INFORMATION ON SANTIAGO DE CHILE

CITY OF SANTIAGO

Santiago is the capital of Chile and is located at 543 metres above sea level in central Chile, 2,501 kilometres south of Arica, the country's northernmost city, and 3,141 kilometres from Punta Arenas, Chile's southernmost city. It is 100 kilometres from the Pacific Ocean coastline and 40 kilometres from the Andes.

Each participant at the Meeting will receive a map of the city of Santiago and of the Providencia district (where the meeting venue and the hotels selected for the participants are located).

Meeting venue and address

Convention Center of the Sheraton Santiago Hotel Avenida Santa María 1742 – Providencia – Santiago de Chile Tel: (56-2) 233 5000

CURRENCY

The currency of Chile is the peso. Banknotes come in denominations of 20,000, 10,000, 5,000, 2,000 and 1,000 pesos. There are 500, 100, 50, 10, 5 and 1 peso coins.

The United States (US) dollar exchange rate is approximately 480 pesos per dollar (it changes every day). The US dollar is not a freely usable currency in Chile and participants are advised to change money in currency exchange offices or authorized banks and not on the street. There are currency exchange offices at the airport in Santiago. Currency exchange offices and shops are generally open from Monday to Friday from 10 a.m. to 8 p.m. and on Saturdays from 10 a.m. to 2 p.m. Major shopping centres are also open on Sundays.

Most establishments accept American Express, Visa, MasterCard and Diners Club cards.

VALUE ADDED TAX – VAT

In Chile, value added tax (VAT) is 19 per cent and it is included in the price of goods.

If a foreign person pays their hotel bill in dollars, the VAT is automatically deducted.

BANKS

Bank opening hours are from Monday to Friday from 9 a.m. to 2 p.m. The city has many bank branches, such as the Bank of Boston; Citibank; Santander; HSBC; Scotiabank – Banco del Desarrollo; Bancoestado; Banco de Chile; and Banco Itaú, etc.

Through the Redbanc ATM network, it is possible to withdraw Chilean pesos using the indicated cards.

SAFETY

Santiago is a safe city for its inhabitants and visitors. However, the safety precautions that apply to any city should be taken, especially at night. Take particular care of personal documents, mobile phones, cameras and video cameras.

TRANSPORT

Taxis: In Santiago, taxis operate around the clock. The cars are black with yellow roofs and are quite reliable. They have meters that start with a basic fare, which increases in accordance with the distance travelled. Visitors are encouraged to ask the driver to turn on the meter, if he or she has not done so, when they get into the taxi, and to pay only the amount shown on the meter. **It is not necessary to tip the driver**.

Santiago Metro: The city of Santiago has an extensive underground network consisting of five lines, three of which (Lines 1, 2 and 5) cross the district of Santiago. The metro operates from Monday to Friday from 6 a.m. to 11 p.m., on Saturdays from 6.30 a.m. to 10.30 p.m. and on Sundays and holidays from 8 a.m. to 10.30 p.m. Ticket types include a single-trip ticket (*Boleto Unitario*), a multiple trip ticket (*Tarjeta Multivía*) or a prepaid smart card (*Tarjeta Bip*). The cost of a journey varies according to the time of travel (the most expensive fare is 580 pesos). Tickets can be purchased at all ticket offices in the metro network (www.metrosantiago.cl).

Participants at the Regional Meeting will be provided with a map of the metro network.

Urban buses: Buses are operated by the Transantiago system. The 500 peso fare is paid using a prepaid smart card (*Tarjeta Bip*) at automatic card readers installed in each bus. These cards can be purchased and topped up with credit at metro ticket offices, at branches of Servipag and at authorized centres and locations. In the centre of Santiago, bus stops are clearly indicated and timetables can be consulted on www.transantiago.cl.

Intercity buses: There are four bus terminals with departures to the north and south of the country and international departures.

Santiago Terminal: Southbound and international departures (Avenida Libertador Bernardo O'Higgins 3848 – Metro: Universidad de Santiago).

San Borja Terminal: Departures to north and central Chile (San Borja 184 – Metro:

Estación Central).

Los Héroes Terminal: Northbound, southbound and international departures (Tucapel Jiménez 21 – Metro: Los Héroes).

Alameda Terminal: Departures to Viña del Mar and Valparaíso and north and southbound departures (Avenida Libertador Bernardo O'Higgins 3750 – Metro: Universidad de Santiago).

Trains: Central Station. Train departures to the south of the country. (Avenida Libertador Bernardo O'Higgins 3322 – Metro: Estación Central).

COMMUNICATIONS

The dialling code for Chile is 56 and the code for Santiago is 2 (this applies to fixed lines in Chile). In Chile, fixed telephones have seven digits, for example, 56-2-5805527.

To call a Chilean mobile phone from abroad, dial 56 (Chile), then 9, and then the mobile phone number, for example, 56-9-85211721. In Chile, mobile phone numbers have eight digits.

There are various telephone centres across the city, from which participants can make local, national and international calls, send faxes, use the Internet and purchase prepaid cards.

