

WELCOME TO CHILE



# SET YOUR WATCH TO LOCAL TIME



# EMERGENCY PHONE NUMBERS

## NATIONAL EMERGENCY PHONE NUMBERS

- Police: 133
- Ambulance: 132
- Fire Department: 131

## SOUTHBRIDGE ACCESS STAFF

- Host: Myriam Carreño +569 9930 3512
- Host: Pablo Sandoval +569 8255 5819
- Program Manager: Emily Terrell +569 9383 4082 +1 786 648 2475
- Program Coordinator: Fernanda Solar +569 9829 5253 +1 786 654 4344

## CLINIC

- Clinica Las Condes
- Address: Estoril 450, Las Condes, Santiago
- Telephone: +56 2 2610 4000

# SAFETY PRECAUTIONS



Be alert and conscious of your surroundings. Only use your phone on the street if absolutely necessary.



Use the **Buddy System**. As long as your buddy knows where you are, you will not get lost or left behind.



In public areas, carry bags **in front** of you and keep wallets in front pockets. This is especially important when using public transportation.

- While in a restaurant, place bag on your lap or hooks under the table. Do **not** hang on the back of your chair.
- **Never** leave valuable objects on the table such as wallets, mobile phones or bags. This is especially true if you have to get up from the table, even momentarily.
- Take only what you need and be sure to **make copies of all** your important documents such as your passport, license, and credit cards. Do not carry your passport with you.

# SAFETY PRECAUTIONS

## *In the Event of Theft:*

1. Seek help from people around you to call your Host and Trip Leaders.
2. Inform your Host/Trip Leader where you are and what happened.
3. Do not attempt to fight back.

## ***Important:***

- Leave your valuable items at the hotel.
- Do not carry an excessive amount of money with you.



## *Medical Emergencies:*

1. Seek help from people around you.
2. Get someone to call Host/Trip Leader.
3. Minor emergency: Check with insurance provider first.
4. Major emergency: Seek immediate medical attention at nearest hospital.

# TIPS TO AVOID PICKPOCKETING/THEFT

- Avoid taking your phone out on streets, especially if they are busy. If you must take out your phone, step into a store or storefront if possible. Grip tightly with both hands to avoid snatch and runs, a popular method for thieves on motorcycles/scooters.
- Never keep your valuables in the outside pockets of your bag/backpack, *even if there is a zipper*.
- Be aware the pickpockets on public transportation often use jackets or bags to hide their hands as they steal.
- When in crowded places or public transportation, always keep a hand in your pocket over your phone/wallet or a hand on the zipper of your bag. Place your backpack on your front.
- Be wary of strangers closely approaching you in busy places. Oftentimes, pickpockets work in teams.
- Never leave valuables on the bus.
- Do not carry your passport with you. Leave valuables and extra money in the hotel safe when possible.





# AREAS TO AVOID & NEIGHBORHOOD SAFETY

- Be alert when leaving or returning to the hotel.
- Also, be alert in and around the Costanera Center Tower. This area is always busy with mall patrons, foot traffic, street vendors, etc.

## ***Areas to avoid:***

- Plaza de Armas, day or night.
- Estación Central Commune.
- Plaza Italia AKA Plaza Baquedano
- Reconsider visiting neighborhoods outside of Providencia, Las Condes and Vitacura.



# WATER



Avoid getting sick while on your trip and stick to bottled water.

- **Agua Con Gas:** Sparkling Water
- **Agua Sin Gas:** Still Water

# TRANSPORTATION

- There are several forms of transportation to get around the city
- You can use services like Uber, but even they are in a “grey zone”, you can select in same app to request a legal taxi. See the examples below.
- If paying cash, use small bills to pay
- Hotel reception can assist if needed



U B E R

**Popular**  
Viajes economicos, todos

**Comfort**  
18:32 · 6 min de distancia  
Viajes más cómodos, todo

**Flash**  
18:31 · 5 min de distancia  
Envía o recibe artículos

**Taxi**  
18:30 · 4 min de distancia  
Taxis, taxis ejecutivos y vehículos turísticos

**Transit**  
18:26  
Rutas de transporte público

**Premium**

**Black**  
18:34 · 8 min de distancia  
Viajes premium en autos



¿Cómo quieres viajar?

