



Santiago - City Business Guide

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Overview

Santiago is a city of juxtapositions, where futuristic skyscrapers loom over colonial style churches and internet cafés are nestled against nineteenth-century buildings, the totality surrounded by some of nature's most impressive peaks the Andes. A sprawling metropolis, the capital is home to five million inhabitants, one-third of Chile's population. Chile's most prosperous city and its largest industrial center, the urban area is composed of thirty-one districts, including one named Santiago. Most of the city's attractions are located in the old area, with the río Mapocho on its northern end. This district includes the Palacio de la Moneda (presidential palace), the main square Plaza de Armas, the Mercado Central (central market), the Church of San Francisco and the residence Velasco. Another area of interest is that of Bellavista, home to the city's avant-garde cultural scene and many colorful bars. While the green space of Cerro Santa Lucia offers a pocket of calm from the blaring horns of the regular traffic jams, the city is affected by a serious pollution problem, a result of its rapid urban and economic growth. Some traffic restrictions are now in place for the city center.

Business Etiquette

Business practices in Chile are similar to North American practices. The business day generally lasts from 9 am to 6 pm. While lunch breaks are usually one-hour long, it is normal for business dinners to last for two or three hours. While English is the language of business, knowing some Spanish is useful.

* Business attire is quite conservative. A dark-colored suit and tie is appropriate for men, a suit and heels for women.

* It is customary for meetings to start and close with a handshake.

* A few minutes of non-business related conversation often begin a meeting. Appropriate topics include family, children, tourism in Chile.

* Controversial topics like human rights or Chilean leadership should be avoided.

* Business cards are exchanged with everyone you meet in a professional context. Ensure you have an adequate supply constantly on-hand.

* A friendly, outgoing attitude is appreciated. Although more formal in demeanor than other South Americans, the Chilean outlook is basically Latin.

* Physical contact is common, and two businessmen may often be seen walking arm in arm.

* If a person has a professional title (e.g., profesor for a teacher, abogado for a lawyer, arquitecto for an architect), it should be used, followed by his or her surname.

* Chileans officially have two names. Their father's name comes first, followed by that of their mother. It is customary to address someone by the first (father's) name only.

Chamber of Commerce

North American Chamber of Commerce avda. Pdte Kennedy 5735 Of. 201, Las Condes; Tel.: + (56-2) 290 9700

British Chamber of Commerce av El Bosque Norte 0125, Las Condes; Tel : + (56-2) 370 4100

French Chamber of Commerce Marchant Pereira 201 Of. 701, Providencia; Tel.: + (56-2) 225 5547

German Chamber of Commerce Avda El Bosque Norte 0440 Of. 601, Las Condes; Tel.: + (56-2) 203 5320

Italian Chamber of Commerce Avda. Luis Thayer Ojeda 073, Providencia; Tel : + (56-2) 232 2618

Japanese Chamber of Commerce Alcántara 772, Las Condes; Tel.: + (56-2) 208 7950

Embassies and Consulates

Consulado de Brazil Mac Iver 225 piso 15 casila 1110; Tel.: + (56-2) 425 9230

China Avda. Pedro de Valdivia 550, Providencia; Tel.: + (56-2) 233 9898

Czech Republic Avda El Golf 254, Las Condes; Tel.: + (56-2) 231 1910

Germany Las Huallatas 5677, Las Condes; Tel.: + (56-2) 463 2500

France Condell 65, Providencia; Tel.: + 56 2 225 10 30

Italy Clemente Fabres 1050, Providencia; Tel.: + (56-2) 470 8400

Japan Avda Ricardo Lyon 520, Providencia; Tel.: + (56-2) 232 1807

Korea Alcántara 74, Las Condes; Tel.: + (56-2) 228 4214

Mexico Felix de Amesti 128, Las Condes; Tel.: + (56-2) 206 6133

United States Avda Andrés Bello 2800, Providencia; Tel.: +56 2 232 2600

United Kingdom Avda El Bosque Norte 0125, Las Condes; Tel.: + (56-2) 370 4100

Australia Avda Isidora Goyenechea 3621, Las Condes; Tel.: + (56-2) 550 3500

Business Centers

Business Centers are comparatively rare in Chile. Business facilities are more likely to be available in the larger hotels.

