Operation Ice Bridge

[Earth Science Project Office, ESPO]

Orientation Package for Operation Ice Bridge – Antarctica.

http://www.espo.nasa.gov/oib/

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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 do not hesitate to contact anyone in the Earth Science Project Office – ESPO.

Chile Entry/Exit Requirements

U.S. citizens entering Chile must have a valid passport, as of 2014 **no visa nor reciprocity fee** is needed for US citizens, 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. 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. More up-to-date information about entry requirements for people from other countries can be found at their consular website: http://www.chile-usa.org/visasgral.htm

Punta Arenas, Chile

You will arrive at the Presidente Carlos Ibanez del Campo International Airport (PUQ). The airport is located about 20 km (12 miles) 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 other 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. Punta Arenas can and will be very windy, wet and cold – Bring warm clothing. Also, Google maps provide very accurate and great visual information about the city. You (or your team) should coordinate for your own transportation from the airport to the hotel via car rental or taxi services (readily available at the airport.) Contact ESPO with any questions.

Car Rentals & Driving in Punta Arenas

- There are a few major rental car companies in Punta Arenas with locations at both, the airport and downtown:
  - Budget: Airport location, phone +56 61 212-293, downtown +56 61 202-721. After hours contact +56 99 444-0715. E-mail: budgetpatagonia@danilojordon.cl Ask for Javiera or Fernando.
  - Alamo: Airport location, phone +56 61 710-706. E-mail: punta_arenas@alamochile.com.
  - Hertz: Airport location: +56 61 210-096. After hours contact: +56 99-9195-3542. E-mail: hertzpatagonia@rentaaustral.cl.
  - Avis: Cell phone: +56 99 162-5487 (Hector)
- Parking in Downtown PA 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.

- Visitors must have an international driver's permit in order to drive legally in Chile. The international driver's license must be obtained in the United States before traveling to Chile. Although car rental firms may rent to customers with only a U.S. driver's license, the police fine foreigners for driving without a valid international permit. (Information taken from State Department web site.)

Taxi Services

- There are many taxies 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 (~5.00USD 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

We will be staying at the **Diego de Almagro Hotel** located at Ave Colon 1290, telephone +56 61 208-800 http://www.dahoteles.com/hotels.htm#90731 The hotel is located on the southern end of downtown by the seaside. Please **DO NOT** contact the hotel. ESPO will have block reservations for the entire team. The room rate for this year is **$100 USD/night.** It included free breakfast, free parking, and free wireless internet access. Amenities include in room refrigerator and safe box, TVs, common pool, sauna, exercise room, underground parking, and conference rooms.

Standard Room (Hotel Diego de Almagro)

Restaurant (Hotel Diego de Almagro)

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.

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.

Pharmacies

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

Hospital and Health Insurance

You must 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.

Hardware Store

Sodimac, a store equivalent to the US Home Depot is located on the north end of town.

Money

There are a large number of banks in Punta Arenas with 24/7 ATMs (*cajero automatico* in Spanish). 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 ***(08/13/2014)*** is about 576 Chilean Pesos (CLP) to the dollar.

General Travel Notes - Chile

- USG Per diem. $182/89 for Punta Arenas (effective since 07/01/2013).
- 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.
- 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.
- Outdoor clothing/goods. There is an excellent outdoor gear and clothing store, ALFGAL, about two blocks from the port in Punta Arenas. There is also a Northern Face store downtown.

Cell Phones & Communications

- Unless you have an international data plan, it is a good idea to **disable the data roaming in your smart phones 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.

- The ESPO's advance party will have local cell phones as well as US phones available in Punta Arenas. We will distribute one phone per team. the local Chilean numbers as we obtain them (about a week ahead of the arrival of OIB) and post them in the OIB common areas at the airport and in the Diego de Almagro hotel lobby.
- 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, etc) with the connectivity provided at the hotel, the airport, and many restaurants and cafes around town.

Electricity

Please note electrical power in Chile is **220V/50Hz.** Please take care when plugging in your electronic devices. **Bring a conversion plug** with you from US to Chile.

OIB Operations

- The OIB mission flights will be flown from PUQ. The OIB operations area (the office) & storage space for the OIB mission team is located in the second floor next to the cafeteria 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. Connected to the DGAC building on its west end is the old terminal.

View of the OIB operations area before temporary modifications are added.

View of the cafeteria from the OIB operations area.

Privacy wall added to OIB operations area.

OIB in full operations mode.

- There are two ways to enter the ramp from our offices. 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).
- Parking is available across from the DGAC building. The exact amount for payment of parking fees is still being worked out, but the cost will be roughly $100 US per car per month. OIB personnel renting vehicles will be issued a badge from the airport parking concessionary; every time a car needs to leave the airport premises, the driver should approach the airport Information booth, show the badge and obtain a key card to exit the parking zone.

- There is free parking for employees next to the DGAC building. This area is off-limits to OIB and can only be used after hours and on the weekends.
- We have a single (shared) bathroom. Keys for the bathrooms will be in the ESPO Office. [We are working to get separate bathrooms that are open all the time.]

DC-8 Aircraft Location

The DC-8 will be parked on ramp parking location 4 (see picture) or in location 5, directly behind.

DC-8 location on the flight line. Indicated are also the location of the newly completed control tower and office working space.

Badging and Access

ESPO will handle badge arrangements for all OIB participants. An escort is not required for people walking from the office building to the aircraft for badged personnel. You must wear a reflective vests (provided by ESPO) 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 and walk along the edge of the ramp and taxiway (noted on picture) 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.

Daily Mission Schedule

Daily mission schedules will be emailed to OIB personnel and also posted on the ESPO Operation Ice Bridge website (http://www.espo.nasa.gov/oib/).

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). See ESPO 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 NASA aircraft.
- Always lock vehicles and keep personal items out of sight.
- No photographs of airport operations on the ramp.
- If you want a couple of OIB related photographs loaded on the OIB web site please provide a digital image to a member of ESPO.
- The local equivalent to the "911" emergency line in Chile is:
    - 131 - AMBULANCE (*SAMU*)
    - 132 - FIRE DEPARTMENT (*BOMBEROS*)
    - 133 - POLICE DEPARTMENT (*CARABINEROS*)

Network and Communications

- ESPO will set up a wireless network in the OIB Operations area at the airport through a local company (ADSL 2 Mbps or better). Remember that high speed broadband communications in this remote part of the world are not always reliable and the bandwith is usually limited so plan accordingly.
- Password will be provided on site.

Office Equipment

Printers, a copier and general office supplies will be supplied and available at the OIB Operations Center in the airport terminal.

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): 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 **cell phone** in Punta Arenas (or anywhere in Chile), from the USA, the following three ways of dialing are equivalent:

011 56 973917774 OR 00 56 973917774 OR +56 973917774

To dial a **landline phone** in Punta Arenas, from the USA, the following three ways of dialing are equivalent:

011 56 61 208 800 OR 00 56 61 208 800 OR +56 61 208 800

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