**Cabify** **Taxi**

Introduce tu ruta **Reservar**

**Trabajo**  
Añadir como favorito



**Opciones de viaje**

**Express** 4  
Rápido y económico

**Taxi** 4  
Fácil y confiable

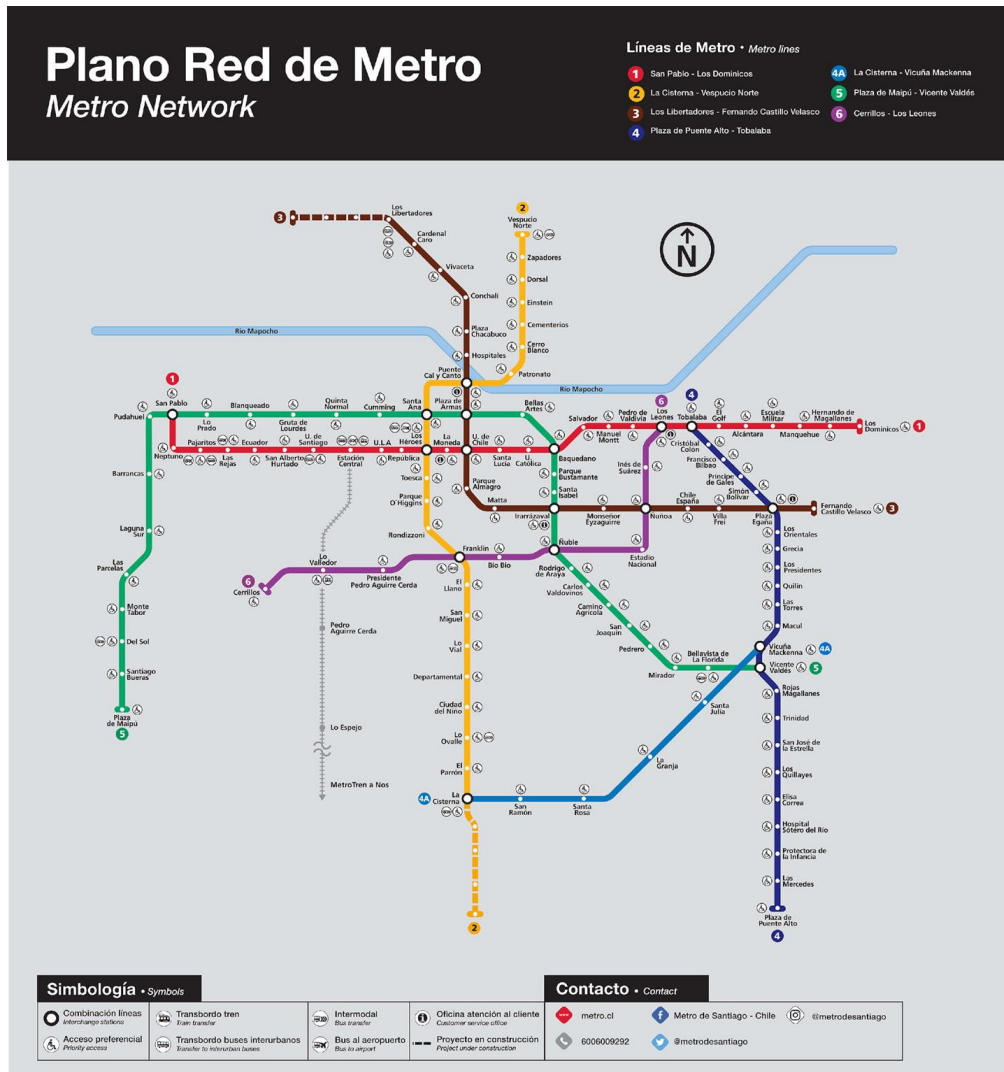
**DiDi Entrega** 4  
Para tus envíos

# TRANSPORTATION

- How to differentiate between taxis and other vehicles:
  - Street taxis: yellow top, black body, orange car plate with black letters
  - Radio taxi: orange car plate with white letters
  - Normal vehicle: white car plate with black letters
- The rate starts at roughly \$450 pesos and increases between \$150 and \$190 every 200 meters (or per minute when stationary).
- ***\*\*Be mindful that it's not uncommon for taxi drivers to overcharge tourists.***



# TRANSPORTATION



- You will need to purchase a *Bip!* card and top up to travel. This must be done in cash.
- *Bip!* cards can be purchased at any metro station. The cards themselves cost \$1.550 CLP and must be loaded with an initial credit of at least \$1.000 CLP.

# MONEY

- **Exchange rate:** \$ 1 dollar = \$ 926 CLP (Chilean Pesos)
- **ATM:** Cajero Automatico Redbank
- ATMs are plentiful in Santiago and other cities and towns, and you can find them whenever you see a red logo, with a white “R”, and white stripes at its the left. Always prefer ATMs located inside banks or hotels.
- The accepted credit cards are usually Visa, Mastercard and American Express.
- Tipping is 10% for restaurants and bars (via cash or credit card).
- Tipping is not necessary for taxis, although feel free to “round up”.
- Local businesses will only accept CLP, not USD.
- You can exchange currencies in exchange bureaus called ‘Casas de Cambio’.



# EARTHQUAKE SAFETY

The great majority of modern buildings in Santiago are earthquake-proof, and you will generally be safe indoors without the need to evacuate during tremors.

In case of earthquake:

- Stay calm and stay close to your Host.
- Protect yourself and get underneath a solid structure like a table, or at least next to one.
- If you are on a street, stay away from buildings, electricity posts and cables
- If you are in a crowded public place, stay calm and remain where you are. Protect your head and neck with your arms
- If you are in a coastal zone such as Valparaiso, evacuate immediately by following signs directing you to tsunami safety zones (see photo) which are located in higher terrain.



# USEFUL SPANISH PHRASES

Good morning	Buenos días
Good afternoon	Buenas tardes
Good evening	Buenas noches
Hello	Hola
Goodbye	Adiós/Chao
I want, I don't want	Yo quiero, yo no quiero
I would like (more polite)	Me gustaría
Where is?	¿Dónde está?
Do you speak English?	¿Habla inglés?
How much does it cost?	¿Cuánto cuesta?
What time is it?	¿Qué hora es?
Do you have?	¿Tiene?
I have, I don't have	Yo tengo, yo no tengo
I understand, I don't understand	Yo entiendo, yo no entiendo
How are you?	¿Cómo estás?
If they ask you how you are, you can say "good, thank you"	Bien, gracias
<b><i>Don't ever forget:</i></b>	
Please	Por favor
Thank you	Gracias



Disfruta!  
Enjoy!