



SKI PORTILLO

THE SPIRIT OF THE ANDES

PRE-TRIP INFORMATION

ARRIVING TO THE SANTIAGO AIRPORT

A visa is not required to enter Chile. Citizens from Argentina, Brazil, Paraguay and Uruguay only need their national Identity card, no tax payment is required.

Only passengers with passports from Australia and Mexico must pay a reciprocity tax before entering passport control. Payment in cash USD or credit card accepted.

• Australia	USD \$ 117
• México	USD \$ 23

After paying your Reciprocity Fee (the receipt attached to your passport remains valid for the life of your passport), you may proceed to immigration control.

Your immigration slip and passport will be stamped. Keep your immigration slip in a safe place as you will need this at all hotel check-ins and on departure from Chile.

Passengers from countries such as United States, Canada, France, Germany, among others, must only show their Passport.

CHECK - IN AND CHECK - OUT

Check in starts at 2:00 p.m. Check-out is before 11:00 a.m.

* We recommend you pack your ski clothes with easy access. After your check-in and while waiting for your room to be ready, we can store your luggage in the check room and you may use the changing rooms and lockers available in the gym to put on ski clothes and head out for a few runs.

* If guests check-out before 10:00 am, they will receive an 8th day of skiing FREE! (Day Lift Ticket)

LOCATION

Portillo is 102 miles from Santiago, Chile. The two hour drive from Santiago is very scenic, and even offers views of Mount Aconcagua, the tallest peak in the Americas.

Portillo is approximately 3 miles from the Chile / Argentina border on the international road that crosses the Andes towards the city of Mendoza, Argentina.

After the Switchback Caracoles you will find the military mountain school and then the entrance to our ski resort.

In the heart of the Andes Mountains the weather is unpredictable. Find out about weather and road conditions before you travel. This information is available on our website www.skiportillo.com or at our hotel telephone +56- 2 2361 7000.

GETTING TO PORTILLO

If you are traveling by plane you will arrive at Santiago international airport, from here your transfer will take a little over two hours to Portillo.

You do not need a vehicle in Portillo, so we recommend hiring a transfer to and from the hotel. Remember the transfer is not included in our rates, but you may contact Portillo Tours and Travel to make a reservation at email: ptourskiportillo.com or Tel: in Santiago +56 -2 2263 0606.



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If you are travelling in your own vehicle from Santiago drive on Autopista Vespucio Norte, to the "Los Libertadores" highway. Continue north and take the Bypass to Portillo which connects with the international highway. We'd like to remind you that chains are compulsory in case of snow or ice, and may be required by carabineros (police).

ALTITUDE CHARACTERISTICS

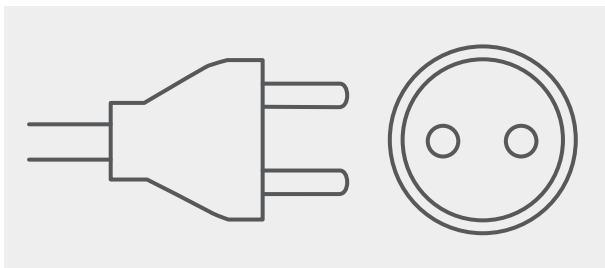
Hotel Portillo is 9,456 feet (2,885 meters) above sea level. Our climate is very dry, we recommend drinking lots of water to keep hydrated and avoid possible altitude sickness.

AVERAGE SNOW

Portillo receives an average snowfall of 7.4 meters (291 inches) of snow, which generally falls during short, but intense storms that are followed by sunny days with bright blue skies

ELECTRICITY

Electricity in Chile is 220v 50Hz check your electronic devices to see if they are compatible before plugging them in. Plugs and sockets are continental European type with two round pins.



LANGUAGE

Our hotel staff speaks Spanish and many of them also speak English. Some of our ski and snowboard school instructors speak Portuguese, French, Italian and German. Consult availability.

CURRENCY

The Chilean currency is the peso.
At the hotel we accept:

Cash: US Dollars, Chilean Pesos, Argentinean Pesos and traveler checks.

Credit Cards: Visa, MasterCard, American Express and Diner's Club cards.

ROOM CHARACTERISTICS

All Hotel rooms are equipped with:

- Central heating.
- Safety deposit box.
- Hair dryer.
- Telephone.
- Amenities.
- Wi-Fi at no extra cost.

All Octagon and Chalet rooms are equipped with:

- Central heating.
- Telephone.
- Amenities.
- Wi-Fi at no extra cost.
- Hair dryer (available upon request).

