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](http://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](http://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**

Clinica Alemana  
Address: Avenida Vitacura 5951 – Vitacura  
Tel: (56-2) 210 1111

Clinica Las Condes  
Address: Lo Fontecilla 441 – Las Condes  
Tel: (56-2) 210 4000

Clinica Santa Maria  
Address: Avenida Santa Maria 0500 – Providencia  
Tel: (56-2) 913 0000

Clinica Indisa (a few metres from the Sheraton Hotel)  
Address: Avenida Santa Maria 1810, Providencia  
Tel: 362 5555

**USEFUL TELEPHONE NUMBERS**

**Meeting venue and address**

Convention Center of the Sheraton Santiago Hotel  
Avenida Santa Maria 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: 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@Email.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.aerolineapincipal.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