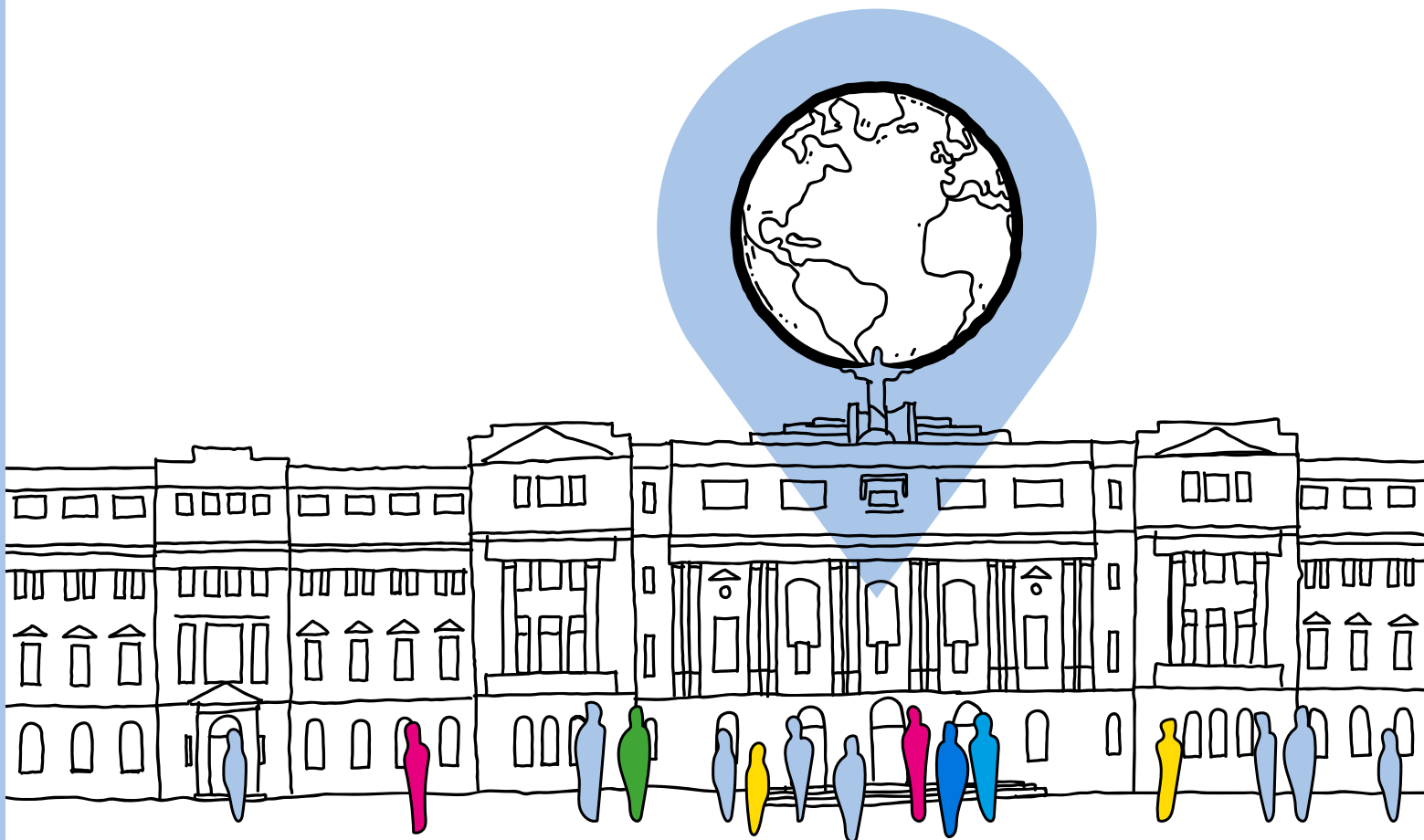




**UC** | Chile



# GUIDE FOR INTERNATIONAL STAFF, SCHOLARS AND PROFESSIONALS

VICE PRESIDENCY FOR INTERNATIONAL AFFAIRS

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# ¡Hola! Welcome

First of all, we would like to welcome you to UC and wish you the best during your stay, whether it is long, medium or short term. We are honored to have you at our university for the development of your academic, research or professional activities, and we invite you to take advantage of this opportunity to gain meaningful and enriching life experiences.

At UC we aspire to form an increasingly international community with students, professors and administrative staff, meeting the highest standards of excellence that contribute to the development of a better and fairer society.

We invite you to be part of this institution, to get to know it and to become part of this community that today is pleased to welcome you. We are the UC International Community area of the Vice Presidency for International Affairs of the Pontificia Universidad Católica de Chile, and together with the Faculties, Units and Academic Programs, we have prepared this guide especially for you.

We know that during this journey there will be many new things such as being away from home, in a different culture, and perhaps even speaking another language. So, we hope that this guide will allow you to learn a little more about our country and our culture, and obtain practical information that we hope will be useful.

It should be noted that the purpose of this guide is to provide suggestions to prepare and facilitate your arrival, but does not replace local regulations. It is very important that you review and meet the requirements and regulations established by the programs, the university and the local authorities.



# SUPPORT NETWORK - ABOUT US

## VICE PRESIDENCY FOR INTERNATIONAL AFFAIRS

The [Vice Presidency for International Affairs](#) manages and plans training, research, and social commitment initiatives to ensure that the UC Community leads the resolution of international challenges, together with its partners around the world.

## UC INTERNATIONAL COMMUNITY TEAM

The UC International Community team is in charge, among other purposes, of guiding and assisting in the arrival of international academics and professionals who join the UC, supporting them in all the immigration procedures before and after arriving in Chile, and ensuring their insertion in the Chilean civil system and in the UC community, understanding and empathizing with their needs.



**BUSINESS HOURS:** 9 a.m. to 2 p.m. and 3 p.m. to 6 p.m.



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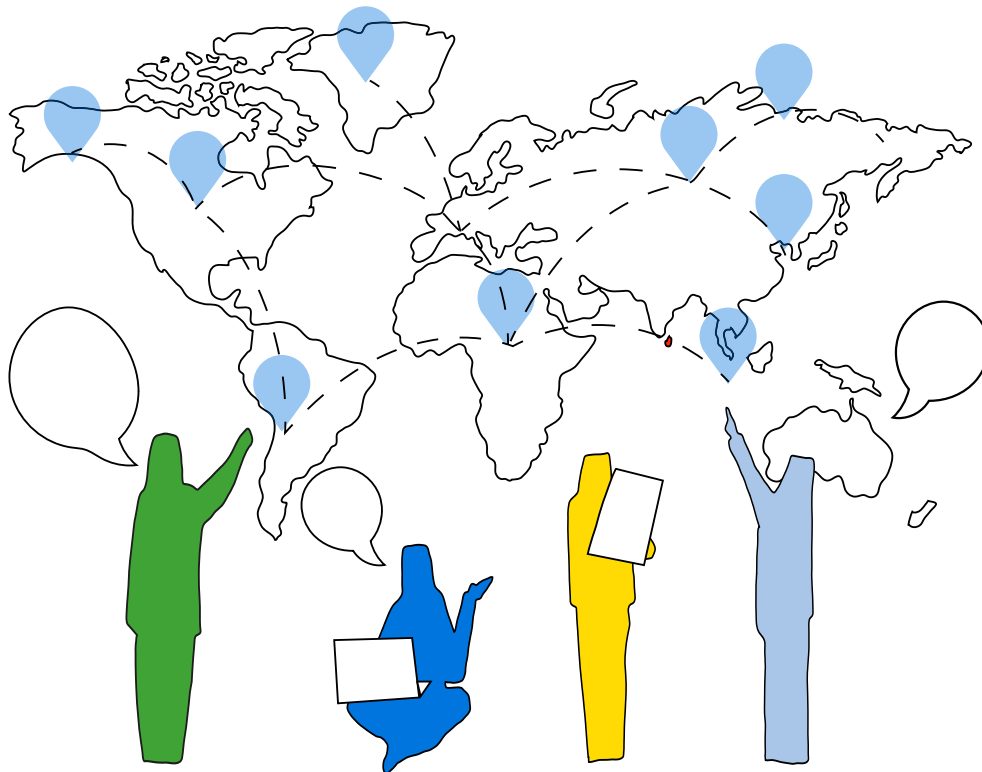


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# ABOUT CHILE

Chile has beautiful landscapes and different tourist places to visit. Due to its geography, the territory has the driest desert in the world (Atacama), snowy mountains and a long coastal area, among many other alternatives to explore.

## GEOGRAPHY

With 4,329 km in length, it is the longest country in the world. This is equivalent to a tenth of the circumference of the Earth and, considering the Chilean Antarctica, this length increases to 8,000 km. Moreover, it is one of the narrowest countries in the world, with an average width of only 180 km. It is bordered by the Andes Mountains in the east and the Pacific Ocean in the west which bathes its coasts entirely. Given its length, it is a country of climatic and geographical contrasts.

## CLIMATE

In addition to the extreme climatic conditions of the Andes mountains and the Atacama Desert, Chile also has a comfortable temperate climate. Due to its topography and length from north to south, it has a wide variety of climates:

- Desert climate in the north.
- Temperate Mediterranean climate with a long dry season in Central Chile up to Concepción.
- Temperate and rainy climate in the south from Concepción to Punta Arenas.
- Polar ice in Antarctica.

## SEASONS

Since Chile is in the southern hemisphere, summer begins on December 21 and winter begins on June 21. Those who come to live in Santiago will find a stable climate with low rainfall and four well-defined seasons. A moderate winter can be expected in August, with temperatures varying between 3 °C and 15 °C. Those who arrive in March will enjoy the end of summer and the beginning of fall with variable temperatures between 9 °C and 28 °C.

## TERRITORY

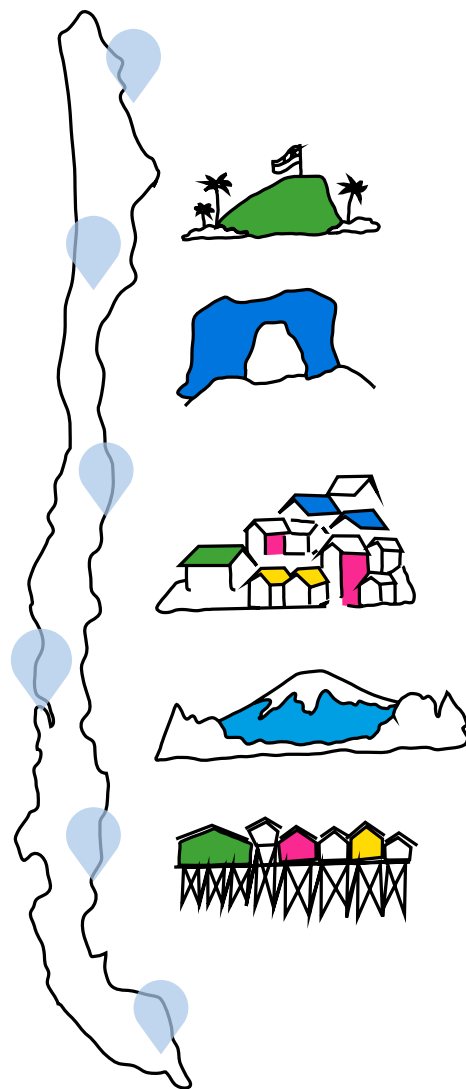
Administratively speaking, the country is divided into 16 regions and the insular territory includes several islands, including the well-known Easter Island.