All Inca rooms are equipped with:

- Central heating.
- Wi-Fi at no extra cost.

Our philosophy, at Portillo, is based on our guests disconnecting and relaxing, so that they may share and participate in the different activities offered during the day. This is why we do not equip our guest rooms with televisions. If you would like to watch major sporting events or international news, ask our entertainment staff so that you may do so in the cinema or discotheque.



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CHILD CARE / NURSERY

The hotel operates a day care center and nursery staffed by trained childcare professionals. The day care center is complimentary for children from 4 to 7 years of age, from 9:00 a.m. to 8:00 p.m. While we have a Nursery (0 to 3 years of age) with the same operating hours, it has an additional charge. You may also request private babysitting services, this service must be requested at least one day in advance and will have an additional cost.

MAIN DINING ROOM

Our dining room is a place of history which still maintains its leather lined walls, which date back to the hotel's beginnings in 1949. There are two seatings for lunch and dinner. If you require a specific schedule, talk to our maitre, so that he may coordinate with his team, families with children will always have preference for the early seating.

If you need a special diet or have food allergies, tell your waiter about them on your first day. We also have a special menu for children and a fun dinner in the Self-Service Cafeteria.

In the afternoon, our dining room turns into a tearoom, where you can enjoy hot drinks, cookies and muffins.

- **Breakfast:** 08:00 a.m. -10:00 a.m.

- **Lunch**

First seating: 12:30 p.m.

Second seating: 1:45 p.m.

- **Tea time:**

5:00 p.m. - 6:00 p.m.

- **Dinner:**

First seating: 8:00 p.m.

Second seating: 9:45 p.m.

DRESS CODE

While there is no dress code during breakfast and lunch and you may wear your ski clothes so as to make the most of your ski day. At dinner time our guests tend to wear nice, casual clothing to enjoy a relaxed and elegant ambience. Avoid using shorts, sandals, baseball caps, sweatshirts, short sleeved t-shirts, bathing suits or bathrobes.

Recommendations for outdoor activities:

- Ski jacket and pants preferably made of Gore-Tex or other "mountain" material.
- Polar fleece or wool hat.
- Helmet.
- Ski gloves or mittens.
- Ski socks (preferably synthetic or wool).
- Base layers (long underwear).
- Sun block.
- Goggles and sunglasses with strap.
- Comfortable clothing for the hotel. (see dress code).
- Swimsuit and shower sandals for use in the pool and Jacuzzi area.

* If you don't bring these garments you may buy them in the hotel store, located in the lobby.

LAUNDRY AND PRESSING (IRONING)

As an additional service, our hotel offers a laundry and ironing service. Instructions, prices and schedules are available in your room. We do not offer dry cleaning.



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RATES INCLUDE

All rates are per person and based on a Saturday-to-Saturday stay. All packages include:

- Seven days unlimited access to ski lifts.
- Seven nights lodging.
- Four meals per day (breakfast, lunch, tea, and dinner).
- Complimentary use of pool, Jacuzzi, fitness center, gym, aerobics and yoga classes, cinema, game room, children's activities, disco, piano bar ski and boot valet.

RATES DO NOT INCLUDE

- Laundry service.
- Non alcoholic and alcoholic beverages.
- Telephone.
- Massages, beauty salon.
- Medical clinic.
- Ski and snowboard rental.
- Transportation.
- Heli skiing.
- Tips.
- Trip insurance.

TIPPING

Tipping is optional in Portillo; however, it is customary to leave a tip at the end of the week or at check out. You may tip in Chilean or Argentinean pesos, Brazilian reales or any other type of currency. If you are thinking of tipping the whole team, we suggest something between USD\$ 120 - USD\$ 170 per person per week

ROAD CLOSED POLICY

The road to Portillo (which is also the International Highway between Santiago and Mendoza, Argentina) is maintained by the ONEMI (the National Emergency Office of the Ministry of the Interior), which is responsible for the authorization of opening and closing the road. Portillo Ski Resort is not responsible, nor does it have a say in the decisions taken by this organization.

If the road is closed and guests are not able to get to or leave Portillo, the following policies will apply:

- The guests that are unable to reach Portillo because of road closure will be responsible for their accommodations and other expenses in Santiago. The nights not used in Portillo will be credited to their account. The guests may transfer their credit to pay other services, such as ski lessons or bar bills; use their credit for a future reservation within the same season; or ask for a reimbursement through their respective agency.
- Guests that are unable to leave and have to spend another night in Portillo will be charged the full rate for the first night's accommodation. But, on the second night they will receive a 50% discount off the normal rate of their room.