

## **Traveling to Futaleufu via Esquel**

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### **Your en-route guidance**

#### **Traveling to Patagonia thru Argentina.**

### **Arrival Buenos Aires Argentina**

In flight, fill out all necessary customs forms. Upon arrival, go through customs in the airport and fill out the visa form. Argentina will charge you a reciprocal visa fee at their international airport. Visa Fees as of Nov 1 2010. USA: \$131 USD, Canada: \$70 USD, Australia: \$100 USD. Chile has never charged another visa fee to enter Chile when you enter at a remote border crossing. Every indication is that this policy will continue.

There is a money exchange booth in the baggage terminal called Global Exchange. Do not exchange money here. For the best possible rate, go to the Banco de la Nacion booth that is located just outside the customs area and to the left. We recommend only taking out the cash you expect to use on taxi's, and snacks on your way to and from Futaleufu. The bank in Futaleufu will not exchange Argentine pesos to Chilean pesos, they will however change \$20's in US dollars. We feel in this part of Patagonia, US dollars is the most flexible currency. Traveler's checks are difficult to exchange for their full value. Exchile can always change your US dollars to Chilean Pesos. However torn or marked dollars can not be exchanged in Chile or Argentina. It is worth getting new bills from your bank before you depart the US.

Remember you are in a big city of another country and you may stand out as a foreigner. Argentineans are helpful, but be cautious with your baggage, or ploys to distract you from it. Always settle on your cab fare before you start your trip.

Transfer to Domestic Airport AEP: From the international airport in Buenos Aires (EZE - Ezeiza,), you will transfer by bus (~\$20, 1 hr 15 minutes); or taxi ( ~ \$50 USD 1 hr), to the national airport (AEP - Aeroparque). Your flight schedule should allow three hours between the arrival of the international and departure of the national flight. Before purchasing a bus transfer ticket between airports, check which of the three bus companies will depart the earliest. The bus usually will stop at an intermediate terminal before heading on to the national airport. Be sure to ask before you get off, if you are indeed at the national airport. If you arrive late or are feeling a little hesitant about the bus option, we strongly suggest taking a taxi. They are usually 15 minutes faster and involve little hassle.

Airline Check In: When checking your baggage in for a domestic flight in Argentina remember the international baggage allowance is greater than the national baggage allowance within Argentina. They may try to ask for baggage fees. Tell them you have just arrived on an international flight and if your baggage is within the international limits they should not charge you additional fees. Show them your International ticket and baggage checks. From the national airport, you will fly to your next destination, either Esquel or in some cases Bariloche, Argentina.

### **Traveling to Trevelin Argentina for your start of your Futaleufu trip.**

#### **Via Esquel Airport EQS:**

The Esquel is 15 minutes outside of Esquel in the desert and 45 minutes away from your Hotel in Trevelin. The flights arrive in the early afternoon. If you are grabbing a remis or taxi to your hotel in Trevelin be pro active. If there are not enough taxis, the tourist desk or the Aerolineas Argentina counter can call another one into the airport from the city.

#### **Private Ground Transport:**

If you have arranged a prepaid private transfer to take you to Trevelin look for the driver with a sign and your name on it. The driver will take you straight to your hotel in Trevelin.

**Bus:** If you are traveling by bus to Esquel look for a taxi in the front of the airport to get to the bus station. If you are running late for your bus, remember, there is extra time built in for transfer and the bus station is about 18 minutes away. There are also buses that depart later but if it is with another company it may require another ticket.

**Bariloche Bus Terminal:** (Buses to Esquel) The bus station is small and busy, just on the edge of town next to the lake. If running late, look at the bus company on the ticket and for that bus parked and ready to go. Since the company Via Bariloche has purchased three other bus lines that depart from this station, your bus will not always have the same company name as on your ticket. The name Esquel should be on the front of the bus, but not always. If you do not see your bus ask the driver, or go direct to the counter inside the station and ask for information of when your bus is going to arrive. Be pro-active! The departures and arrivals are more informal than non-Argentines are used to.