Hôtel Regal Pacific Avenida Apoquindo 5680, Las Condes; Tel.: + (56-2) 377 6000

Hôtel Plaza San Francisco **** Alameda 816, Santiago Centro; Tel.: + (56-2) 639 3832

Casa Piedra Avda. Monseñor Escrivá de Balaguer 5600, Vitacura; Tel.: + 56 2 752 7000

Conference and Exhibition Centers

Regus Alcántara 200 Piso 6, Las Condes; Tel.: + (56-2) 369 5656. Avenida Vitacura 2939 Piso 10, Las Condes; Tel.: + (56-2) 431 5000

Auditorio Avda El Bosque Sur 130, Las Condes; Tel.: + (56-2) 230 4334

Santiago Marriott Hotel Av Presidente Kennedy 5741, Tel : + (56 2) 426 2000

Translation Offices

Berlitz Globalnet Padre Mariano 305, Tel : + (56 2) 235 2341

Intérpretes Simultaneas Ltda El Trovador 4280 Of.1103, Las Condes, Tel : + (56 2) 342 5134

Word Service, Salvador 95 oficina 603, Providencia. Tél: +56 2 343 1636

Courier/Messenger Services

UPS Tel.: 562-685-0700

Federal Express Tel.: + (56-2) 36 16161

DHL Tel.: +56-2 280 2000

Chilexpress s.a. Tel.: + (56 2) 800 200 102

Internet Connection Place

Internet access is commonplace in Santiago. There are numerous cyber cafés and most hotels either already offer or soon will offer internet access.

Café Phonet, San Sébastian, 2815, Tél: +56 362 33 56106

Téléfonica, Panorámico 11 de septiembre, 2155, Tél: +56 2 691 2020

Net al paso, General del Canto, 112, Of 407, Tél: +56 2 236 6191.

Visas & Customs

Visitors to Chile must have a passport, except for nationals from Argentina, Brazil, Uruguay and Paraguay, for whom a national identity card is sufficient.

Note that nationals of the following countries must also obtain a visa: Korea, Poland, India, Thailand, Russia and Jamaica.

Customs allowances: 400 cigarettes or 50 cigars, 500 g of tobacco, 2.5 liters of alcohol and of perfume for personal use.

Phone Information

The country code for Chile is 56 and the area code for Santiago is 2.

Emergency Phone Numbers

Emergency 131

Fire 132

Police 133

Information 103

Tips and Rules for Use of Phone in Country

All phone numbers for Santiago and the surrounding area have seven figures.

Numbers for the rest of Chile only have six figures (with the exception of certain free-phone numbers and mobile phone numbers). Chile's telephone system is one of the most modern and economical to use in the world.

Vigorous competition between operators has pushed prices down. For long distance calls first dial the number of the operator that you wish to use (Entel, 123; CTC, 188; Chilestat, 171; Bellsouth, 181) followed by zero, and then the country code, area code, and finally the number that you wish to reach. The differences in prices between operators are minimal.

Tips and Rules for Use and Rental of Mobile Phones

All cell phone numbers in Chile have seven figures. They start with 09. Check with your service provider before departure that your phone is compatible with the local system. Cell phones are available for hire, from BellSouth for example, and should cost approximately \$55 per month.

Money

The Chilean unit of currency is the peso. Credit cards (Visa, MasterCard, Diner's, American Express less frequently) are accepted in most hotels, restaurants and shops. Traveller's cheques may be exchanged at bureaux de change (*casas de cambio*) and are often accepted by tourist agencies and hotels.

Tipping

Restaurants : Service is not included, a 10% tip is usual.

Bars : Service is not included, a 10% tip is usual.

Taxis : No tipping.

Time Difference

Chile is six hours behind GMT during the southern hemisphere winter and four hours behind during the southern hemisphere summer, i.e. from October to March.



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VAT & Taxes

All consumer products are taxed at 18.5 %. There is an airport tax of \$19 for international departures.

