roaming is $20/Mb, so if by the time you land you have data roaming active and your phone automatically gets your email, auto-updates apps, or gets MMS messages with a couple of pictures, you could already have a several-hundred dollar phone bill waiting for you at home.

Team members that want to purchase additional phones can do so by buying pre-paid cell phones for calls within Chile. These can be purchased for about $25 US, which includes $10 of calls. There are different cell phone providers such as Movistar, Entel, and Claro. Calls rates are about 60 CHP/min within network, 370 CHP/outside network.

For personal communications with the US the best option is to use internet based apps (Skype, Tango, Whatsapp, Viber, etc) with the connectivity provided at the hotel, the airport, and many restaurants and cafes around town.
UCAR phones on AT&T will have unlimited data while those on Verizon will pay $20 for every 100 Mb. Voice calls are very expensive ($1.99/min). Cell phone coverage is pretty good with 3G available almost everywhere in and around the city.

Once on site we will create a list of phone numbers for distribution to ORCAS team members.

Miscellaneous Information

- Local Restaurants: There are a lot of good choices, many of which are on O'Higgins Street or on the Central Plaza, these include La Luna, Brocolino, O'Solemio for Italian, or La Tasca for Spanish. Try Lomit’s downtown for Chilean style sandwiches. For fine dining, try Sotito’s or Puerto Viejo. La Cuisine is also highly recommended.
- Laundry Services: Aside from the hotel services, two other commonly used are On-Time in the Punta Arenas Mall and also Lavanderia Antartica, located on Jorge Montt # 664, telephone number +56 61 223-079, near the city center.
- Hardware Store: Sodimac, a store equivalent to the US Home Depot is located on the north end of town. There is also a smaller hardware store a few blocks from Dreams.
- Bring 1-2 reusable grocery bags with you as the grocery stores do not offer paper or plastic bags at check out.

General Travel Notes

- Punta Arenas per diem is $89 for M & IE.
- Keep a photocopy of your passport with you at all times. Please keep your passport safely stored. Hotels will ask for (or make) a copy of your passport when you check in.
- For outdoor clothing and goods there is an excellent outdoor gear and clothing store, ALFGAL, about two blocks from the port in Punta Arenas. There is also a North Face store downtown.

Operations Center

The ORCAS operations center will be located at the Diego de Almagro Hotel (2-3 blocks from the Dreams Hotel). This is where daily planning meetings and any science team meetings will originate from. It will include secure wifi and data storage along with a projector, printer, copier, and office supplies.
EOL will set up a wireless network in the operations center at the hotel through a local company (10 Mbps). Remember that high-speed broadband communication in this remote part of the world is not always reliable and the bandwidth is usually limited so plan accordingly. The password will be provided on site.

**ORCAS Airport Operations**

The ORCAS mission flights will be flown from SCCI, which is about a 25 minute drive from the hotels. The airport operations area (the office) & storage space for the mission team is located in the second floor next to the employee kitchen (not available for ORCAS use) in the DGAC building (Dirección General de Aeronáutica Civil) directly adjacent (west) of the main terminal. The operations area provides a full view of the flight line and the parking lot.

There will be internet connectivity at the airport but no other computing support.

There are two ways to enter the ramp from the airport operations center. One is via the flight operations office (open 24/7), and the other is via an outside gate west of the old terminal (open business hours M-F, except during lunch).

ORCAS participants at the operations center will be required to wear the official DGAC badge at all times. Please pick yours up from Cory or Vidal. See badging in the next section.

Parking is available across from the DGAC building. Upon entering the parking area you will receive a ticket. Every time you need to leave the airport premises, you will need to go to the parking station inside the airport terminal and validate the ticket to be able to exit the parking area.

There is free parking for employees only next to the DGAC building. **This area is off-limits to ORCAS participants.**
View of the cafeteria from the OIB operations area.

View of the operations area.

Operations area looking out onto the ramp.
GV Aircraft Location

The GV will be parked on the ramp near the main terminal.

Aerial view of the Punta Arenas airport showing the GV location, airport operations center, and parking area for ORCAS participants.