**Esquel Bus terminal (Buses from Bariloche):** There are taxis waiting in front of the station. If you do not see any go back inside the bus station and have someone at one of the counter call you a remis. It will be there in minutes. It is a 20 minute trip to your hotel in Trevelin.

## Arrival in Trevelin:

**Casa de Piedra hotel in Trevelin:** You should have your confirmation voucher naming your reserved hotel. Restaurants in Trevelin will seat you up to 10:30 and sometimes 11 pm.

The following morning (Sundays) taxis will pick up you and other trip members after breakfast at 9:00 am. They will drive you and your baggage to the border where the Futaleufu river crosses into Chile. Here your trip starts and an exchile representative will meet you at the border (Paso Internacional Rio Futaleufu)

## Crossing the Border:

**Departing Argentina:** The Argentine vehicles that brought you to the border will not cross into Chile. We have other vehicles waiting for you where you will be received by your trip leader. Enter the border station and give them your passport and any visa paper work you may have been given when entering Argentina. They may ask you how you are crossing. You say you are **departing Argentina by walking (por pee ay), on foot** since you are changing vehicles. After you are processed they may want to xray your baggage as you leave Argentina. We load your baggage into our vehicles and drive or walk the 300 meters to the Chilean border station.

**Entering Chile:** The visa fee that Chile normally collects is not collected when one enters at remote border crossings such as Futaleufu. Our representative will help you enter Chile but here is what will happen. Make sure you are not carrying any fruit, nuts with shells or open food of any type. If you have a doubt be sure to ask the customs agent, it is not too late to throw out the food. There are three phases. Enter the station and fill out a visa application in the center of the building. You will be asked to fill out on a form your **method of entering (by foot/ por pee ay), and your destination (rio azul)**. You will take that form and go to the international police where they will process your passport with the visa application. Walk to the SAG counter at the exit of the building and sign a form that you are not bringing in more than 10,000 usd or any open food products. Then you will exit the building to stand next to your luggage. The customs agents may want to open and inspect your luggage. There is a procedure they have installed to stop invasive water species. They will want to spray any equipment you will be using on rivers or lakes. Once this is done our drivers will reload your baggage on to our vehicles.

## Arrival Futaleufu:

**Trip Start:**

You have arrived and we welcome you to the incredible Futaleufu valley. After a short drive and orientation and outfitting of your equipment, you start your adventure.

#### **Trip End:**

On the last day of your trip and after a full day of activities on Friday you will return to the little pueblo of Futaleufu around 6 pm. Here you have the possibility of settling any massage, or bar bills from your stay, buying t-shirts, or communicating over the internet.

**Departing Futaleufu:** Around 6:30 pm you will be driven to the border where your trip with exchile will officially end. A vehicle taxi/remis will be waiting at the Argentina side that takes you back to Casa de Piedra hotel in Trevelin.

### **Returning from Trevelin:**

If you have not previously pre-paid a private transfer from the hotel to the Esquel airport, your hotel can arrange a taxi (remis) to pick you up at your Trevelin hotel 1.5 hours before your flight and take you straight to the airport in Esquel (45 minutes)

If you are returning to Bariloche and have pre-paid private transfer they will pick you up at the Trevelin hotel some 5.5 hours before your flight departure in Bariloche.

If you are returning via Bariloche and have purchased a bus ticket, **you will need to arrange and pay for a taxi** from your hotel to the Esquel bus terminal. Talk to the drivers that have dropped you off at your hotel they can arrange to pick you up. Plan departing your hotel 1 hour to 10 minutes before you bus is scheduled to depart.

Board you bus to Bariloche. Once in Bariloche, grab a taxi from the Bus terminal to the Bariloche airport. When you arrive in Buenos Aires, evaluate the time you have to get your international flight and chose either the shuttle bus or a taxi to the international airport.

