



Punta Arenas, Chile

ATom Deployment Guide

(Revised May 2018)

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BEFORE ARRIVAL

TRAVEL DOCUMENTATION

U.S. citizens entering Chile must have a valid passport but as of 2014 no visa or reciprocity fee is needed for U.S. citizens. Stays are granted for up to 90 days. U.S. citizens with red, official passports entering Chile need to have a visa. These visas can be obtained through the civil servants' home center. Unless specifically requested otherwise these visas are valid for 90 days from the visa issue date and good for a single entry. The latest information regarding Chilean entry requirements for citizens from other countries can be obtained at the Chilean consular website: <http://chile.gob.cl/en/consulados/>

CDC RECOMMENDATIONS

The Center for Disease Control recommends that all travelers have their routine vaccinations (MMR, diphtheria-tetanus-pertussis, chickenpox, polio and a yearly flu shot). Further, the CDC recommends most travelers get a Hepatitis A and a Typhoid vaccination.

CURRENCY

The Chilean currency is the Chilean Peso (CLP). As of the writing of this document the exchange rate was \$1 U.S. = 609 CLP. There are a large number of banks in Punta Arenas with 24/7 ATMs (cajero automatico). Banks open at 09:00 and usually close at 14:00-15:00. Be careful with your Chilean currency, as some bills look quite similar (e.g. 1000 and 10000 peso notes).

SITE ORIENTATION

You will be arriving at Presidente Carlos Ibanez del Campo International Airport (PUQ). The airport is located about 20 Km north of the city of Punta Arenas and is open 24/7. Google Maps provides very accurate information regarding the city of Punta Arenas. Keep your passport safely stored and carry a photocopy of your passport with you at all times.

ESPO SITE SUPPORT

Name	Phone	E-mail
Bernie Luna (Site Manager)	+1 650 417 8810	bernadette.luna@nasa.gov
Jhony Zavaleta (Site Manager)	+1 650 224 4825	jhony.r.zavaleta@nasa.gov
Liz Juvera (Site Support)	+1 650 282 0797	liz.juvera@nasa.gov

PER DIEM

Current Per Diem rates as set by the Department of Defense
https://aoprals.state.gov/web920/per_diem.asp

Locality	Maximum Lodging	Local Meals & Incidentals Rate	Maximum Per Diem	Effective Date
CHILE [OTHER]	182	89	271	07/01/2013

* All rates are in US Dollars

ARRIVAL, CUSTOMS AND IMMIGRATION

- The DC-8 will park as indicated on either ramp 4 or 5.
- Ensure that your **Formulario Declaracion Jurada** (attached file) is completed before landing.
- **Do not** attempt to bring any fresh produce into the country.
- **No passports or customs forms (mentioned above) will be collected by ESPO upon arrival. ALL personnel** and luggage will have to go straight to customs and immigration located inside the terminal. Bring all your luggage with you.
- Follow the route indicated by the blue arrows towards the door to the customs and immigrations area inside the main terminal.
- Once processed, exit the terminal and follow the route indicated by the green arrows towards the parking lot in front of the Direccion General de Aviacion (DGAC) building, where the shuttle buses will be waiting.
- You can leave your luggage in the ATom Ops area (see directions below) until you are ready to go to the hotel. Do not place your luggage in a shuttle bus unless you are getting on it or someone is carrying it for you.
- From this point (and only **AFTER** you have been processed by customs and immigrations), if you:
 - o NEED TO HAVE ACCESS TO INTERNET: Follow the green arrows to the ATom Ops area. This is the area you utilized for ATom-2 -- 2nd floor in the DGAC building. We'll have some tables and chairs available. Internet connection information is given below.
 - o NEED TO RE-ENTER THE AIRCRAFT: you may do so through the Operations door on the first floor, down the stairs and left-right-left from our 2nd floor Ops area. You must wear a vest and badge to do this, so be sure and get your DGAC badge from ESPO. Your ATom badge is not useful at this airport.

SCHEDULE

Monday, May 7	Tuesday, May 8	Wednesday, May 9	Thursday, May 10
≈ 03:00 arrival from Christchurch	Instrument access	Local flight to Antarctic (≈ 07:30 departure)	Instrument access
Friday, May 11	Saturday, May 12		
Instrument access	≈ 08:30 departure for Recife		

DAILY SCHEDULE

While work and aircraft access schedules will generally follow normal business hours (08:00-16:00) schedule details and updates will be posted to the list serve and posted on the ATom website - <https://espo.nasa.gov/atom>.