Ramp area where the GV will be parked.
Badging and Access

Badges will be required for all ORCAS participants who need access to the aircraft. An escort is not required for people walking from the office building to the aircraft for badged personnel. You are required to wear a reflective vest (provided there) whenever you are anywhere on the aircraft ramp. It is extremely important when people walk from the office building to the aircraft that they wear reflective vests, walk along the edge of the ramp and taxiway, and remain alert at all times. These are active areas of the airport and can be quite dangerous if people don't remember where they are and watch out for moving aircraft.

The typical entrance to the building is right across from the parking area (enters right by the stairs to the ops center). This door is typically locked on weekends and one must enter through the doors that are closer to the terminal (just under the old control tower).

Diverting the GV

In the case of high winds it may be necessary for the GV to divert to a location away from Punta Arenas. Alternate airports are Rio Gallegos, Argentina and Puerto Montt, Chile. Every effort will be made to make this determination prior to the flight so that the crew can prepare. However, forecasts may be wrong and winds could force an unplanned diversion during the flight. For this reason all crew members should plan to bring their passport and a travel bag with a change of clothes on each flight. Because Argentina is a possible divert location all potential fliers will need to plan for entry to that country. Argentina requires a reciprocity fee for all visitors to the country. For U.S. Citizens that is $160 and is paid for via credit card. It must be purchased before your arrival into Argentina, so it is important to take care of this before you leave for ORCAS. Once paid, travelers must print out the receipt and present it to the Argentine immigration officer at the time of entry. The fee is valid for 10 years from the date of payment and for multiple entries. It is advisable to keep multiple copies of the receipt, as it must be presented every time you enter Argentina. The website to pay the fee is https://reciprocidad.provincianet.com.ar/ and instructions can be found at: http://www.migraciones.gov.ar/pdf_varios/reciprocidad/Online_payment_instructions.pdf
Office and Airfield Safety

- Use proper protective clothing when you are handling hazardous products/materials or performing tasks that would require additional protection (like LN2 refilling). Talk to EOL staff if you need hearing protection.
- You are NOT allowed free roaming on the aircraft ramp even if you are badged.
- You MUST go directly to the aircraft from the office building door. These are strict rules that may not be violated at any time.
- No open-toed shoes (i.e., sandals) are allowed when working on the aircraft or walking on the ramp.
- There is no smoking on the ramp or taxiway.
- Be very aware of aircraft, extension cords and other trip hazards when walking to the aircraft.
- Keep your passport safely stored. Passports are required for those who ride on the NSF/NCAR aircraft.
- Always lock vehicles and keep personal items out of sight.
- No photographs of airport operations on the ramp.
- The local equivalent to the “911” emergency line in Chile is:
  - o 131 - AMBULANCE (SAMU)
  - o 132 - FIRE DEPARTMENT (BOMBEROS)
  - o 133 - POLICE DEPARTMENT (CARABINEROS)

Dialing Phone Numbers in Chile

For simplicity purposes we’ll assume that all the calls are being made to/from the USA. International access codes (from the USA) are 011, 00, and +. On some phones the plus (+) can be entered by just holding the 0 for a few seconds.

USA Country code: 1
Chile Country code: 56
Punta Arenas area code: 61 [used to call to land lines]
Chile (Punta Arenas included) cell phone code: 9

To Dial Punta Arenas from International Locations:
The international access code varies from country to country. In the USA for example you can either use 011 [country code], or 00 [country code], or +[country code].

To dial a phone number in Chile from the USA, the following three ways of dialing are equivalent:
011 56 9 7391 7774  
00 56 9 7391 7774  
+56 9 7391 7774

To dial a landline phone in Punta Arenas, from the USA, the following three ways of dialing are equivalent:
011 56 61 2 208 800  
00 56 61 2 208 800  
+56 61 2 208 800

To Dial Local Numbers in Punta Arenas:
Cell Phone to Cell Phone (local or US): 9 7391 7774  
Cell Phone to Land line: +56 61 208 800  
Land Line to Cell Phone: 09 7391 7774  
Land Line to Land Line: 208 800

Specific:
To call US from Chile cell: 123 - 1 - # (area code & phone #)  
(or) To call US from Chile cell phone 18101 - # (area code & phone #)

To check Movistar account balance: *103 – SEND  
To Check ENTEL account options: 301