

PORT QUESTIONNAIRE

NAME OF PORT: Puerto Natales

Phonetic pronunciation: **poo-WER-toh na-TAL-ess**

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

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

Because of the geography of this area, only small vessels can gain access to the port in Puerto Natales. The pier at Puerto Natales is located roughly 1 kilometre from the main square. There are no facilities on the pier itself.

PORT SPECIFICS:

Actual Name of Port (i.e. what a guest would tell a taxi driver): **Puerto Natales (poo-WER-toh na-TAL-ess)**

Do ships dock or anchor? **Offers dock or anchor**

Is this port convenient for Turnarounds? Yes No

If not, why? **Insufficient air links**

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: **1 kilometre**

Gangway to coaches (tour or shuttle): **20 metres**

Gangway to port entrance or terminal: **20 metres**

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? **None**

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 road close to the pier**

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

What is the approximate walking distance to coaches? **20 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? **Plaza de Armas Square**

What is the distance from port to drop-off? **1 kilometres**

In normal traffic conditions, what is the drive time from port to drop-off? **3 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 a parking area across the road from the pier**

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 10.00**

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

PRIVATE CARS

Must private cars wait at a port gate or terminal building, or can they drive directly to the pier/gangway? **Vehicles can wait roadside**

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)

Puerto Natales is a rambling town of 15,000 spread along the sloping coast of the Señoret Canal between the Ultima Esperanza Sound and the Almirante Montt Gulf. This is the jump-off point for trips to Torres del Paine, and many visitors to the park will find themselves spending at least one night here. The town itself has grown recently to accommodate more tourism-oriented businesses, but it is still really nothing more than a small center with rows and rows of weather-beaten tin and wooden houses. Puerto Natales has a frontier-town appeal, and it boasts a stunning location with grand views out onto a grassy peninsula and glacier-capped peaks in the distance. From May to September, the town virtually goes into hibernation, but come October, the town's streets are crowded with international tourists decked out in parkas and hiking boots on their way to or back from the park. Puerto Natales was founded in 1911 as a residential center and export port for local sheep ranches. Tourism has now replaced wool as a dominant economic force, evident by the plethora of hostels, restaurants, and tour companies found here.

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

Puerto Natales 61

Punta Arenas 61

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:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Degrees Centigrade	11	10	9	7	4	2	2	3	4	7	9	10
Centimeters	4	3	4	4	5	5	4	4	3	3	3	3
Degrees Fahrenheit	52	50	48	45	39	36	36	37	39	45	48	50
Inches	2	1	2	2	2	2	2	2	1	1	1	1

IMPORTANT HOLIDAYS AND FESTIVALS

2008 dates, events and possible effect of 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	Aerofromo de Puerto Natales		15
Churches			
Catholic	Parroquial Church	0800-2000	1
Synagogue	N/A		

Mosque	N/A		
Protestant	N/A		1
Nearest Banks/ATM	Several banks in town center	Mon-Fri 0900-1400	1
Post Office	Correos de Chile	0900-1800	1
Internet Services	Centro Internet	1000-2200	1

ATTRACTIONS AND ACTIVITIES

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

	<i>Name</i>	<i>Distance from Port (km)</i>
1	Plaza de Armas Square	1
2	History Museum	1
3	Milodon Cave	26
4	Rio Serrano River	30
5	The Torres del Paine National Park	250

	<i>Name</i>	<i>Hours of Operation</i>	<i>Distance from Port (km)</i>
GOLF	N/A	N/A	N/A
SWIMMING BEACH	N/A	N/A	N/A
Nearest bicycle rental	N/A	N/A	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 hotel	Remota	4
two moderate hotels	Hotel CostAustralis	30 metres
	Indigo	50 metres
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.) **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

Recommended restaurants:

<i>Name</i>	<i>Distance from Port (km)</i>
El Asador Patagonico	1
Hotel CostAustralis	30 metres

Please list any local food specialties: **Fish and seafood, particularly salmon, are the typical foods of Puerto Natales, and the traditional roast lamb barbecue is done very well here.**