LODGING

ESPO is making and managing bookings at the Hotel Dreams del Estrecho for all ATom project participants, **even if you are swapping in or out in Punta Arenas.**

We have emailed a spreadsheet to all ATom participants who have reservations at Hotel Dreams. This spreadsheet contains your reservation number, arrival date, and departure date. Please check this spreadsheet to ensure that your arrival and departure dates are correct. If you have not received this spreadsheet and are planning to go to Punta Arenas, email liz.juvera@nasa.gov.

Your name has been provided to the hotel, but you must guarantee your room with a credit card. To provide the hotel with your credit card information, or to make changes to your reservation dates, call +56 72 295 1545 or +56 72 295 1547, or email Javiera Arriagada at (jarriagada@mundodreams.com). *For security, we highly discourage emailing credit card information. Use your reservation number as a reference when you call the hotel.* Note that the phone will be answered in Spanish, but English speakers are on staff.

The room rate is \$146 per night (which includes internet access and breakfast). The hotel will ask you for your passport and PDI (customs) slip upon check-in.

TRANSPORTATION

SHUTTLES

ESPO will arrange for shuttle service to the Dreams hotel from the airport on the day of arrival and from the Dreams hotel to the airport on the day of departure. For transportation in and around Punta Arenas on the instrument access days, please look at the following sections. ESPO will have four (4) or five (5) small shuttle buses standing by (see shuttle parking on map below). Each vehicle can carry 9 passengers and will leave as soon as they are full. If the bus is not full, contact the site managers so that they can assess if the bus can leave without a full load. The bus will take you directly to the Dreams Hotel.

ESPO will also coordinate shuttles during instrument access days that will operate on a rotating schedule, to be determined and communicated upon the arrival of the DC-8.

TAXIS

ESPO recommends taking taxis to get to/from the airport on instrument access days if you cannot take a scheduled shuttle bus. If people share taxis, this will ultimately be cheaper and more efficient than renting cars. To get the proper fare when taking taxis, it is recommended that you have the hotel front desk negotiate fixed taxi rates to and from the airport. Usual fare to/from the airport to the hotel is 10,000 to 15,000 CLP.

RENTAL CARS

While ESPO is encouraging the use of taxis to get to/from the airport there are a few major rental car companies in Punta Arenas with locations at both the airport and downtown. We recommend contacting Laura Ivelich with Avis to coordinate your reservation. Other agencies are listed below.

- Avis: laura@viaterra.cl (Laura Ivelich)
- Budget: airport phone +56 61 212-293, downtown phone +56 61 202-721. After hours contact +56 99 444-0715, e-mail: budgetpatagonia@danilojordon.cl and ask for Javiera or Fernando
- Alamo: airport phone +56 61 710-706, e-mail: punta_arenas@alamochile.com
- Hertz: airport phone +56 61 210-096, after hours contact: +56 99-9195-3542, e-mail: hertzpatagona@rentaaustral.cl
- According to the U.S. Department of State visitors who rent cars in Chile must have an international driver's permit. Although car rental firms may rent cars to customers without an international driver's permit the police will fine visitors for driving without one. International driver's permits may be obtained at any AAA office.
- Parking in downtown Punta Arenas is not free. If you should park downtown you will find a bill on your windshield when you return. Before getting in your car find the city attendant (there's one on every street, dressed in a uniform with a handheld parking payment machine) and pay the attendant. If you do not pay your parking bill you will find a fine waiting for you when you return your rental car.

ELECTRICAL POWER

Please be aware that electrical power in Chile is 220V/50Hz. Take care when plugging in your electronic devices. Bring an adapter with you.