FOOD AND DRINK

Santiago's cuisine offers a wide range of high quality options, capable of suiting the most varied of tastes.

In bars and restaurants, it is customary to leave a tip of 10 per cent of the total bill. In hotels, tips are discretionary.

Participants at the Regional Meeting will receive a booklet with food and drink suggestions, provided by the National Tourism Service (SERNATUR).

HEALTH

Participants are advised to obtain insurance coverage, either at their own, their organization's or their government's expense, against costs arising out of sickness or accident (including the cost of medical attention), for their journey and for the entire duration of the Meeting. The Office neither supplies insurance coverage nor accepts any liability for a participant's claim arising from a medical disorder arising before, during or after the Meeting. Participants are advised that they should only travel when in good

health, and are encouraged to pay serious attention to any medical procedures that may be introduced at departure and arrival points.

A medical team and an ambulance will be available at the Convention Center of the Sheraton Santiago Hotel to care for participants should they require any medical advice or in the event of a medical emergency. This service is provided with the support of the Asociación de Mutuales.

Health centres

Clínica Alemana

Address: Avenida Vitacura 5951 – Vitacura

Tel: (56-2) 210 1111

Clínica Las Condes

Address: Lo Fontecilla 441 – Las Condes

Tel: (56-2) 210 4000

Clínica Santa María

Address: Avenida Santa María 0500 – Providencia

Tel: (56-2) 913 0000

Clínica Indisa (a few metres from the Sheraton Hotel) Address: Avenida Santa María 1810, Providencia

Tel: 362 5555

USEFUL TELEPHONE NUMBERS

Meeting venue and address

Convention Center of the Sheraton Santiago Hotel Avenida Santa María 1742 Santiago de Chile

Tel: (56-2) 233 5000 Fax: (56-2) 234 1732

Web site: www.sheraton.com/santiago

ILO Office in Santiago and contact persons

Tel: (56-2) 580 5500 – 580 5527

Fax: (56-2) 580 5590

Mr Javier Luis Egaña (Meeting Coordinator in Santiago)

Tel: (56-2) 580 5527

Email: RRA2010@oitchile.cl

Ms Rosa Román (Mr Egaña's Secretary)

Tel: (56-2) 580 5527 Email: romanr@oitchile.cl

Ms Mitzi Gómez (ILO Chile)

Tel: (56-2) 580 5546 Email: gomez@oitchile.cl

Ms María de la Luz Celedón (ILO Chile)

Tel: (56-2) 580 5517 Email: celedón@oitchile.cl

Ambulance: 131

Fire: 132

Police: 133

CONSULATES IN CHILE

Argentina

Avenida Vicuña Mackenna 41 – Santiago Tel: 582 2606 – 582 2608 – 582 2609 Email: consuladosantiago@embargentina.cl