Voltage

220 Volt, 50 Hz (as in Europe). Adapters for plugs are necessary.

Local Transportation

Santiago has three subway lines that are fast and clean: *línea 1* (east-west), *línea 2* (north-south) and *línea 5* (north-south-east). The subway is open from Monday to Saturday, 6.30am to 10.30pm and on Sundays from 8am to 10.30pm. Taxis are black with yellow roofs. They have meters and prices are reasonable. The *colectivos* (community taxis) are cheaper, black all over, and for a fixed charge will take you to specified stops. They can take up to four passengers. Radio taxis are also available and are usually ordered for you by hotels and restaurants. Finally there are the *micros* (buses) which are very economical, but it can be difficult to find out their timetables. There are alot of traffic jams in Santiago and anarchy often seems to be the rule of the road, so hiring a car in Santiago is not be recommended unless you are planning trips outside the city.

Health Info

There are no serious health risks associated with a visit to Chile. There are no compulsory vaccinations, however it is preferable to have been vaccinated against hepatitis (A and B), tetanus and typhoid. Avoid tap water, raw vegetables and seafood. There is a high standard of healthcare in the private clinics (Clinica Alemana, Clinica Las Condes).

Climate

The various regions of Chile all have distinct climates. The North is very dry, the South experiences heavy rainfall year-round, the central regions enjoys a moderate climate while the climate of the region of Terre de Feu is polar. The seasons are the inverse of those in the northern hemisphere. June to September are the winter months, and summer lasts from December to March. Santiago's climate is Mediterranean. January and February witness average temperatures reaching 30 degrees C, while the average temperature in July and August is 12 degrees C. Spring and autumn experience mild conditions.

Public Holidays

New Year's Day January 1

Easter March-April

Labour Day May 1

Saint-Paul and Saint-Peter's Day June 29

Assumption August 15

National Liberation Day September 11

Independence Day September 18

Christopher Columbus Day October 12

All Saint's Day November 1

Immaculate Conception December 8

Christmas December 25

Where to Eat

Gatopardo is a very classy restaurant with a beautiful interior featuring lots of modern art and imaginatively prepared food. The marine-themed **Aquí está Coco** features exceptional seafood and an extensive choice of Chilean wines. Ceviche (raw fish marinated in lemon juice) is the house specialty at **El Otro Sitio**, one of the city's best Peruvian establishments. Copious grilled meat dishes are the feature at **El Novillo**, while vegetarians can enjoy a rare treat at **El Huerto**. For North American dishes, go to **A Pinch of Pancho** where an attentive staff will serve you BBQ spare ribs, Cajun chicken and desserts to die for. Offering magical views especially at night when the city lights spread out below like a blanket of diamonds **Camino Real** also features an imaginative menu (try sea bass in champagne sauce with fetuccini) and an excellent choice of wine.

Local Gift Ideas

Handmade craft items, ranging from copperware, jewelry, ceramics, textiles and alpaca knitwear, make excellent gifts. Chile Tipico, in the town center, and Los Graneros del Alba, in the Las Condes area, have good selections. Lapis-lazuli jewelry is also a unique choice. Many jewelers sell pieces featuring this stone in the Bellavista district. Wine is also a regional specialty. The Wine House on the Avenida Vitacura provides a huge variety and friendly, informative service. The neighborhood north of the Cerro Santa Lucia offers good antique shopping. The city also hosts numerous flea markets (*ferias persas*); one of the most popular is the mercado Franklin (subway: Franklin).

Leisure Time

The fascinating collection of the Chilean Museum of Pre-Columbian Art includes artifacts spanning 10 000 years of South American history.

The area surrounding Santiago offers unlimited options for outdoor activities. You can reach Rio Maipo Canyon (Cajon del Maipo), a gorgeous site for river-rafting, by public transport. World-class skiing facilities are also close by. El Colorado, Farellones and La Parva (altitude: 2650 m) are 32 km from the city; Valle Nevado (altitude: 3000 m) is 42 km away; and Portillo, popular with the most avid skiers, is located at a distance of 149 km. Chilean wines have international renown, and several of the major vineyards in the Central Valley, started hundreds of years ago with vines imported from France, can be visited. Undurraga and Cousino Macul both offer tours. Just 115 km northwest of Santiago is the lovely coastal town of Valparaiso with its hillside candy-colored houses. Only 10 km further is the quaint Viña del Mar.

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