## POPULATION

According to the Instituto Nacional de Estadísticas (INE), the projected population as of June 2020 was 19,458,310 inhabitants.

## SANTIAGO

Is the capital of Chile and is located in the Metropolitan Region. It has more than 7 million inhabitants and it is full of varied and interesting historical, tourist and leisure sites to visit.



## RELATED INFORMATION

Marca Chile:

<https://marcachile.cl/web/>

This is Chile:

[www.thisischile.cl](http://www.thisischile.cl)

Gobierno de Chile:

[www.gob.cl](http://www.gob.cl)

Chile es Tuyo:

[www.chileestuyo.cl](http://www.chileestuyo.cl)

Sernatur:

<https://www.sernatur.cl/>

Chile 360:

[www.appchile360.cl/](http://www.appchile360.cl/)

## MAPS OF SANTIAGO

 [www.mapcity.com](http://www.mapcity.com) |  [www.planos.cl](http://www.planos.cl) |  [www.google.cl/maps](http://www.google.cl/maps)

## GOVERNMENT

Chile has a republican democratic system of government. The Executive Branch is held by the President of the Republic, who is, at the same time, head of Government and State. The term of office lasts 4 years.

## CURRENCY

The Chilean peso (CLP).


## PUBLIC BUSINESS HOURS

It varies depending on the type of service offered. Supermarkets and food fairs open from Monday to Sunday at 8 a.m. Public services, private offices, cafes and fast-food start at 9 a.m. Commercial establishments of household goods, clothing, footwear start at 10 a.m., from Monday to Saturday, and shopping centers even open on Sundays. Restaurants and bars open between 11am and 12:30 p.m.

## PUBLIC CLOSING TIME

The closing time of the different services is also variable, between 6 p.m. and 10 p.m. Due to the current state of emergency, closing times are restricted by the “curfew” schedule, which must be checked periodically. Saturday is a commercial day, but commerce closes at 2 p.m., except supermarkets, shopping centers, pharmacies.

## TIME ZONE

From the first Saturday of April to the first Saturday of September, Winter Time (UTC/GMT-4) is implemented in Continental Chile. From the first Saturday of September to the first Saturday of April, Summer Time (UTC/GMT-3) is implemented in Continental Chile. See:  Official Time of Chile

## LANGUAGE

Spanish is the national language, also called Castilian Spanish. However, there are also various languages of the indigenous peoples of Chile, which are still in force today and have contributed countless words and expressions to the Spanish language. These are: Aymara language, Quechua language, Kawésqar language, Yagán language, Rapa Nui language and Mapuzungún language (with different territorial variables: Mapudungun, Chedegún, Veliche and Mapudungún).

Chilean Spanish pronunciation has some particular characteristics; it is usually spoken very quickly and with fluctuations in tonalities. The aspiration of /s/ when it comes at the end of a syllable is common in everyday speech. As in the rest of the continent, the pronunciation between /s/, /c/ and /z/ is not differentiated. Also, most people do not distinguish between /ll/ and /y/.

# HEALTH INSURANCE (BEFORE TRAVELING)

The UC recommends that all foreigners entering the country for the first time, either as tourists or with some type of visa, have health insurance from the beginning of their stay. For people who enter for a period equal to or less than **90 days**, the insurance should be valid for the entire period in which they carry out their activities in the country in order to be allowed to enter Chile. Review some of our health insurance suggestions click here: <https://airtable.com/appzUgMuLvGj6Jjag/shrP4WI43LCrIhRbT>

Before traveling to Chile, health insurance could be purchased in your home country that provides coverage for international medical care in Chile. The recommended minimum amount of coverage for health services must be **USD 30,000**, including emergency medical care, hospital care, repatriation for medical reasons or death, and any expense or service caused by COVID-19.

Each person in the family group, whether the holder or dependent, entering the country must be covered by a health insurance of the type indicated.

**IMPORTANT:** Beneficiaries of the **Spanish** health system, of Spanish or Chilean nationality, are exempt from contracting this insurance, given the reciprocity agreement in Social Security and Health Care. Reciprocity guarantees medical care in the network of the Chilean public system FONASA. In order to receive health benefits in Chile during the **first 90 days** of arrival in the country, you must previously request the form E/CHL-11 for temporary movement at the *Centro de Atención e Información de la Seguridad Social (CAISS)* in Spain.



## LINKS OF INTEREST:

<https://www.traveler-assistance.com/>

<https://www.coris.cl/>

<https://www.cardinalassistance.com/>

<https://interwelt-intl.com/>

<https://assistravel.com/>







## HEALTH SYSTEM

The Chilean healthcare system is quite complex and it can be difficult to initially understand how it works. All academic, professional, and administrative personnel from Chile and abroad who obtain a fixed-term or indefinite-term contract at the UC or another institution will be considered dependent workers and must enter a Health System, be it a public National Health Fund (FONASA) or private in a Social Security Institution (ISAPRE). In both cases, it is necessary to have the RUT. In case of no choice, the default health system is FONASA.

In the case of postdocs, when issuing fee slips, affiliation to the public or private health system is not required, although it is recommended. In this case, you must take the steps to join as an independent worker. It is also possible to maintain the same health insurance contracted in the country of origin for all the months of stay in Chile.

## ENROLLMENT

The employing university or institution will discount at least the mandatory minimum of 7% of your base salary (tax base), automatically transferring that value to the institution chosen by you. This will allow you to join and maintain your beneficiary status in the chosen system.

To choose FONASA, you must have your first salary statement and apply for membership here. To choose an ISAPRE, you can contact the corresponding executives who work in the Personnel Benefits Department of the different Campuses. The University maintains current agreements with the following ISAPRES:  [Banmédica](#),  [Colmena](#),  [Consalud](#),  [Cruz Blanca](#),  [Nueva Más Vida](#) and  [Vida Tres](#).

Professionals at the Department of Personnel Benefits are in a position to guide the people hired regarding the available agreements. It is allowed to change from one system to another at any time during your working life and between the different ISAPRES, although the latter may have minimum permanence clauses that prevent immediate change.

## ENROLLMENT OF FAMILY MEMBERS

If the holder has entered the country with relatives, they must be included in the health system as “Cargas Familiares” “Family Depends”.

### FONASA

For them to be legally recognized, you must first request the Accreditation of Family Dependencies at the Caja de los Andes. They will request a Birth or Marriage Certificate and your first salary statement.

### ISAPRE

You can subscribe everyone who is your family member to a single-family plan. Each ISAPRE may require specific documentation regarding said incorporation. You will be informed of the procedure when choosing your plan.

## DIENROLLMENT

If your employer ends the employment contract, you will be able to continue paying a monthly value as an independent worker, whether you are affiliated with FONASA or an ISAPRE to maintain your benefits. Similarly, if a new employment contract is generated immediately with another employer, the latter will be in charge of continuing to pay their contributions to the insurer with which they are already affiliated.

On the other hand, if you wish to disenroll from an ISAPRE, you must inform it immediately, otherwise, the ISAPRE may continue to collect unpaid contributions. In the case of FONASA, you must also inform immediately, to extend your rights for up to 12 months, in case you do not receive income.



## CHARACTERISTICS

If you choose a health plan in the private ISAPRE system, you can choose to contribute more than the mandatory 7% to obtain better services, which will decrease the value of your final liquid salary. Also, since the ISAPRE plans are readjusted according to inflation, the value of the plan may vary from month to month, slightly increasing the initial value and causing a slight monthly variation in your final net salary. On the other hand, if you choose FONASA, 7% of your base salary will always be deducted, regardless of whether your salary or inflation varies. In FONASA it is not necessary to choose a plan, since depending on your salary level, you will always be in Level D, that is, the highest level of economic contribution, which will allow you to access a variety of clinics and professionals that offer care privately. In other words, FONASA also allows the free choice of services that are not part of the public network, provided that said service has an agreement with FONASA.

## COPAYMENT

In both systems, public and private, what you must take into account is that even if a monthly payment is made to an insurer through your employer, you must also pay a percentage of the total value of a medical service each time you require it. This is called a “Copayment”.

This percentage is calculated based on the plan or institution in which you are affiliated and in most cases, it is known in advance. In the case of having an ISAPRE plan, the same medical service may have a lower or higher copayment value, depending on the contracted plan, so it is necessary to know the characteristics of each plan very well before requiring a medical service. In the case of having FONASA, all services have a default value associated with their Level, so they do not vary.

## RECOMMENDATIONS

International staff is generally recommended to hire ISAPRES as they guarantee care in high-class clinics and have a very high level of service, with international standards.

On the other hand, FONASA allows care in hospitals, doctor’s offices, clinics, and medical consultations attended by professionals of an excellent level, however, the infrastructure and the service may be affected by the volume of people that this system must attend to, which in cases of hospitalizations, emergencies or very sophisticated treatments, may not be ideal. In some cases, for example, for young people without family responsibilities, this system may be enough, since it is simpler to understand and does not generate many complications. It is also a solidarity Institution that does not discriminate based on age, sex, gender, income level, number of family responsibilities, pre-existing illnesses, or nationality, reversing the amount paid month by month for the public good.

### ¿HOW TO CHOOSE AN ISAPRE?

To compare Isapre plans, we recommend reviewing the following websites, among many others available: [www.cotizarisapreonline.cl](http://www.cotizarisapreonline.cl) | [www.cotizartuisapre.cl](http://www.cotizartuisapre.cl) | [www.isapresenlinea.cl](http://www.isapresenlinea.cl).

## ADDITIONAL HEALTH INSURANCE

For staff with an indefinite contract, the UC also has an Additional Health Insurance that complements the chosen health system, that is, they cover in whole or in part, the value corresponding to the “Copayment” generated by a medical service. These insurances can be contracted, but they are not mandatory and they are also automatically deducted from your salary every month once they are contracted.

The monthly value of these insurances is low since the UC covers up to 97% of their value. We highly recommend hiring this type of insurance after 6 months of your employment contract with the UC, since after this period you will be entitled to access this benefit.