## **Unexpected Travel Complications Enroute to Futaleufu**

#### **Arriving late:**

You may find yourself in route to Trevelin and worried about being late and not being able to eat dinner. Restaurants in Trevelin will allow you to enter, order up to 10:30 pm. If you arriving later than that on a private transfer and you are hungry, we recommend considering stopping at one of the nice restaurants 2 hours and 15 minutes before Trevelin, or in Esquel (at Restaurant La Espanola, our favorite) 25 minutes before arriving in Trevelin. The drivers do not mind waiting while you eat. It would be nice if the driver could notify your hotel in Trevelin what time you are arriving, if it is later than what is scheduled.

#### **Cancelled or Missed Flight**

Remember to tell the airline about your International trip pick up time. Insist on departing on the next flight. Be polite but the squeaky wheel gets greased. If the flight has been delayed, airlines will usually bend over backwards to solve any problems knowing that you have further connections. This is a good time to know that you have travel insurance that will cover any additional costs to get to our trip pick up point. It also helps, when flying home to let the airline know that you have further travel connections after the flight you are trying to get on. If one had to spend a Saturday night in Buenos Aires because of travel problems, the Sunday flight to Esquel offers a way to catch you up (or lost baggage for that matter) with a trip. See if Aerolineas Argentina will change your ticket from Bariloche to Esquel. You would arrive Sunday mid-day take a taxi straight to the border where expediciones Chile would receive you and catch you up with your trip. If for any reason you will not be making it to Trevelin on the night scheduled, call us so we can try to cancel your hotel reserve.

#### **Missed Bus or late Bus**

If you get to the Bus station and your Bus is not there on the scheduled time or you have missed your bus, be proactive. There are buses running this route almost every hour and a half. There are quite a few companies that

run the route Bariloche - Esquel and they depart almost every hour. Most of them are owned by Via Bariloche and they will usually respect your ticket on another bus if it is one of the companies they own, and there is space. Via Bariloche owns: Mar y Valley, Via Tac, and Don Otto. If you feel the next bus departs too late and you do not want to wait that long, or you arrived in Bariloche too late to catch the last bus, you could try to negotiate a private transfer at the airport. You could call our office and we can arrange a taxi to come pick you up often within 15 to 30 minutes of your call, you would not have to pay cash as we would charge your card and pay the taxi company.

## Lost Luggage

In the unlikely event during your travel it is discovered that your luggage has been lost or delayed, immediately report the issue to the airline. GET A RECEIPT TO SHOW THAT YOU HAVE REPORTED THE LOST Luggage. It is their duty to make sure luggage arrives at your final destination.

If you think you will miss your next flight or next transport segment by reporting it, push on. The connecting flight is more important than your luggage, as there are limited daily flights with limited space. We can help you find substitute clothes. Our staff at ExChile can help in the matter as soon as we are informed. It is IMPORTANT to get the luggage tag numbers the airline flight number and the delayed luggage report if you have one before calling us. We will also need to know where it was last seen.

IF your bags never arrived in Buenos Aires it is your International Carrier's responsibility. IF you checked in with a carrier in Buenos Aires and your bags did not arrive at it's destination in Argentina, it is the national carriers responsibility, Arerolineas or Lan.

Regardless getting the bags to the Aerolineas Argentina Esquel office is the first step. They know exchile and will transport your bags from Esquel to bring your bags to the border and inform our office of the arrival time and charge if any. If you have to pay the cost of the ground transport from Esquel to the Border with Chile, in case it is the International carriers responsibility, you can recover the cost from the responsible carrier or your insurance company later. We will pay the fee and charge you later. We want your bags to catch up as soon as possible.

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## **Tear this section off. Give it to the airline responsible for the lost luggage. URGENT.**

This Passenger \_\_\_\_\_ has delayed baggage.

Flight #

Baggage ticket #

It is the responsibility of **THIS** airline to get this luggage to the Client. This luggage is essential for their Adventure trip, which starts in Futaleufu Chile just across the Border from Esquel and Trevelin Argentina. Every effort needs to be taken to get the luggage to this passenger by the very next day as this trip is the reason they have traveled with your airline.