Electrical Outlet in Chile 220v: If you have the top plug it will work with bottom plug



COMMUNICATIONS

INTERNET

INTERNET at the Hotel

While the internet at the hotel is OK most of the time, due to the high number of tourists most of the time it slows to a crawl. ESPO will complement the hotel internet with our own dedicated connection. ESPO will email the username and password once setup is complete. However, the infrastructure only allows for limited implementation:

- Our connection will be distributed via the hotel WIRED connection; you must have an Ethernet cable to connect. We have a few cables to lend, but no dongles or adapters.
- We will place some wireless access points throughout the hotel and one in the lobby. These are not sufficient however. Look for the NASA/AUSTRO 5G wireless network. ***It is highly recommended that you bring your own peripherals/dongles to connect to the Ethernet ports in the hotel.***

Three wireless networks at the Airport:

Network: ESPO

Password: Bloke8]Owned

NASA/AUSTRO 5G

NASA2018

NASA/AUSTRO

NASA2018

Use the ESPO network to print to the EPSON L375 printer in the Operations area. You should download the driver from:

https://epson.cl/Soporte/Impresoras/Impresoras-multifuncionales/Epson-L/Epson-EcoTank-L375/s/SPT_C11CE92301

Be sure to select your operating system.

INTERNET in Town:

Around town, ask for Wi-Fi availability, most businesses have it. While not blazing fast, it will do the job for basic email and browsing.

We recommend turning off data roaming on any mobile device while in Punta Arenas as data roaming rates are \$2.05 per MB.

VOICE AND TEXT

For AT&T customers calls placed or received while in Punta Arenas are charged at \$2.50 per minute while for Verizon customers they are \$1.79 per minute. Text messages cost vary depending on the service provider. Rates can vary widely depending on your plan.

- The Chile country code is 56
- The Punta Arenas city code is 61
- To call a U.S. number while in Punta Arenas enter the plus sign, then 1 then the 10 digit phone number
- To call a local number while in Punta Arenas enter the plus sign, then 56, then 61 then the local number