## HEALTH SYSTEM GLOSSARY (SPANISH / ENGLISH)

### ARANCEL / TARIFF

List the total value of each of the medical services that are covered by the insurer (ISAPRE or FONASA).

### AUGE/ EHG

Explicit Health Guarantees: a set of benefits guaranteed by law for the 85 most frequent health problems within the Chilean population.

### BONO / VOUCHER

It is the most common payment modality (see Co-payment) it's a personal and non-transferable document, which can be issued in person or digitally, either by ISAPRE or FONASA, so that the affiliated person pays the value that corresponds to them when accessing a medical service. It can be issued/paid/purchased in advance, up to 30 days before, or at the time of attending the consultation or medical examination. Example: - How much does the ophthalmology consultation voucher cost? - The voucher for consultation with FONASA costs \$14,010.

### BONIFICACIÓN / BONUS

The part of the payment that is covered by the ISAPRE or FONASA system (see Copayment).

### COBERTURA / COVERAGE

It indicates what types of medical services and procedures (benefits) are considered by the insurer, in what establishments, in what modality (free, institutional, preferential), and up to what value (see Top). Example: What is the health plan coverage?

### CÓDIGO DE PRESTACIÓN / SERVICE CODE

Number with which each provision of the tariff is identified. It can be requested, for example, for the issuance of a bono (see bono/voucher).

### COPAYMENT

The amount that the affiliated person has to pay for a medical service. Example: If the total value of a doctor visit is \$50,000 and the insurance bonus is \$40,000, you will have to pay \$10,000. This copayment can be known in advance in most cases, at the time of reserving your consultation, examination, or scheduled hospitalization, and it can also be simulated when contracting an ISAPRE plan or joining FONASA.

### COTIZACIÓN O IMPOSICIÓN / TAXATION

The amount that the employer pays to the insurer, ISAPRE or FONASA, corresponds to 7% of the gross income of the employed person.

### EXCLUSIÓN / COVER EXCLUSION CAUSE

The condition that determines that a medical expense is not covered by the insurer. Example: procedures for aesthetic purposes.

### FACTOR ETARIO O FACTOR DE RIESGO / AGE OR RISK FACTOR

A value shown in a table of factors incorporated into the ISAPRE health plan of each affiliate and that is related to the sex and age of each contributor and their charges. The higher the factor, the more expensive the ISAPRE plan is.

### LIBRE ELECCIÓN / FREE CHOICE

Care modality in which you can freely choose the professional and/or establishment to which attend, from the public or private sector registered with FONASA or ISAPRE. In each ISAPRE, the conditions are agreed upon through the Health Plan, except in the case of a closed care plan.

## **PREEXISTENCIA / PRE-EXISTING CONDITIONS**

The medical diagnosis of the affiliated person or their family members, known before the signing of the Health Declaration, is a document that is an integral part of the Contract with an ISAPRE. It can be decisive in the cost or coverage of the Health Plan. FONASA does not consider pre-existing conditions, since it does not work with the plan system.

## **PRESTACIÓN DE SALUD / HEALTH PROVISION**

Health care or service provided to a beneficiary (medical consultations, exams, procedures, surgical interventions, drugs, etc.).

## **PRESTADOR PREFERENTE / PREFERRED PROVIDER**

Care modality in which a specific clinic or clinical network can be chosen when contracting an ISAPRE health plan. This modality is more economically advantageous than the modality of free choice. The requirement is to always attend the same medical facility, specifically established in the contracted health plan.

## **TOPE /LIMIT**

It is the maximum that an ISAPRE plan can cover for a health provision, and this is what you should focus on when selecting a plan since a plan can offer 100% coverage with a ceiling of 1 UF (that is, it covers everything but only when the benefit-cost less than 30,000 pesos).

**/NOTE:** Depending on the country of origin, there are specific agreements in this regard, so it is up to the interested party to find out about their rights regarding their pension and health contributions in Chile, before traveling.

**IMPORTANT:** Beneficiaries of the Spanish health system, of Spanish or Chilean nationality, are exempt from the need to contribute to the Chilean health system, given the reciprocity agreement in Social Security and health care. Reciprocity guarantees medical care in the network of the Chilean public system FONASA. To receive health benefits in Chile, you must previously request form E/CHL-9 for cases of habitual residence in Chile at the Social Security Assistance and Information Centers (CAISS) in Spain.

## SOCIAL PROTECTION SYSTEM - AFP

Migrants can integrate equally in the pension system in Chile, without losing their contributions in other systems. The Chilean Pension System corresponds to a private Individual Capitalization System and is constituted by institutions called AFP (Pension Fund Administrator) that manage the contribution of all dependent and independent workers, to finance old-age, disability, and survival pensions. For dependent workers, the contribution is deducted directly from the employing institution, while for independent workers it is deducted from the tax paid when issuing the fee slips.

Depending on the AFP chosen, the discount corresponds to an amount between 10.69% and 11.44% of gross income. This variation is due to the difference in commission charged by each AFP. Although it is recommended to hire an AFP that charges the lowest commission, it is also important to consider the profitability that each one has had in recent months and even years. On the other hand, there are regulations for all Affiliated Persons for the First Time. It is mandatory to choose the AFP that has been awarded by the Superintendence of Pensions and remain in said administrator for a minimum of 24 months.

Once you join an AFP, you can choose among the multi-funds offered by the Pension System so that both your mandatory contributions and your voluntary contributions (APV) are invested. The funds are named A, B, C, D, and E, where A is the riskiest fund and E is the most conservative. You can choose to distribute your contributions in up to 2 different funds, for example, 30% of your savings in fund A and 70% in fund C. As long as you do not choose your preferred fund, the system will automatically assign your contributions to the fund according to your age range:

- a) Men and women up to 35 years of age will be assigned to the Type B Fund.
- b) Men from 36 to 55 years of age and women from 36 to 50 years of age will be assigned to Type C Fund.
- c) Men from 56 years of age and women from 51 years of age will be assigned to the Type D Fund.

The Departamento de Bienestar y Calidad de Vida at UC relies on the external advice of qualified and credited professionals to guide, inform and train its workers in making pension decisions. This advice includes other relevant aspects in the pension plan, such as voluntary pension savings (APV), and also guidance for common savings. To access this benefit, the interested party must meet with the social worker on their campus, who will contact the pension advisory staff.

It is very important to carry out a pension projection early to establish the measures with which you can improve your pension at the time of retirement. Since the system is individual and it is not a distribution system with a common fund, the amount of the pension obtained will depend exclusively on the strategy and conditions of each affiliated person.

The State contributes in the case of people who have not been able to access the pension system or in the case of people who do not reach the minimum amount established. There are some Benefits granted by the pension system, either through the contribution of the State or by the AFP itself.

**/NOTE:** Depending on the country of origin, there are specific agreements in this regard, so it is up to the interested party to find out about their rights regarding their pension and health contributions in Chile, before traveling.

**IMPORTANT:** Chilean Law 18,156 on the Exemption of Social Security Contributions for Foreign Technicians and Companies that hire them, exempts foreigners who work in Chile and who meet a series of requirements from the obligation to make social security contributions. There is also another possibility: if foreigners make contributions in Chile to an AFP, they can request a refund of their contributions later if they meet certain requirements.

It is the individual responsibility to find out about compliance with the requirements to access each of the rights for foreigners in Chile.

## COMPENSATION FUNDS

“Cajas de Compensación” or compensation funds in English, are private entities that complement the Chilean social security system, also known by their acronym CCAF. They are responsible for the administration of some social benefits and grant some benefits and credits to the affiliated persons.

Large institutions such as the UC have collective agreements with this type of savings bank, specifically with Caja Los Andes. Every individual with a contract with UC is automatically affiliated with this Fund at the time of hiring. Learn more  [benefits](#).

## PERSONAL SECURITY

### EARTHQUAKES AND OTHER NATURAL PHENOMENA

Chile is one of the most prone countries to earthquakes in the world, because it is located in the so-called Pacific Ring of Fire and a large part of its territory is exposed to the constant clash of the Nazca plate and the South American plate.

In Chile there is a very particular culture associated with its natural characteristics. There is a difference between a “tremor” and an “earthquake”, the first being only a brief shake, with intensity from mild to moderate. For a tremor to be considered an earthquake, it must have a continuity and intensity greater than usual.

Movements that may be imperceptible are recorded daily in the country, but they are usually noticed when living on high buildings or when the tremor is a little more intense. In addition, pets are generally restless even before the movement is noticeable to people. It should be noted that the tremors do not represent any type of human, environmental or material risk and for the local population they are nothing more than anecdotal.

However, considering that earthquakes of great magnitude (greater than 8 degrees on the Richter scale) have occurred approximately every 10 years in Chile, there is also a strong culture of disaster risk management with the construction of anti-seismic buildings, along with a constant work of prevention and warning.

Please check carefully all the official recommendations concerning natural disasters:

-  [What to do against natural disasters?](#)
-  [Recommendations | ONEMI: Ministry of the Interior and Public Security](#)
-  [Sanitary recommendations in case of earthquake - Department of Risk Management in Emergencies and Disasters of the Ministry of Health - Chile](#)
-  [Earthquakes: Recommendations on Mental Health - Department of Risk Management in Emergencies and Disasters of the Ministry of Health - Chile](#)

#### LINKS OF INTEREST:

- Chilean Navy Hydrographic and Oceanographic Service:  <http://www.shoa.cl/>
- Chilean National Seismic Network:  <http://www.sismologia.cl/>
- Sernageomin: <http://www.sernageomin.cl/>
- Southern Andean Volcano Observatory:  [http://www.sernageomin.cl/volcan\\_observatorio.php](http://www.sernageomin.cl/volcan_observatorio.php)
- Volcano Monitoring Network:  <http://www.sernageomin.cl/volcanes.php>
- National Forest Corporation:  <http://www.conaf.cl/>
- Direction of Maritime Territory of the Chilean Navy (Ports and Heavy Sea):  
 <http://www.directemar.cl/>



## CITIZEN SECURITY

Generally, Santiago has a good level of citizen security. However, it is advisable to take a series of basic common-sense precautions, especially in the case of certain neighborhoods and at night. Snatching and robbery are the most frequent, so it is advisable to keep backpacks and bags in hand, and if possible, to keep documentation and money separately.

When in crowded areas or in open spaces, it is not recommended to display cell phones, tablets, laptops, photo and video cameras, jewelry, watches, cash and flashy handbags. Car thefts have increased and can happen in any area and at any time.

Each Municipality (district) is responsible for implementing strategies to improve the safety of its residents. Please check the corresponding website of your district for more specific information regarding measures and recommendations for each case.