Plurinational State of Bolivia

Avenida Santa María 2796 - Providencia

Tel: 232 8180 – 658 1280

Email: colivian-santiago@consuladodebolivia.cl

Brazil

Mac-Iver 225, piso 15 – Santiago

Tel: 820 5800

Email: consbraschile@consbraschile.cl

Embassy email: embrasil@embajadadebrasil.cl

Canada

Avenida Nueva Tajamar 481, Torre Norte, piso 12 – Las Condes

Tel: 652 3800

Embassy email: stago@international.gc.ca

Colombia

Avenida Presidente Kennedy 5735, Of. 204 – Las Condes

Tel: 432 1999

Email: csantiag@cancilleria.gov.co

Costa Rica

Zurich 255, Of. 85 – Las Condes Tel: 334 1600 – 334 9486 – 334 9480

Email: consulado@costarica.cl Embassy email: info@costarica.cl

Cuba

Avenida Los Leones 1346 - Providencia

Tel: 596 8551 – 596 8586

Email: consulchil@embacuba.cl

Embassy email: emcuchil@embacuba.cl

Dominican Republic

Avenida Candelaria Goyenechea 4153 - Vitacura

Tel: 953 5750

Embassy email: embajada@embajadadominicana.cl

Ecuador

Avenida Providencia 1979, piso 5 - Providencia

Tel: 231 8945 – 335 0873

Email: cecusantiago@mmrree.gov.cl Embassy email: eecuchile@mmrree.gov.cl

El Salvador

Coronel 2330, Of. 51 - Providencia

Telephone: 233 8324 – 233 8332 – 231 6370 Embassy email: embasalva@adsl.tie.cl

France

Avenida Condell 65 – Providencia

Telephone: 470 8000

Email: consulat.santiago@gEmail.com

Guatemala

Zurich 255, Of. 55 – Las Condes

Tel: 586 4430 – 586 4431 Email: consulado@guatemala.cl

Embassy email: embajada@guatemala.cl

Haiti

Zurich 255, Of. 21– Las Condes

Tel: 231 3364 – 231 1776

Embassy email: embhai@terra.cl

Honduras

Zurich 255, Of. 51 – Las Condes

Tel: 334 7946

Embassy email: honduras@tie.cl

Mexico

Félix de Amesti 128 – Las Condes

Tel: 583 8428 - 583 8427

Embassy email: info@emexico.cl

Netherlands

Avenida Apoquindo 3500, piso 13 – Las Condes

Tel: 756 9202

Embassy email: stg@minbuza.nl

Nicaragua

Zurich 255, Of. 111 – Las Condes

Tel: 234 1808

Embassy email: embanic@vtr.net

Panama

La Reconquista 640 – Las Condes

Tel: 202 6318

Embassy email: embajadapanamachile@vtr.net

Paraguay

Carmen Sylva 2437 – Providencia

Tel: 371 4666

Email: epychemb@entelchile.net

Peru

Bucarest 162 – Providencia Tel: 231 8020 – 232 2095

Email: conpersantiago@adsl.tie.cl

Portugal

Avenida Nueva Tajamar 555, piso 16 – Las Condes

Tel: 203 6615

Email: consulado@embportugal.tie.cl

Embassy email: embajada@embportugal.tie.cl

Spain

Avenida 11 de Septiembre 2353, piso 9 – Providencia

Telephone: 663 3000

Email: cog.santiagodechile@maec.es

Embassy email: emb.santiagodechile@maec.es

United Kingdom

Avenida El Bosque Norte 0125 – Las Condes

Tel: 370 4171 – 370 4172

Embassy email: embsan@britemb.cl

United States

Avenida Andrés Bello 2800 – Las Condes

Telephone: 330 3000

Embassy email: infousa@state.gov

Uruguay

Avenida Pedro de Valdivia 711 - Providencia

Tel: 223 8398 – 204 7988 Email: courusgo@uruguay.cl Embassy email: urusgo@uruguay.cl

Bolivarian Republic of Venezuela

Bustos 2021 - Providencia

Tel: 365 8700

Email: consulvenez@embajadadevenezuela.cl

Embassy email: embavenez@embajadadevenezuela.cl

INTERNATIONAL AIRLINE INFORMATION

AEROLÍNEAS ARGENTINA

Central Office: (56 2) 210 9300 Flight information: 800 610 200 Lost luggage: (56 2) 690 1030

www.aerolineas.com

AMERICAN Airlines

Flight information: (56 2) 601 9272 Lost luggage: (56 2) 690 1093 Airport office: (56 2) 601 9318

www.aa.com

Aerolínea Principal

Panamericana travel agency: (56 2) 476 6900 Turisclub travel agency: (56 2) 446 6900

www.aerolineaprincipal.cl

AEROMEXICO

Flight information: (56 2) 690 1038 Lost luggage: (56 2) 690 1039 Central Office: (56 2) 390 1000 Airport Office: (56 2) 690 1039

www.aeromexico.com

AIR CANADA

Flight information: (56 2) 690 1154 Lost luggage: (56 2) 690 1153 Central Office: (56 2) 337 0022

www.aircanada.com

AIR FRANCE - KLM

Flight information: (56 2) 580 9696 Lost luggage: (56 2) 690 1541 Central Office: (56 2) 290 9330 Airport Office: (56 2) 690 1540

www.airfrance.cl www.klm.com

AVIANCA

Central Office: (56 2) 270 6613 Airport Office: (56 2) 690 1051 Lost luggage: (56 2) 690 1051

www.avianca.com

COPA Airlines

Flight information: (56 2) 690 1014 Lost luggage: (56 2) 690 1026 Central Office: (56 2) 200 2100

www.copaair.com

DELTA Airlines

Flight information: (56 2) 690 1555 Lost luggage: (56 2) 690 1555, 690 1551

Airport Office: (56 2) 690 1551

www.delta.com

GOL

Central Office: (56 2) 690 1438 Flight information: (56 2) 690 1684 Lost luggage: (56 2) 690 1440

www.voegol.com

LAN Airlines

Flight information: (56 2) 526 2000 Lost luggage: (56 2) 565 3500

www.lan.com

IBERIA

Flight information: (56 2) 870 1070 Lost luggage: (56 2) 123 002 00791 Central Office: (56 2) 870 1000 Airport Office: (56 2) 690 1078

www.iberia.com

PLUNA Uruguay Airlines

Flight information: (56 2) 690 1192 Lost luggage: (56 2) 690 1192

Central Office: (56 2) 796 4670 -71 -72 -73

Airport Office: (56 2) 690 1192

www.flypluna.com

Swiss International Airlines

Flight information: (56 2) 690 1113 Lost luggage: (56 2) 690 1114 Central Office: (56 2) 630 1655 Airport Office: (56 2) 690 1112

www.swiss.com

TACA Airlines

Flight information: (56 2) 690 1276 Lost luggage: (56 2) 690 1185

www.taca.com

TAM Airlines

Flight information: (56 2) 862 6500 Lost luggage: (56 2) 862 6500 Central Office: (56 2) 862 6500 Airport Office: (56 2) 690 1279

www.tamairlines.com

VARIG

Flight information: (56 2) 690 1460 Lost luggage: (56 2) 690 1461

www.varig.com