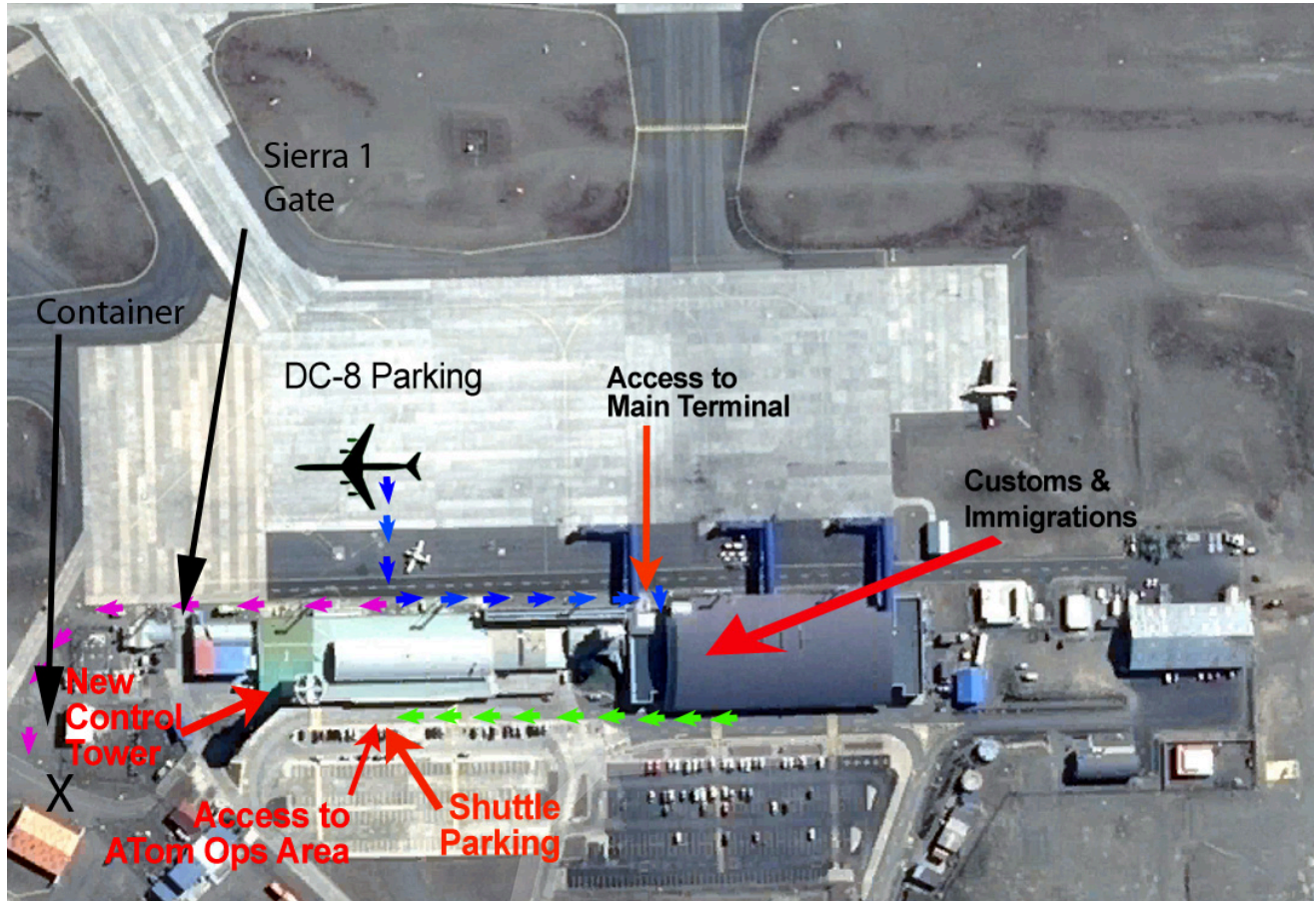
AIRCRAFT ACCESS

The most likely DC-8 parking location, as well as the pathway through the airport building and to the aircraft and rental car parking are shown in the picture below. You will need to wear your PUQ-Issued badge and a reflective vest whenever you are outside the airport building and walking to/from the DC-8. An escort for badged people is not required; no one should be without a badge. Badges must be returned to DGAC, so we will have you sign when you receive and return your badge. It is extremely important, when walking to the aircraft, that you walk parallel to the building and not stray onto the active ramp. The ramp is an active area of the airport and can be quite dangerous if you don't keep in mind where you are and stay alert for operational aircraft.

AIRFIELD SAFETY

- Always use Personal Protective Equipment when handling hazardous products/materials or performing tasks that require additional protection (i.e., transferring LN2)
- You are NOT allowed free roaming on the aircraft ramp
- You MUST go directly to the aircraft from the DGAC building. This is a strict rule that MUST NOT be violated at any time.

- No open-toed shoes are allowed when working on the aircraft or walking on the ramp.
- Be extremely aware of aircraft and trip hazards when walking to the aircraft.
- No photographs of airport operations on the ramp are permitted.



SHIPPING

FedEx delivers to Punta Arenas but absent a freight forwarder ESPO has had problems in the past with items being held at customs.

Please coordinate all unscheduled shipments to and from Punta Arenas with Quincy Allison (quincy.allison@nasa.gov) and the ESPO site managers, Jhony Zavaleta and Bernie Luna (contact info above).

HEALTH

HOSPITALS & CLINICS

You should discuss with your health insurance provider what coverage you will have in Punta Arenas.

Clinica Privada Magallanes

The Clinica Privada Magallanes, near Zona Franca, Avenue Bulnes 01448 (phone 21-1706-20-7349 or 23-0011-20-7356) provides medical services. For emergencies call 131 from a local phone.

PHARMACIES

Three Chilean chains are located throughout Punta Arenas: Cruz Verde, Salco Brand and Farmacias Ahumada. The Farmacia Ahumada located on Bories Street (downtown) is open 24/7.

EMERGENCY PHONE NUMBERS

- 131 – AMBULANCE (*SAMU*)
- 132 – FIRE DEPARTMENT (*BOMBEROS*)
- 133 – POLICE DEPARTMENT (*CARABINEROS*)

STORES/RESTAURANTS

Based on your current arrival time (0300) by the time you arrive to the hotel (~0400) food options will be scarce to none. We have requested the breakfast bar open upon our arrival to the hotel.