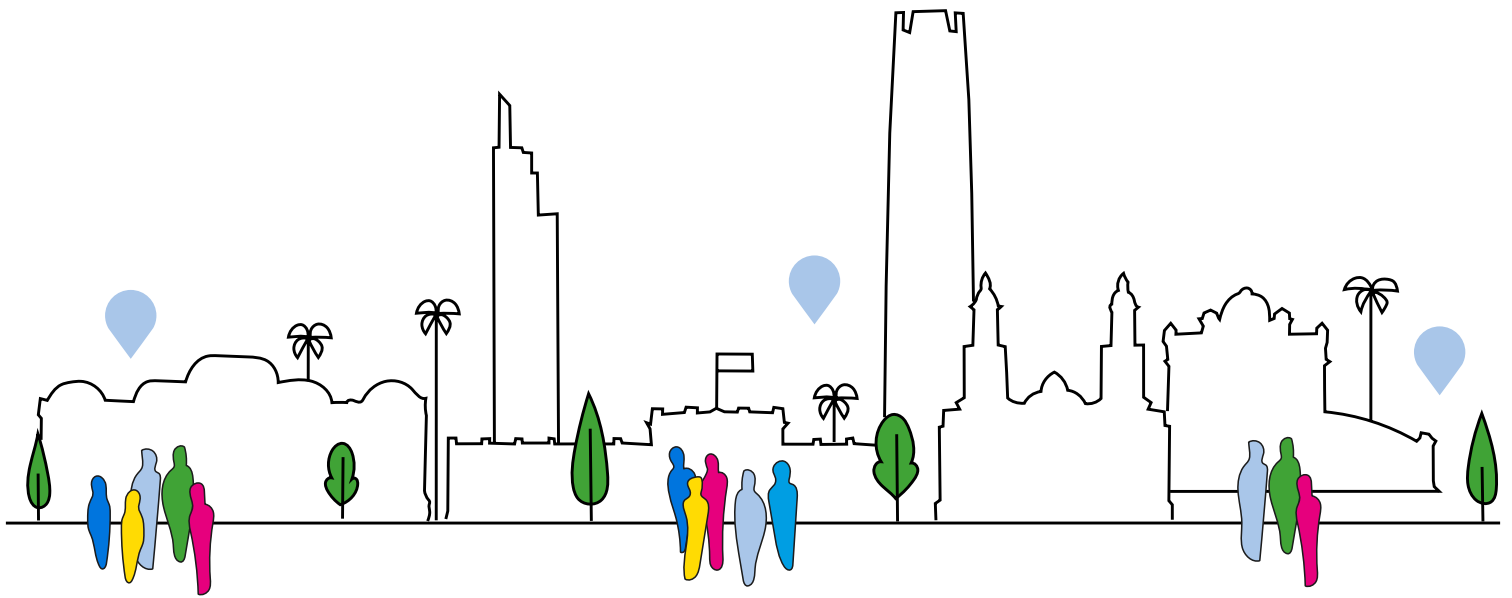
Emergency telephone numbers can be found at the end of this Guide.

## POLITICAL AND SOCIAL DEMONSTRATIONS

Chile has a long tradition of political and social demonstration with the realization of protests, marches and public performances. In Santiago, they generally take place in specific downtown areas (in front of La Moneda Palace or around Plaza Baquedano, also known as Plaza Italia or Plaza Dignidad) and can lead to confrontations with police forces. Caution is advised when witnessing political acts.

### LINKS OF INTEREST:

-  [Museo de la Memoria y los Derechos Humanos \(Museum of Memory and Human Rights\)](#)
-  [Museo del Estallido Social \(Museum of Social Outbreak\)](#)



## ACCOMMODATION

If you are coming to the UC as a temporary visitor for a short period of time it is recommended before your arrival to have temporary housing in order to have a specific place to stay while you get to know the different possibilities that the city has to offer.

### HOUSING WEBSITES:

 [www.airbnb.com](http://www.airbnb.com)

 [www.booking.com](http://www.booking.com)

 [www.couchsurfing.org](http://www.couchsurfing.org)

## SUGGESTIONS

- When choosing a temporary home for your arrival, either through a web platform or by recommendations from friends, make sure that the place has Wi-Fi internet connection installed. This will save you time and additional paperwork.
- Check that the basic services are paid before making a reservation (electricity, water, gas and common expenses).

## WHERE TO LIVE IN SANTIAGO?

The most recommended districts to look for apartment rentals in the capital are: Santiago, Ñuñoa, Providencia and Las Condes, as they have the most units available in the market and have good connectivity with the rest of the city.

# ARRIVAL AT THE AIRPORT

The Santiago de Chile Airport is called Arturo Merino Benítez International Airport and the official website is: [www.nuevopudahuel.cl](http://www.nuevopudahuel.cl). On the other hand, as in any international flight, you will have to go through both the International Police and Chilean customs.

## INTERNATIONAL POLICE

When entering Chile, the passenger must present their travel documents - passport or identity card, in addition to the duly stamped visa when necessary - when passing through the International Police.

## CUSTOMS

During the flight to Santiago, you will receive a form to fill out about the items that needs to be [declared](#). Chile has strict phytosanitary regulations; it is recommended not to bring any type of food, seeds and wooden crafts to the country. Read the form carefully, and declare if you bring any type of vegetable and/or animal product to the Servicio Agrícola y Ganadero (SAG) of Chile; if you do not declare them, you are exposed to a fine. When in doubt, declare the item about which you have doubt and when going through the SAG control, the operator will indicate whether or not it is acceptable.

The form is also available in a digital format and when you arrive in Chile, you can access immediately from your mobile device, through [sagingresoachile.cl](http://sagingresoachile.cl) and the [QR codes](#) available at the Airport.

Once you pass through migration control, you must collect your luggage and go to the Customs Service, with the form previously filled out. The customs service has the power to check your bags for plant and animal products.

For more information, please check [www.sag.cl](http://www.sag.cl).

## TRANSFER FROM THE AIRPORT TO SANTIAGO

The international airport is located approximately 20 km west of the city and there are different official options to get to Santiago. Please follow the recommendations of the airport official transportation in this [link](#). You will find relevant information regarding taxis, transfer services (minibuses), buses and car rental services. In general, we recommend booking the service at one of the counters, which are the official representatives.

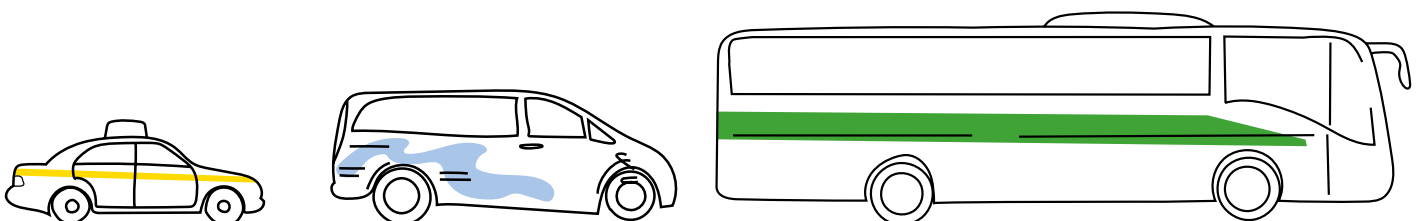
### TAXI

the airport has a monitored taxi system. This service can be requested in advance or at the counters located inside the passenger arrival areas, which are focused on providing taxi services without prior reservation, either with basic taxis (black/yellow color) that work with a taximeter, or tourist taxis (blue color) with a fixed rate per destination. Suggested services by the airport are [Taxi Básico Oficial](#) and [Taxi Turismo Oficial](#).

Fares vary depending on the destination district. For example, from the airport to Santiago Centro, the fare can be CLP 20,000 (USD 25), to Providencia it can be CLP 22,000 (USD 28) and Ñuñoa/Vitacura/Las Condes it can be CLP 24,000 (USD 30). The maximum reference is CLP 40,000 (USD 51).

### TRANSFER

Shared or private transportation service, from the airport to your destination. It is a secure service, and you can pay in cash (there are several ATMs at the airport) or by credit or debit card. Service can be booked



even before arriving in Chile on the web pages and also once you arrive at the airport. In both cases, after passing through customs and exiting through the arrivals portal, go to the counters located on the first level in the same disembarkation area.

Suggested services by the airport are [Transvip](#) and [Transfer Delfos](#). Fares are per person and they depend on the destination district. When it comes to shared transfer, it is necessary to consider that the transfer time may be longer (from 45 to 80 minutes, for example) than an individual transfer (maximum 40 minutes). The fares according to the destination district in shared mode vary from CLP 8,000 to CLP 10,000 per person (USD 10 to USD 12).

## BUSES

Buses that go from the airport to the bus terminals within the city. This service is provided by two companies: [Turbus](#) and [Centropuerto](#). You can board these buses immediately after leaving the airport. It is possible to pay at the counter or directly to the driver. The transfer is from the airport to Santiago Centro with some detentions where you can connect to the Santiago metro (where the journey to the destination district is additionally paid). The established fares are found in the links provided above and are currently CLP 1,900 (USD 2,5 approx.) per person.

## TRANSPORTATION IN THE CITY

The public transport system in the city is called Red Metropolitana de Movilidad, known as [RED](#). It is an integrated public transport system that has buses, Metro, and Metrotren lines.

To travel through RED you need a special card called [Tarjetabip.cl](#) that can be obtained and recharged at various points. It is also possible to recharge it online on the web page [Carga tu bip!](#) or in the [Redbip](#), app but in this remote mode it is also necessary to activate the charge in an Infobip! totem at any Metro station.

### RED VALUES:

Tarjeta bip!: **CLP 1.550** (USD 2 aprox.) | 1 Ticket valid for 2 hours: **CLP 640 - 700 - 800** (USD 1 aprox.)

To make your transfers more efficient, we recommend searching for the best route through [Google Maps](#), entering the starting point and the destination campus. Or, download the [Moovit app](#), which allows you to see city maps, updated information on bus and metro schedules and routes.

## SANTIAGO METRO SYSTEM

The Santiago Metro has seven route lines (lines 1, 2, 3, 4, 4A, 5 and 6), in addition to having combinations with the RED buses. Line 1 runs from east to west, on the axis of Alameda Providencia-Apoquindo avenues, covering downtown, as well as the districts of Providencia and Las Condes.

The Santiago Metro does not have fixed schedules for each trip; trains usually run every 2-3 minutes. During the morning, from 6 a.m. to 9 a.m. and in the afternoon, from 6 p.m. to 8:45 p.m., Lines 2, 4 and 5 have two services (**red stops and green stops**) and trains do not stop at every station. This system is called **Ruta Expresa** (Express Route). The route of travel is color-coded on the doors of all trains.

All the information needed regarding getting around, such as maps, line combinations, travel planning, schedules, etc., can be found on the official website: [www.metro.cl](#). Follow [@metrodesantiago](#) on Twitter to receive updated information in case there are closed stations.