**1.** The fastest and best way is on the next flight of Aerolineas Argentina to Esquel. The Aerolineas office in Esquel knows who this passenger is traveling with, Expediciones Chile and will facilitate the ground transport needed to get it to the border with Chile.

**2.** Your airline needs to arrange with Aerolineas Argentina the first flight to Esquel. Flights are on Tues, Thursday, Saturday and Sunday. If this can be done on the following day the client can still get their essential baggage in time for their remote adventure trip. The border will stay open till 9 pm in summer months.

**3.** We need the carrier responsible for the delayed bags to inform our office by phone and email of the flight number, the arrival time in Esquel. The Aerolineas office in Esquel will let us know the projected time for arrival of the ground transport at the Argentine border station La Frontera, and the cell phone of the driver. Our office is 10 minutes from the border on the Chilean side and we will awaiting the arrival of the driver and bags at the Argentine Aduana

(customs). If it is not your airlines responsibility and there are additional transport charges, we will pay at the border and charge the passenger and give him the receipt for the transport costs.

Inform this passenger **now**, where he or she should present the receipt for the baggage transport costs for reimbursement from which airline on his return trip. Just get the baggage HERE. If we have to we will pay it at the border and collect from the responsible airline later.

**Destination of delayed luggage:  
"Paso Internacional Rio Futaleufu"**

**La Frontera Border and Customs station at the border of Chile on the Futaleufu river.**

Call our office in Futaleufu informing us of your arrival time at the border

This is our Argentine phone number that rings at our office in Futaleufu Chile 10 minutes from the border. We will come down and meet the vehicle bringing the baggage to the border.

Exchile office: +54.11.59.83.95.81 / +56.65.721.386

web mail on: <http://www.exchile.com/email.htm>

**BAGGAGE TAGS (in case of delayed bags this will help)**

<p><b>NAME:</b> 1. Destino: Aerolineas Argentina oficina Av. Fontana 408, Esquel, Argentina (EQS) fono +54.2945.45.34.13/+54.2945.45.34.14</p> <p>2. Destino Final: Paso Internacional Rio Futaleufu Expediciones Chile - Futaleufu Chile fonos +54.11.59.83.95.81 / +56.65.562.639</p>	<p><b>NAME:</b> 1. Destino: Aerolineas Argentina oficina Av. Fontana 408, Esquel, Argentina (EQS) fono +54.2945.45.34.13/+54.2945.45.34.14</p> <p>2. Destino Final: Paso Internacional Rio Futaleufu Expediciones Chile - Futaleufu Chile fonos +54.11.59.83.95.81 / +56.65.562.639</p>
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**2. Destino Final: Paso Internacional Rio Futaleufu**  
**Expediciones Chile - Futaleufu Chile**  
**fonos +54.11.59.83.95.81 / +56.65.562.639**

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**Expediciones Chile - Futaleufu Chile**  
**fonos +54.11.59.83.95.81 / +56.65.562.639**

**Emergency phone numbers for your wallet**

**Enroute emergency contact:**  
**exchile.com** - Saturdays 7am to 12 pm  
**Argentine #** +54 (11).59.83.95.81  
**Chile #** +56.65.562.639  
**USA #** +1.208.629.5032  
**web:** [http://www.exchile.com/  
email.htm](http://www.exchile.com/email.htm)

**Gilda G&G Travel** - Saturdays 24 hours  
**USA #** +1.305.321.0474  
**web:** [http://www.exchile.com/  
email.htm](http://www.exchile.com/email.htm)

**Enroute emergency contact:**  
**exchile.com** - Saturdays 7am to 12 pm  
**Argentine #** +54 (11).59.83.95.81  
**Chile#** +56.65.562.639  
**USA #** +1.208.629.5032  
**web:** [http://www.exchile.com/  
email.htm](http://www.exchile.com/email.htm)

**Gilda G&G Travel** - Saturdays 24 hours  
**USA #** +1.305.321.0474  
**web:** [http://www.exchile.com/  
email.htm](http://www.exchile.com/email.htm)