Sodimac, a store equivalent to Home Depot, is located on the north end of Punta Arenas. There are a lot of good restaurants on O'Higgins Street or on the Central Plaza (all within 3 blocks of the hotel). These include La Luna, Mesita Grande (pizza), O'Solemio (Italian) or La Tasca (Spanish). Lomita's (downtown) has good Chilean style sandwiches. Fine dining can be had at Sotito's or Puerto Viejo. There is a coffee shop in the hotel lobby, History Coffee Shop, offering a variety of light meals. Regarding laundry, aside from the hotel laundry service, two other laundry services are On-Time, in the Punta Arenas Mall, and Lavanderia Antartica located on Jorge Montt #664 near the city center (phone +56-61-223-079).

UPON DEPARTURE

You are responsible for obtaining the food you want to take on the outbound flight. The options available are getting food to go from the hotel (\$10 for cold sandwich, fruit, cereal bar and bottled water; other options available at varying costs), or buying food at one of the local supermarkets. One additional option that will be available is a pre-selected lunch (meat or veggie option) from a local contact that ESPO has used in the past. The Site Coordinator (Liz Juvera) will arrange this order prior to the Antarctic flight, and again before the transit flight to Recife, Brazil.

WEATHER

Weather this time of year in Punta Arenas can be windy, wet and cold. The average wind speed varies from 7.16 m/s (June) to 9.04 m/s (November). The average monthly precipitation varies from 26mm (October) to 45mm (April/May). The early May temperature high in Punta Arenas varies from 45-50°F (7-10°C); the low ranges from 35-40°F (1.5-4.5°C).

NATURAL HAZARDS/EMERGENCY PLANS

EARTHQUAKES

Chile resides in an active earthquake zone. Please review the Earthquake preparedness guidelines from the CDC below before the deployment.

If a major earthquake occurs during our stopover in Punta Arenas,

- At airport - The team will follow the instructions of airport management and emergency personnel. General guidance states to exit to the parking lot in front of the DGAC building in case of emergency.
- At hotel or elsewhere - Shelter in place using the CDC guidelines.

Following an earthquake, all team members must check in with the ESPO site manager when it is safe to do so (either in person or by phone). The ESPO site manager will do a head count to ensure that everyone on the team is safe and accounted for.

DURING AN EARTHQUAKE (FROM CDC.GOV)

Indoor Safety

If you are inside, stay inside. DO NOT run outside or to other rooms during shaking.

In most situations, you will reduce your chance of injury from falling objects and even building collapse if you immediately:

- DROP down onto your hands and knees before the earthquake knocks you down. This position protects you from falling but allows you to still move if necessary.
- COVER your head and neck (and your entire body if possible) under the shelter of a sturdy table or desk. If there is no shelter nearby, get down near an interior wall or next to low-lying furniture that won't fall on you, and cover your head and neck with your arms and hands.

HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.

DO NOT stand in a doorway. You are safer under a table. In modern houses, doorways are no stronger than any other part of the house. The doorway does not protect you from the most likely source of injury—falling or flying objects. Most earthquake-related injuries and deaths are caused by falling or flying objects (e.g., TVs, lamps, glass, bookcases), or by being knocked to the ground.

You can take other actions, even while an earthquake is happening, that will reduce your chances of being hurt.

- If possible within the few seconds before shaking intensifies, quickly move away from glass and hanging objects, and bookcases, china cabinets, or other large furniture that could fall. Watch for falling objects, such as bricks from fireplaces and chimneys, light fixtures, wall hangings, high shelves, and cabinets with doors that could swing open.

- If available nearby, grab something to shield your head and face from falling debris and broken glass.
- If you are in the kitchen, quickly turn off the stove and take cover at the first sign of shaking.

If you are in bed, hold on and stay there, protecting your head with a pillow. You are less likely to be injured staying where you are. Broken glass on the floor has caused injury to those who have rolled to the floor or tried to get to doorways.

Outdoor Safety

If you are outside, stay outside, and stay away from buildings utility wires, sinkholes, and fuel and gas lines.

The area near the exterior walls of a building is the most dangerous place to be. Windows, facades and architectural details are often the first parts of the building to collapse. Also, shaking can be so strong that you will not be able to move far without falling down, and objects may fall or be thrown at you. Stay away from this danger zone--stay inside if you are inside and outside if you are outside.

If outdoors, move away from buildings, utility wires, sinkholes, and fuel and gas lines. The greatest danger from falling debris is just outside doorways and close to outer walls. Once in the open, get down low (to avoid being knocked down by strong shaking) and stay there until the shaking stops.