### LINKS OF INTEREST:

- Estado Red: <https://www.metro.cl/tu-viaje/estado-red>
- Plan your trip: <https://www.metro.cl/planificador/interactivo>

## METRO STATIONS TO GET TO THE CAMPUS





### CAMPUS CASA CENTRAL (Main campus)

 Av. Libertador Bernardo O'Higgins 340, Santiago.  
 One block away from Metro Universidad Católica, Line 1.





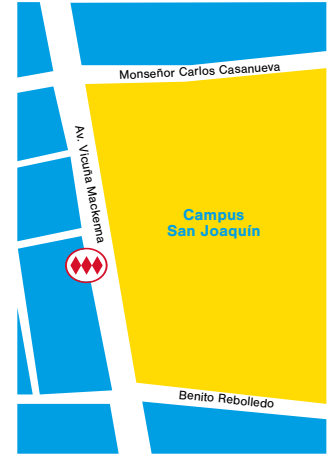
### CAMPUS ORIENTE (East campus)

 Av. Jaime Guzmán Errázuriz 3300, Providencia.  
 15–20-minute walk from the Metro Chile-España, Line 3.





### CAMPUS LO CONTADOR


 El Comendador 1916, Providencia.  
 10–15-minute walk from Metro Pedro de Valdivia, Line 1.



### CAMPUS SAN JOAQUÍN

 Av. Vicuña Mackenna 4860, Macul.  
 In front of Metro San Joaquín, Line 5.

## BUSES

Urban buses are popularly called “micros” and operate within the framework of the RED system. The most important places of the route are on the illuminated sign on the windshield. On  [www.red.cl](http://www.red.cl), you can search for the lines you need for a specific route.

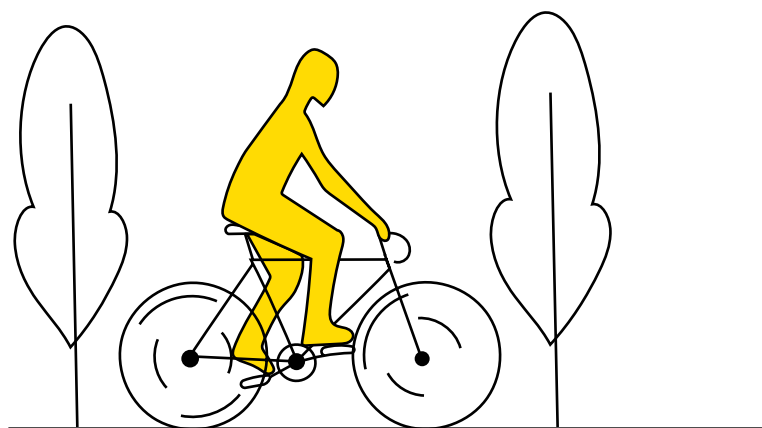
It is possible to travel on three consecutive buses (of different number code), at no extra charge, within the first 120 minutes, or to travel by subway and then take two buses, all for a one-time fee. Normally, you must use your Tarjeta bip! in every location but the funds will not be deducted as long as you meet the requirements.

## TAXIS

Regular taxis are black vehicles with yellow roofs that pick-up passengers anywhere. Fares are indicated on the windshield, and the taximeter must always be in view of the passenger. Apps such as Uber, Cabify and Didi are also available in Chile in case you want to use them - although there is no regulation on the legality or illegality of these applications so far. We do emphasize that these apps do not have passenger transport insurance.

**TAXI FARES:** the standard fare is **CLP 300** (USD 0.40) plus **CLP 130** (USD 0.17) for every 200 meters of distance travelled or per minute of waiting.





## BICYCLES

Bicycles as a means of transportation are gaining more and more popularity in the city of Santiago, especially to avoid agglomerations and traffic congestion.

The bicycle lane network is mainly concentrated in the districts in the centre and east of the capital, which are associated with the Metro network. The districts with the longest bicycle lanes are Santiago (50.5 km), Las Condes (37.8 km), and Maipú (28.3 km) and on the other hand, La Reina and Providencia are the ones with the widest coverage (most people per km).

However, there is strong criticism regarding the connectivity of Santiago's current bicycle lanes and their maintenance status and safety. Therefore, it is recommended to be cautious when riding bicycles and skateboards for everyday transportation purposes and to always use full personal protective equipment, as well as to maintain defensive driving.

UC has a free bicycle sharing system called [Sibico](#) that seeks to encourage the use of this means of transport. Also, at UC there are “cicleteros” (bicycle parking) available for the safe parking of bicycles on all campuses in Santiago: [Campus San Joaquín](#), [Campus Casa Central](#), [Campus Lo Contador](#), and [Campus Oriente](#).

In addition, the Campus San Joaquín has [El Container](#) Collaborative Bicycle Workshop where services are provided and the creation of a community of cyclists in the UC is favoured.

During weekends, the use of bicycles is suggested on [recreational routes](#) specially intended for that purpose. In addition, mountain biking is highly appreciated as a sport, given the topographical characteristics of the country, and there are spectacular [mountain routes](#) in Santiago and throughout Chile. [Bicycle touring](#) is also an interesting way to explore and learn about the natural landscapes and cultural aspects of the country.

### LINKS OF INTEREST AND COLLABORATIVE MAPS:

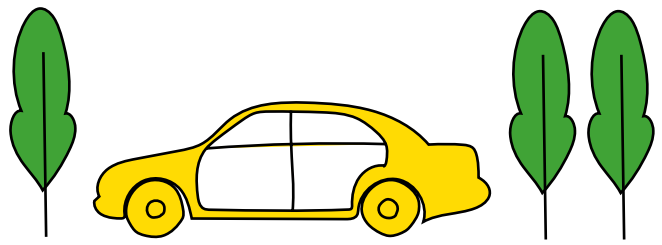
[Legal guide on bicycle lane](#)

[Cyclists' regulations](#)

[Collaborative bicycle lane maps](#)

[Maps of bike stores and bike repair shops](#)

[Bicycle parking map](#)



## CARS - DRIVING IN CHILE

### DRIVER'S LICENSE

Chile keeps agreements with some countries that allow direct standardization of the driver's license with a simple procedure, quickly obtaining a Chilean license without the need for exams. These countries are **Spain, Peru and South Korea. To exchange the driver's license for a Chilean one, people from those countries** must approach the Department of International Affairs of the Ministry of Transport and Telecommunications (MTT) and present the following documents:

- Copy of driver's license from their home country. In the case of South Korea, a copy translated into Spanish is also required.
- Valid Chilean identity card.

For other countries, there is the option of obtaining an International Driver's **License before entering the country**, issued in the home country. This type of license is generally valid for 1 year.

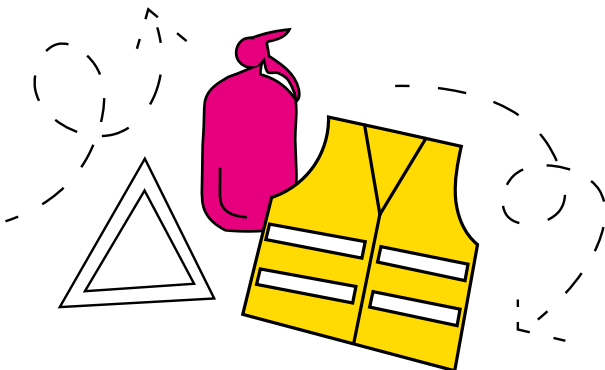
On the other hand, a Chilean driver's license can be obtained after obtaining a valid RUT. For more information regarding this topic and how to take a suitable driving test, please check this [website](#).

### TOLLS

In Santiago it is practically mandatory that cars are equipped with a TAG device. The TAG is an electronic device that is installed on the front windshield of the vehicle. This device allows detecting cars passing through the gantries of urban and interurban highways under concession, with the purpose of automatically charging for traffic on each of these roads. There are different concessionaires that offer the device, which can be activated for many gantries whether or not it belongs to those concessionaires. For example, some of the companies are [Costanera Norte](#), [Vespucio Sur](#), [Autopista Central](#), [Vespucio Norte](#), etc. However, not all routes accept TAG, so it is always recommended to have cash to pay manual tolls when traveling outside of Santiago, such as when driving on Ruta 5 Norte and Ruta 5 Sur.

### RECOMMENDATIONS

Chile is governed by the law known as the "Ley Tolerancia Cero" (zero tolerance law). "Driving under the influence of alcohol" is considered when the breathalyser shows between 0,31 and 0,79 milligrams of alcohol per litre of blood. Meanwhile, when the test shows 0,8 milligrams and more, it is considered "driving in a state of inebriation". The advice is "If you are going to drink, do not drive".



## INTERCITY BUSES

If you travel outside of Santiago, bear in mind that buses run through Chile daily at different times. Fares depend on the bus company, destination city and the season in which you travel (for example, long weekends, summer and winter vacations). The regional bus system covers the whole country, from Santiago to Arica (approximately 30 hours), and from Santiago to Punta Arenas (approximately 40 hours).

For information on the rights and duties of passengers and bus operators, you can check it [here](#). Using the seat belt is mandatory for all passengers. In case of control, if you are not wearing your seat belt, you must pay a fine directly to the municipality of the town where you are at that moment.

The main bus terminals in Santiago are:

### TERMINAL BUSES SANTIAGO (OR TERMINAL SUR)

Alameda 3850, **Metro Universidad de Santiago**, Estación Central district.

Buses depart from this terminal with destination to all of Chile and also to countries such as Argentina, Peru, Brazil and Colombia, among others.

### TERMINAL SAN BORJA (EX TERMINAL NORTE)

San Borja 235, **Metro Estación Central**, Estación Central district.

From here buses depart with destination to central and northern areas of Chile.

### TERRAPUERTO LOS HÉROES

Tucapel Jiménez 21, **Metro La Moneda**, Santiago district.

Departures to the north and south of Chile and abroad.

### TERMINAL ALAMEDA

Alameda 3750, **Metro Universidad de Santiago**, Estación Central district.

This terminal is owned by two of the largest companies in the country, Tur Bus and Pullman Bus, which travel throughout Chile.

### TERMINAL DE BUSES PAJARITOS

Avenida General Bonilla 5600, **Metro Pajaritos**, Pudahuel district.

It is an intermodal station and from there buses depart to the coast, Viña del Mar and Valparaíso specifically.

### SALE OF INTERCITY BUS TICKETS

You can buy bus tickets directly at the bus terminals, at the offices of the bus companies or on their websites, or through the website [www.recorrido.cl](http://www.recorrido.cl)

# CURRENCY AND CURRENCY EXCHANGE

**CURRENCY:** In Chile, the Chilean peso (the local currency) is mostly used for any procedure or activity that depends on a payment in money. Foreign currencies, such as dollars or euros, could only be accepted in places dedicated to tourism.

