

## **Traveling to Futaleufu via Puerto Montt PDF**

---

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

#### **Traveling to Patagonia Through Chile.**

##### **Arrival Santiago Chile**

In flight, fill out all necessary customs forms. Upon arrival in Santiago, go through customs in the airport. There is a visa fee that is required of travelers from the USA, Canada or Australia arriving to Chile in the international airport of Santiago. Fortunately, it is good for the life of the passport. Visa Fees (As of 1 Nov, 2010): USA: \$131 USD, Canada: \$70 USD, Australia: \$100 USD There are money exchange booths in the terminal. We recommend immediately exchanging your money here, it is the most convenient and competitive rate. After clearing the international police you will grab your bags and a cart and wheel your bags through customs. An hour and half is the legal connection between the arrival of your international flight into Santiago and the departure of your national flight in the same airport.

**Connecting Flight Airline Check In:** Your next flight departs from the same airport but at an upper level. Wheel your cart to an elevator to the top level and check for for you flight to Puerto Montt. When checking your baggage in for a domestic flight in Chile, remember the international baggage allowance is greater than the national baggage allowance within Chile. They may try to ask for baggage fees. Tell them you have just arrived on an international flight and they are supposed to take your baggage without additional fees if it is within the international limit. Show them your international ticket and baggage checks and they should not charge you. From the national airport, you will fly to your next destination, either Puerto Montt, Punta Arenas or Valdivia.

\*\*\*\*\*

## **Traveling to Futaleufu via Puerto Montt**

**Arrival Puerto Montt Airport Tepual PMC:** This is the main airport serviced by Lan and Sky airlines and is twenty minutes outside of town. The shared shuttle vans can take you to your exact hotel, or grab a taxi.

**Your Hotel in Puerto Montt:** If you have not made your hotel reserve with Gilda or she does not know which hotel you are staying at, You should call our office when you arrive in the hotel.

##### **Twin engine Flights from Puerto Montt, Aerodromo La Paloma (Airport code SCPF Charter Airport)**

These flights depart from the smaller airport La Polama. La Polama is a ten minute taxi ride in the morning. NOT ALL taxi cab drivers know where it is. F Gilda did not make the hotel reserve for you a phone call from your hotel the night before to our office is important. The airline office can then send a taxi that knows how to get to the small airport. However you will pay for the taxi.

Make sure you are at the correct airport 30 to 45 minutes before your flight. From the Jet airport Tepual a taxi takes 25 minutes. At La Poloma check in at the tiny office next to the hanger ask for Cielo Mar Austral. Remember there will be extra charges for bags over 15 kilos. If the weather suspends flights, you are responsible for any extra costs associated with extra nights or flight changes that you miss in Puerto Montt. This happens rarely but it is part of the risk of traveling off the beaten path.

**Airport Chaiten:** It is a 45 minute flight to the new gravel strip airport 10 minutes from Chaiten. The strip is on the coast and is called Santa Barbara. If you have arranged a private transport it will be waiting for you to bring you

to Futaleufu a 3.5 hour drive. If you are taking the public bus to Futaleufu be proactive and ask when it is due to arrive at the airport if it is not already waiting.

**If you Chartered a flight direct to Airport Futaleufu:** This little mountain village is an hour flight. We will pick you up and transport to your trip start or your accommodations.

**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. Push to get it on the first flight the next morning. 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 Santiago it is your International Carrier's responsibility. IF you checked in with a carrier in Santiago and your bags did not arrive at its destination in Chile, it is the national carriers responsibility.

Regardless the National Carrier is going to have to transport your bags to your final destination in Puerto Montt and we will help you arrange for the bags to catch up to you. If you have to pay the cost of the transport from Puerto Montt to Futaleufu In case of the International carriers responsibility, you will be asked to pay and you can recover the cost from the responsible carrier or your insurance company later. We want your bags to catch up as soon as possible.

\*\*\*\*\*

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

**This Passenger \_\_\_\_\_ has delayed baggage.** 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. 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 departing to Puerto Montt.
2. The airline must arrange with the CielomarAustral a delivery service in Puerto Montt that services Futaleufu to arrange transport to Futaleufu of this clients baggage.
3. We need the National airline or the responsible carrier to inform our office of the flight number, the arrival time in Puerto Montt and how they are transporting it to Cielomaraustral. If it is not your airlines financial responsibility and there are additional transport charges, we will pay Cielomaraustral and give the passenger the receipt for the transport costs to be recovered from the responsible airline.

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 we will pay it at the border and collect from the responsible airline later.**

**Destination of the luggage:**

**Cielomaraustral delivery service/Expediciones Chile**

Enviar para Futaleufu

Quillota 245 Local 1

**Puerto Montt, Chile**

+56.65.26.36.54 delivery service office.

+56.65.562.639 exchile office

Contact: <http://www.exchile.com/email.htm>

**Baggage tags for traveling to Futaleufu through Chile.**

<b>NAME:</b> <b>Cielomaraustral/Expediciones Chile</b> <b>Destination Futaleufu</b> <b>Quillota 245 Local 1</b> <b>Puerto Montt, Chile</b> <b>+56.65.26.36.54 small airline office.</b> <b>+56.65.562.639 exchile office</b> <b>Contact:</b> <b><a href="http://www.exchile.com/email.htm">http://www.exchile.com/email.htm</a></b>	<b>NAME:</b> <b>Cielomaraustral/Expediciones Chile</b> <b>Destination Futaleufu</b> <b>Quillota 245 Local 1</b> <b>Puerto Montt, Chile</b> <b>+56.65.26.36.54 small airline office.</b> <b>+56.65.562.639 exchile office</b> <b>Contact:</b> <b><a href="http://www.exchile.com/email.htm">http://www.exchile.com/email.htm</a></b>
---	---

<b>NAME:</b> <b>Cielomaraustral/Expediciones Chile</b> <b>Destination Futaleufu</b> <b>Quillota 245 Local 1</b> <b>Puerto Montt, Chile</b> <b>+56.65.26.36.54 small airline office.</b> <b>+56.65.562.639 exchile office</b> <b>Contact:</b> <b><a href="http://www.exchile.com/email.htm">http://www.exchile.com/email.htm</a></b>	<b>NAME:</b> <b>Cielomaraustral/Expediciones Chile</b> <b>Destination Futaleufu</b> <b>Quillota 245 Local 1</b> <b>Puerto Montt, Chile</b> <b>+56.65.26.36.54 small airline office.</b> <b>+56.65.562.639 exchile office</b> <b>Contact:</b> <b><a href="http://www.exchile.com/email.htm">http://www.exchile.com/email.htm</a></b> <b>Contact:</b> <b><a href="http://www.exchile.com/email.htm">http://www.exchile.com/email.htm</a></b>
---	--

**PRINT THIS FOR YOUR Wallet**

**Enroute emergency contact:**

**exchile.com** - Saturdays 7am to 12 pm

**Chile #** +56.65.562.639

**USA #** +1.208.629.5032

**Argentine #** +54

(11).59.83.95.81

**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

**Chile#** +56.65.562.639

**USA #** +1.208.629.5032

**Argentine #** +54

(11).59.83.95.81

**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)