**UF VALUE:** It is a financial unit that can be readjusted according to inflation. Items such as health plans, property prices, leases or credits are expressed in UF value. In the following link you can see the daily values: [SII | Servicio de Impuestos Internos](#)

**AUTOMATIC TELLER MACHINES (ATM):** In commercial and banking areas it is easy to find ATMs (under the brand “Redbanc”), as well as in gas stations, subways, pharmacies and shopping centres. All ATMs allow you to withdraw money, regardless of the bank that issued the card. They accept international debit and credit cards issued abroad.

Also consider that the maximum daily withdrawal amount is **CLP 200,000** (USD 258 approx.).

**COMMISSIONS:** If you use cards from your home country, it is recommended to withdraw Chilean pesos from BancoEstado and Scotiabank ATMs, since they do not charge additional commission. Your bank of origin will charge you what you have stipulated. On the other hand, all cards issued in Chile do not pay commissions when withdrawing money at the different Redbanc ATMs, except if you have a Banco Estado checking or sight account. In that case, it is more convenient to use only the ATMs of that bank.

**PAYMENTS:** In general, in all places you can pay with cash and/or debit and/or credit card systems. However, in some rural areas they work mainly with cash, so consider this if you leave Santiago.

Generally, physical and online stores do not accept credit and debit cards issued abroad, so if you do not yet have a checking account in Chile, it is recommended to withdraw money directly from the ATM.

**BANK TRANSFER:** Chilean banks establish maximum daily amounts to transfer to other Chilean current accounts. Check the limits authorized by your bank. In any case, the online platform of your account will notify you, through an automatic message, when it is not possible to carry out the transaction due to the daily limit reached.

The transfers made have no commission, whether it is to an account of your own bank or another bank, except Banco Estado, which has more associated commissions.

It is not possible to transfer money abroad through the online platform of your account. You must go in person to request a transfer to another country, which will generate commissions.

**EXCHANGE RATE:** You can review exchange rates and other indicators at the [Central Bank of Chile](#). This page is updated daily so it provides the most reliable information.

**CURRENCY EXCHANGE HOUSES:** there are exchange houses in different parts of the city, but especially in downtown Santiago and in Providencia near the Metro stations Manuel Montt, Pedro de Valdivia, Los Leones and Tobalaba. There are also exchange houses in some shopping centres or malls. It is not recommended to exchange currencies with strangers.

**SENDING OR RECEIVING MONEY:** there are various international companies that offer this service quickly and effectively. Some of them are: [AFEX](#), [MONEYGRAM](#), [WESTERNUNION](#) and [Transferwise](#).

# BANKS AND BANK ACCOUNTS

**Bank business hours:** Monday to Friday from 9 a.m. to 2 p.m.

There is a wide variety of banks in the country. Having a checking account will be fundamental to be able to receive your payment from UC and make payments and transfers of different types. It is recommended to open a current account as soon as you have the identity card for foreigners.

There is a variety of banking products, for example, **Cuenta Vista, Cuenta RUT, Chequera Electrónica, Cuenta Corriente Light, etc.**, which are like current accounts but there are fewer requirements to open them. Also, they have fewer benefits (they only allow digital attention, issuance of checks is not allowed, some of them do not grant credit cards, and they have limits for maximum deposit). In this context, it is recommended to request a checking account as your main account, since this will allow you to access all the banking benefits required for you during your stay in Chile.

Since many banks do not allow foreigners to open checking accounts during their first year of residence, we suggest you directly contact the staff of the banks that work at UC:

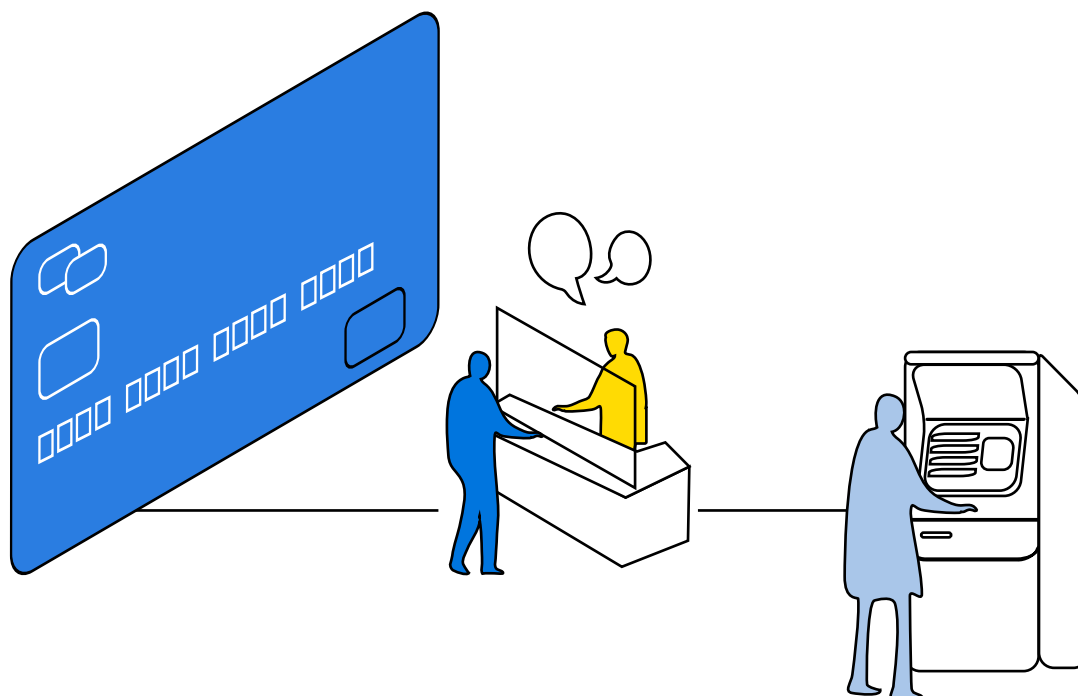
## BANCO SANTANDER:

**Requirements:** a valid RUT. **Account manager:** Jessica Castillo (@ [jessica.castillo@santander.cl](mailto:jessica.castillo@santander.cl), works at Campus San Joaquín).

## BANCO ITAÚ:

**Requirements:** a valid RUT. **Account manager:** Emily Wood Flores (@ [emily.wood@itau.cl](mailto:emily.wood@itau.cl), works at Campus San Joaquín).

**NOTE:** Remember to bring authorized credit and debit cards from your home country before entering Chile. Once you have a bank account in Chile, remember to enable your credit and debit cards before traveling abroad so you can use them in other countries.





# COMMUNICATIONS

THE DIALING CODE IS +56.

## MOBILE TELEPHONY

If you want to use a local SIM card, you must **register your foreign mobile device** so that it can continue to operate in Chile. If you use your foreign mobile phone or tablet only in roaming or Wi-Fi mode, it is not necessary to register the device.

**IMPORTANT:** Make sure you bring proof of purchase of your mobile phone or tablet purchased abroad, in digital format, to be able to register it in Chile.

If not registered, the device will work for 30 calendar days from the activation in the network before being blocked. You must contact your mobile company in Chile or a [certifying company \(www.multibanda.cl/ia\)](http://www.multibanda.cl/ia) and carry out an administrative registration to register the device for up to 60 days, even if the equipment is already blocked.

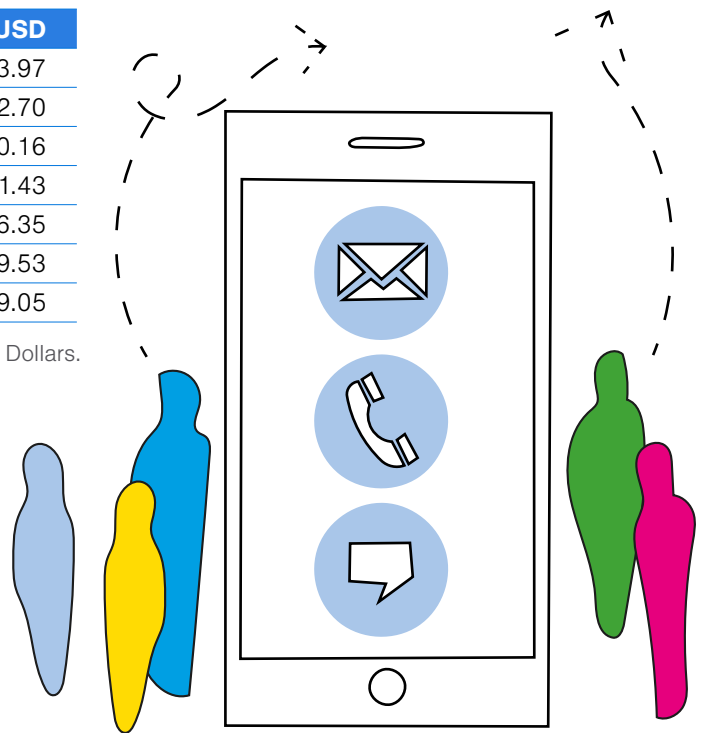
Remember that registration is free. Do not accept companies that charge for this service.

If you have an unlocked mobile phone and want to use a local chip/SIM, you can buy it at the airport or at mobile phone stores such as Entel, Movistar, Claro or WOM. If you want to hire a mobile phone plan, first of all, you must have the identity card for foreigners.

Below, you can see a reference table of plan values as of January 2021 with a new number of the main companies. Most include free browsing on social media. The mentioned values may be lower the first months as an offer, and then they will increase.

Company	Plan	CLP	USD
Entel	85GB	\$11.000	\$13.97
Movistar	80GB	\$10.000	\$12.70
Wom	50GB	\$8.000	\$10.16
Claro	100GB	\$9.000	\$11.43
VTR	100GB	\$5.000	\$6.35
Virgin	50GB	\$7.500	\$9.53
Entel	50GB	\$15.000	\$19.05

\*Note: 12-05-2023 rate, 1 chilean peso equivalent to 0,0013 USD Dollars.



## INTERNET

All university campuses have a Wi-Fi connection for mobile devices (phones, tablets, and laptops) under the **EDUROAM** network. To have access to the network, you must use your email address ([usuario@uc.cl](mailto:usuario@uc.cl)) and UC password as a user. With one account, you can connect to 3 devices at the same time.

**Important:** check the instructions for each type of device on the website of the Computing Department:

<https://informatica.uc.cl/red-inalambrica/eduroam>.

In addition, many places in Santiago also have Wi-Fi connection (e.g., cafes, museums, and in some public spaces such as some Metro stations).

Generally, temporary homes have an internet connection, so it is important to consider this when choosing your first accommodation when you arrive in Chile to avoid the initial process of having to contract internet service. On the other hand, most long-term housing leases, of 1 year or more, do not include internet service and must be hired on their own. These are some companies and some basic reference plans of fibre optic per company:

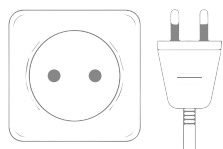


Home internet	Movistar	Entel	VTR
<b>Fiber Optic Plan</b>	400 megas	400 megas	500 megas
<b>Price</b>	CLP\$13.644 (first 12 months) Then CLP\$20.990 / USD \$26.66 monthly	CLP\$10.990 (first 12 months) Then CLP\$20.990 / USD\$26.66 monthly	CLP\$12.990 (first 12 months) Then CLP\$20.990 / USD\$26.66 monthly
<b>Installation</b>	no cost	no cost	no costo
<b>Upload speed</b>	400 Mbps	400 Mbps	500 Mbps
<b>Download speed</b>	400 Mbps	400 Mbps	10 Mbps

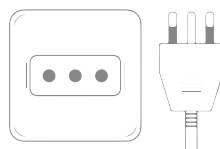
\*Note: 12-05-2023 rate, 1 chilean peso equivalent to 0,0013 USD Dollars.

# USEFUL INFORMATION

## VOLTAGE AND PLUGS AND SOCKETS



The voltage in Chile is 220 V and the frequency is 50 Hz.



Sockets are Type C and L. You can get adapters at any hardware store.

## SUPERMARKETS

There are eight main supermarket chains throughout the country focused on different consumer profiles with different store formats. Some of them are: Walmart ([Lider](#) supermarket), Cencosud ([Jumbo](#) and [Santa Isabel](#) supermarkets), [Unimarc](#) and [Falabella](#) ([Tottus](#)). Most of them have home delivery service. It can be very convenient to access benefits for frequent customers: [Jumbo Prime](#).

## DELIVERY APPS

Apart from the supermarkets mentioned above, there are several applications that offer home delivery services of different supplies, for example, food or clothing. The most popular are: [PedidosYa](#), [Rappi](#), [Cornershop](#).

## COMMERCE

The pedestrian areas of the historic centre of Santiago are full of life, inviting people to spend time walking and enjoying the shops. You can also find commercial premises in neighbourhoods as diverse as **Alonso de Córdova**, in the district of Vitacura; **Barrio Italia**, in the district of Providencia; **Bellas Artes** and **Lastarria**, in downtown Santiago; **Patronato**, in the district of Recoleta and **Bellavista**, between the district of Providencia and Recoleta.

All prices displayed in stores include taxes.

## MAIN SHOPPING MALLS

- [Mall Plaza](#) shopping centre chain located in different districts of the capital, Paseo Ahumada and Paseo Calle Estado in downtown Santiago.
- [Malls and Outlets Vivo](#) centre chains distributed in different districts of the capital.
- [Parque Arauco](#), Las Condes.
- [Costanera Center](#), Providencia.
- [Portal La Dehesa](#), Lo Barnechea.

## OTHER SHOPPING MALLS

- [Apumanque](#), Las Condes
- [Drugstore](#), Providencia
- [Patio Bellavista](#), Recoleta
- [Patio Centro](#), Santiago Centro

## BIG DEPARTMENT STORES

Present both in malls and in their own premises located in Santiago Centro and Providencia. They are characterized by issuing credit cards that allow access to exclusive discounts when paying with them.

- [Falabella](#) (including Sodimac / Homy / Tottus)
- [Paris](#) (including Easy / Santa Isabel / Jumbo)
- [Ripley](#)

## HANDICRAFTS

- [Centro Artesanal Santa Lucía](#)
- [Pueblito Los Dominicos](#)
- [Artesanías de Chile](#)
- [Fibra Local](#)

## FLEA MARKET AND ANTIQUE DEALERS

- [Persa Biobio](#)
- [Galpón de Anticuarios Los Reyes](#)
- [Barrio Italia](#)
- [Barrio El Aguilucho](#)

## CENTRAL MARKET AND FREE FAIRS

The [Central Market](#) of Santiago is a patrimonial place that offers a series of products such as: seafood and fish, fruits and vegetables. Also, there are butchers and some traditional restaurants, specialized in typical food.

The [Vega Central](#), also called “La Vega”, is a market located in the extreme south of the district of Recoleta, Santiago, almost reaching the north bank of the Mapocho River. There you will find mainly fruits and vegetables that come from the agricultural areas of the Central Zone of Chile.

Also, in the [Free fairs](#) you can find these products near the neighborhood where you live. They are usually small stands that are installed in closed streets and you can find fresh products.

## ENTERTAINMENT AND CULTURE

Our country has a great cultural diversity. Different activities take place throughout Chile, and there are many interesting places to visit.

Activities such as traditional festivals, theatre, film and music festivals, as well as adventure tourism, are part of the varied offer that our country offers to tourists. For example, outside of Santiago there are the traditional festivals of the Chiloé Island, in the South; the grape harvest festivals in the Central Zone of Chile, in cities such as Curicó and Santa Cruz; in the North of Chile, celebrations such as the Putre Carnival, the Pachamama Festival and La Tirana Festival, among others.

In terms of theatre, the festival [“Santiago a Mil”](#) stands out as a theatrical and artistic proposal with outstanding companies from Chile and abroad. It takes place every year in January and is famous because of its quality and diversity. Most of its activities are concentrated in Santiago, but year after year more cities in the country are added. Some of their shows are staged in city squares and municipal gyms where people can see them for free.

In the field of movies, the [SANFIC](#) Festival is held with national and international independent film premieres.

In musical shows, the [Municipal Theatre of Santiago](#) has a long tradition in operas, ballets and concerts with national and international artists.

### LINKS OF INTEREST:

- [Finde](#)
- [Santiago Cultura](#)
- [Punto Ticket](#)
- [Panoramas Gratis](#)
- [Guía para las artes](#)

### SANTIAGO CULTURAL CENTRES:

- [Centro Gabriela Mistral - GAM](#)
- [Centro Cultural La Moneda](#)
- [Matucana 100](#)
- [Centro Arte Alameda](#)
- [Museo de Artes Visuales UC](#)

## PLACES TO VISIT IN SANTIAGO

The capital has different attractions such as parks, museums, art galleries, palaces, monuments and architecture from different periods.

The downtown area still maintains some of the old buildings and the colonial distribution, which can be recognized in the Plaza de Armas, where the Cathedral of Santiago, the National Historical Museum, Post Office of Chile and the Municipality of Santiago are located.

Also in the downtown area can be found the Chilean Museum of Pre-Columbian Art, the Church of San Francisco, Cerro Santa Lucía, the National Library, the Casa Colorada Museum, the Municipal Theatre, the La Merced Museum, the National Museum of Fine Arts, the Museum of Contemporary Art, the Museum of Visual Arts, the Parque Forestal Park, the Salvador Allende Solidarity Museum, the Museum of Memory and Human Rights, the GAM Cultural Center, the La Moneda Cultural Center and La Moneda Presidential Palace.

Also, in the historic centre are some of the oldest neighbourhoods such as Barrio República, Barrio Brasil, Barrio Yungay, Barrio Concha y Toro, Barrio Bellas Artes, Barrio Lastarria, Barrio Cívico, Barrio París-Londres, among others where a walking tour is a must. Check more information about [🌐 Typical Zones](#) and [🌐 Monuments](#) throughout the country.

It is recommended to visit the [🌐 Metropolitan Park](#), made up of different hills, located between the districts of Huechuraba, Recoleta, Providencia and Vitacura. It is considered the largest urban park in Latin America. The park management has a total network of 16 [🌐 Urban Parks](#) in different districts of Santiago.

Other very traditional parks within the capital for family outings are [🌐 Parque Padre Hurtado](#), [🌐 Parque Quinta Normal](#), [🌐 Parque de Los Reyes](#) and [🌐 Parque O'Higgins](#).

There is also access to a [🌐 Network of Natural Parks](#) located in the foothills that allow you to enjoy the outdoors. There are also many other foothill parks with free access, such as the [🌐 Mahuida Park](#), managed by the Municipality of La Reina.

Another option to visit are the [🌐 Ski centers](#), open in the winter season. They are close to Santiago and have very good facilities.

## OUR IDIOSYNCRASY

In Chile, a kiss on the right cheek is the most common form of greeting, whether people know each other or are meeting for the first time. This is a custom between two women or also between women-men. Among men, shaking hands is the most common behaviour, and it is also used in formal or business situations. However, due to the pandemic, these customs have changed.

Lunch time (also called collation) is usually between 1 p.m. and 2 p.m., or between 2 p.m. and 3 p.m. The evening meal is much later than in other countries, around 8 p.m. In Chile there is also “la once” and it refers to a coffee (or tea) accompanied by a sandwich, between 6 p.m. and 8 p.m., sometimes, it replaces the evening meal.


## WATER

Although the tap water in Santiago is completely drinkable and safe to be ingested directly, due to the high amount of mineral content, it is recommended that foreigners drink bottled water the first days of their stay. Since it is a “hard water”, it could cause some stomach discomfort. Also, the taste may not be very pleasant. It is also very common to find whitish traces of calcareous residue on taps or kettles. When boiling water, it is recommended to use filtered or bottled water.

## RAW FOOD

It is not recommended to eat raw seafood or vegetables that are not very well washed, especially those that grow close to the ground (lettuce, carrots, cabbage, strawberries, etc.) Established restaurants also guarantee this.

## HOLIDAYS

There is a varied list of  **holidays in Chile** that includes: National Holidays, Army Day, Navy Day, Labor Day and religious holidays, among others. Some of them are “mandatory and non-waivable” holidays, which applies to commerce owners. In these cases, gas stations, emergency and shift pharmacies remain open, as well as those premises attended by their own owners and direct family members.

Universidad Católica also has its own holidays during the year, which vary from year to year. More information can be found on the UC website.

## VACATIONS

In Chile, a person who works as a dependent of an employer is legally entitled to 15 working days of paid vacation, generally taken during the month of **February**.

At Universidad Católica, this legal right is extended to **20 business days** for academic, professional and administrative staff, so the institution closes during the month of February, only maintaining limited activities.

In Chile, the academic period in all educational institutions is from **March to December** with **2 weeks of recess**, generally in July or August, for students and academic staff, only maintaining administrative functions.

**AVOID** scheduling your arrival in Chile during **FEBRUARY**, it is likely that you will have a lot of difficulties settling in, since in general all services reduce their staffing. The recommendation, if possible, is to schedule the arrival for the month of January or even earlier, to start the first semester in March.



## GASTRONOMY

Known by the variety and quality of fish and seafood, along with its world-renowned and award-winning wines, Chilean gastronomy offers quality exponents of both local and international cuisine. The typical Chilean cuisine varies from region to region, due to the climate, traditions and culture. You can enjoy the typical “empanada de pino” (minced meat, onion, egg, olive and spices), the “mote con huesillo” and the “pastel de choclo” (corn cake), among many other typical dishes of our country.

If you want to eat in a very simple and popular environment with convenient prices there are the “picadas” or “picás”. There are always several in each city. They are small restaurants, generally located outside the well-known circuits of tourist gastronomic venues, with low prices and food made by their owners.

Most of the typical preparations feature potatoes, rice, corn (for summertime preparations), and some protein of animal origin. One of the traditions for collective celebrations is to carry out the traditional “Chilean asado”, which includes a variety of meats cooked on an outdoor grill, where beef is generally preferred.

Another Chilean tradition is the diversity of typical sandwiches such as the “completo”, the “barros luco”, the “lomito”, among many others that can be easily found in any food establishment. Due to their size, they often replace a complete meal.

It is interesting to highlight the strong influence of immigrants and their cuisine in Chile and that is practically confused with the more traditional options. For example, the German community has a huge influence in Chilean pastry with apple kuchen, strudels, marzipan and pan de pascua (Easter bread). The great immigration of the Arab, Palestinian, Syrian and Lebanese community has brought specialties that can be found especially in the Recoleta neighborhood. In Recoleta, specifically in the Bellavista neighborhood, you can find varied cuisine from other communities such as Greek, Korean, Spanish, etc.

More recently, Peruvian cuisine is highly appreciated for its excellent service, quality, abundance and generally convenient prices in places in Santiago Centro, but also there are more sophisticated options that can be found in other parts of the capital.

Although the strong mark that meat consumption represents in Chilean culture, our country is also a great producer of excellent quality fruits and vegetables, thus vegans or vegetarians have a variety of alternatives for their meals. It is also possible to find different specialized restaurants, although it is easier to find small business options with home delivery service of products and prepared dishes.

Remember that in Chile the tip is not included in the bill and it is up to the client to leave 10% of the value of the consumption. Although it is not mandatory to leave a tip, it is advisable, since it is an important part of the staff’s income.

### LINKS OF INTEREST

-  Zomato
-  Trip Advisor - Restaurants

## CHILEAN SLANG

In general, Chilean people are friendly and polite. Perhaps a difficulty foreigners can face during interactions with Chilean people are the modisms we use to speak, these are called chilenismos and are widely used. Here we explain some of them:

### EXAMPLES:

- **A pata:** walking.
- **Achuntar:** to get right, to get to the point.
- **Al lote:** messy, relaxed.
- **Al tiro:** immediately, right away.
- **Apestado:** angry, disgusted.
- **Arrugar:** to back down, to regret, to give up.
- **Bacán:** cool, very good.
- **Cabra (o):** cabra (female), cabro (male)
- **Cabreado:** bored, tired.
- **Cachar:** to look, to see something. It can also be to understand or to grasp.
- **Carrete:** party, social gathering. Salir a carretear: to go out.
- **Chanta:** fraud.
- **Choreado:** bored, upset.
- **Embarrarla:** to ruin something.
- **Empelotado:** angry, annoyed, fed up.
- **Fome:** boring, unfunny. It could be a person or a situation.
- **Gallo(a):** used to refer to a person.
- **Guata:** belly.
- **Hacer una vaca:** to collect money among several people.
- **Hinchar:** to bother, to insist.
- **Huaso:** Chilean countryperson. It can be used to talk about shy people.
- **Inflar (a alguien):** to pay attention to someone.
- **Irse al chancho:** to exceed, to abuse.
- **La papa:** the best, a good recommendation, a good offer.
- **Lata:** boredom, demotivation.
- **Latoso or latero:** someone who bores others.
- **Lenteja:** slow, calm, paused.
- **Lesear:** to annoy, to entertain, to fool around.
- **Lolo(a):** lolo (young male), lola (young female).
- **Luca:** one thousand Chilean pesos.
- **Manso:** tremendous, immense.
- **Marraqueta:** a type of bread.
- **Mina(o):** mina (an attractive woman) / mino (an attractive man)
- **Ni ahí:** "I don't care".
- **Piola:** unnoticed or quiet.
- **Polola(o):** romantic partner but in an informal way.
- **Tener tuto:** to be sleepy.
- **Tiene pituto:** someone with good contacts and who use them to achieve goals.
- **Viejito Pascuero:** Santa Claus.
- **Volado:** unfocused, unprepared, forgetful. It is also used when someone is under the influence of some kind of drug.
- **Yunta:** best friend or pal.

### LINKS OF INTEREST:



[Chilenismos Ilustrados](#)



[Proverbios y Dichos populares chilenos](#)





- [Book: how to survive in the Chilean jungle](#)

# DIRECTORY

## SERVICES AND EMERGENCY NUMBERS

- Ambulance: **131**
- Firefighters: **132**
- Carabineros de Chile: **133**
- Police information: 139
- Policía de Investigaciones: **134**
- Air rescue: **138**
- Salud Responde (health service): **600-360 7777**
- Emergency in campus: **+56 95504 5000**
- Maritime search and rescue service: **137**
- Police Information Service: **139**
- UC Poison Information Center: **22635 3800**
- UC Nurses: **22354 5000** or via email: **nursescampus@uc.cl**

### UC LINKS OF INTEREST (available only in Spanish)

-  Special needs
-  Gender equality
-  Useful information Santiago
-  College life

## EMBASSIES OF COUNTRIES IN CHILE

### ARGENTINA

Miraflores 285, Santiago  
Phone: (+56) 22582 2500

 <http://chile.cancilleria.gov.ar/>

### AUSTRALIA

Isidora Goyenechea 3621, Piso 13, Las Condes  
Phone: (+56) 22550 3500

 <http://chile.embassy.gov.au/>

### BOLIVIA

Av. Santa María 2796, Providencia  
Phone: (+56) 22520 1700

 [www.consuladodebolivia.cl](http://www.consuladodebolivia.cl)

### BRAZIL

Avenida Apoquindo 3039, piso 2, oficinas 201 y 202, Las Condes  
Phone: (+56) 22876 3400

 <http://santiago.itamaraty.gov.br/es-es/>

### CANADA

Nueva Tajamar 481, piso 12, Torre Norte, Santiago  
Phone: (+56) 22652 3800

 [www.canadainternational.gc.ca/chile-chili](http://www.canadainternational.gc.ca/chile-chili)

### COLOMBIA

Los Militares 5885, Tercer Piso, Las Condes Santiago, Chile  
Phone: (+56) 22220 6273

 <http://chile.embajada.gov.co/>

### COSTA RICA

Calle Napoleón 3200, oficina 202, Las Condes  
Phone: (+56) 22334 1600

 [www.costarica.cl](http://www.costarica.cl)

### CHINA

Av. Pedro de Valdivia 550, Providencia  
Phone: (+56) 22233 9880

 <http://cl.china-embassy.org/esp/>

### DOMINICAN REPUBLIC

Candelaria Goyenechea 4153, Vitacura  
Phone: (+56) 22953 5750

 [www.embajadadominicana.cl](http://www.embajadadominicana.cl)

### ECUADOR

Av. Andrés Bello 2233, piso 15, Providencia  
Phone: (+56) 22231 2015

 <https://chile.embajada.gob.ec/>


### FINLAND

Alcántara 200, oficina 201, Las Condes  
Phone: (+56) 22263 4917

 <https://finlandabroad.fi/web/chl/etusivu>

### FRANCE

Condell 65, Providencia  
Phone: (+56) 22470 8000

 <http://www.ambafrance-cl.org/>

## GERMANY

Las Hualtatas 5677, Vitacura

Phone: (+56) 22463 2500

[www.santiago.diplo.de](http://www.santiago.diplo.de)

## GREECE

Jorge VI 306, Las Condes

Phone: (+56) 22212 7900

[www.mfa.gr/santiago](http://www.mfa.gr/santiago)

## GUATEMALA

Avenida Apoquindo 4775, of. 504, Las Condes

Phone: (+56) 22326 8133

<https://chile.minex.gob.gt/home/home.aspx>

## ITALY

Clemente Fabres 1050, Providencia

Phone: (+56) 22470 8400

[https://ambantiago.esteri.it/ambasciata\\_santiago/es/](https://ambantiago.esteri.it/ambasciata_santiago/es/)

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Website under construction

Facebook: <https://es-la.facebook.com/EmbajadaDeMarruecosEnChile/>

## MEXICO

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Phone: (+56) 22583 8400

<http://embamex.sre.gob.mx/chile/>

## NETHERLANDS

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Phone: (+56) 22756 9200

[www.paisesbajosytu.nl/su-pais-y-los-paises-bajos/chile](http://www.paisesbajosytu.nl/su-pais-y-los-paises-bajos/chile)

## NICARAGUA

Zurich 255, oficina 111, Las Condes

Phone: (+56) 22234 1808

<https://www.embanicch.cl/>

## NORWAY

Los Militares 5001, piso 7, Las Condes

Phone: (+56) 22342888

<https://www.norway.no/es/chile/>

## PANAMA

Calle Latadía 5930, Las Condes

Phone: (+56) 22228 1687

<https://mire.gob.pa/ministerio/embajada-y-consulado/santiago-embajada-de-panama/>

## PARAGUAY

Av. Apoquindo 4700, piso 7, Las Condes

Phone: (+56) 22963 6380,

(+56) 22963 6381

[www.embajadadelparaguay.cl](http://www.embajadadelparaguay.cl)

## PERU

Andrés Bello 1751, Providencia

Phone: (+56) 22339 2600

[www.embajadadelperu.cl](http://www.embajadadelperu.cl)

## POLAND

Mar del Plata 2055, Providencia

Phone: (+56) 22824 5000

[www.gov.pl/web/chile-es](http://www.gov.pl/web/chile-es)

## PORTUGAL

Av. Nueva Tajamar 555, piso 16, Las Condes

Phone: (+56) 22203 0542,

(+56) 22203 0543

<https://santiago.embaixadaportugal.mne.gov.pt/pt/>

## SPAIN

Av. Andrés Bello 1895, Providencia

Phone: (+56) 22235 2754

<http://www.exteriores.gob.es/embajadassantiagodechile/es>

## SWEDEN

Nueva Providencia 2353, Providencia

Phone: (+56) 22940 1700

[www.embajadasuecia.cl](http://www.embajadasuecia.cl)

## UNITED KINGDOM

El Bosque Norte 0125, Las Condes

Phone: (+56) 22370 4100

<https://www.gov.uk/world/organisations/british-embassy-chile.es-419>

## UNITED STATES

Av. Andrés Bello 2800, Las Condes

Phone: (+56) 22330 3000

<https://cl.usembassy.gov/es/>

## URUGUAY

Av. Pedro de Valdivia 711, Providencia

Phone: (+56) 2223 8398

<http://www.embajadadeuruguay.org/pages/contacto/sur-america/chile.php>

## VENEZUELA

Calle Bustos 2021, Providencia

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[chile.embajada.gob.ve](http://chile.embajada.gob.ve)



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