

# Handbook for International Visitors 2019

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UNIVERSIDAD  
DE LA FRONTERA

## Welcome

The following manual was prepared in order to help international students and professors during their stay in our beautiful city. In this edition you will find information, that will help you planning your visit in our University including the way to arrive to Temuco and moving around the city, the change for money, the weather, the time zone, national days and some activities that you can do in our university. We are really happy to host you in our institution and we want you to feel comfortable and that you'll enjoy your stay in Temuco.



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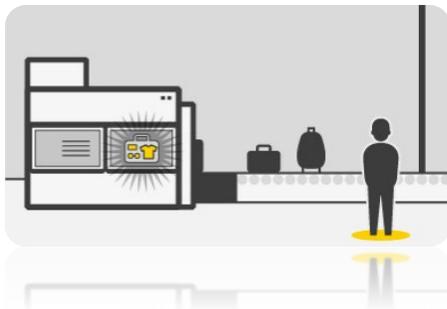
The Universidad de La Frontera is an autonomous corporation of public law constituted in Chile and it is a Governmental Higher Education Institution, dedicated to teaching and fostering the development of arts and sciences, socially responsible with the aim to contribute to the development of the region and the country through the generation and conveyance of knowledge, the education of professionals and under/graduates, the development of arts and culture. In order to achieve the above, we undertake the commitment with the quality and innovation, with full respect towards the persons, the environment and the cultural diversity for the construction of a more just and democratic society. It has 9.958 undergraduate students distributed in 6 Faculties and 43 undergraduate programs. 28 Master programs 10 PhD programs. It is the first regional university to be accredited for 6 years in all areas.



## Arrival at the Arturo Merino Benitez Airport in Santiago de Chile



Once you arrive to Arturo Merino Benítez airport in Santiago you will need to pass an immigration check, where they will ask for an identification document (identity card or passport depending from your origin country) and your visa.



After this, follow the signals till you will arrive to the baggage carousels. You will find free luggage cars. After this, your luggage must pass for agricultural inspection (SAG). For any questions, review the FAQ in the following link

[http://www.aduana.cl/aduana\\_eng/site/edic/base/port/inicio.html](http://www.aduana.cl/aduana_eng/site/edic/base/port/inicio.html)

If you have some doubts regarding which kind of vegetable and animal origin products you cannot introduce to Chile, please check it out here

<http://english.sag.gob.cl/ingreso-o-salida-de-chile>

## How do I arrive from Santiago to Temuco?



Once you will be out of the airport, you will have **two different ways to travel to Temuco**. The first one is taking a **plane** using the national airlines “Sky airline” (<http://www.skyairline.cl>) or “LATAM” ([www.latam.com](http://www.latam.com)). This flight cost around \$20.000 and \$100.000 pesos chilenos (CLP), depending on the day you travel. Both companies offer one-way and round-trip tickets. For flying with these companies you

must go to the third floor of the airport in the section of national boarding. We advise to buy the ticket in advance.

The second possibility is to **travel by bus**. If you choose to travel by bus, you must go to the **bus station (Terminal de Buses)** where you can find different companies with different prices between \$8.000 and \$40.000 CLP (one way) depending on the type of service and the company. There are various busses to Temuco during the day and the night.



If you choose to travel by bus, you will find different options to travel from **the airport to the bus station**. The airport has (i) shuttle whose tickets cost around \$7.000 CLP; (ii) official taxi, whose price is more or less 20.000 CLP; (iii) buses; these travel every 30

minutes and arrive exactly till the bus station. They take 30 minutes and cost around \$2.000 CLP. In Santiago there are companies that offer this service: Turbus y Centropuerto. For more information please visit:

<http://www.aeropuertosalantiago.cl/english/medios-de-transporte-desde-y-hacia-scl/buses-y-minibuses.html>.

We recommend this last option if you can't spend a lot of money, because the bus leave you in the station where you will begin your travel to Temuco.

## How do I move from **Temuco's Airport** to the **city center**?

If you decide to travel by plane you will arrive to La Araucanía's Airport, which is located 20km south of the city in the district of Freire, 1.5 km from the Ruta 5 Sur highway. Once in the airport, follow the signs till the luggage carousel.

After this you will need to take a taxi or a shuttle to the city of Temuco. The travel last 20 minutes and cost around \$6.000 (shuttle) and \$20.000 CLP (taxi) depending on the final destination.



## How do I arrive from the bus station to the city?

If you choose to travel by bus, you will arrive to the main Bus station (Rodoviario) with any of the company (except JAC busses). The main bus station is located in the north part of the city, where you will find taxi, taxi colectivos (shared taxi with a defined way) and minibuses of the public transport. Moving by taxi cost around \$6.000 CLP and take 10 minutes to arrive to the city center. A Colectivo (tax) it costs \$500 CLP during the day and \$700 CLP during the night (from 11pm to 6am); the microbus costs \$450 CLP.



## How do I arrive to UFRO?

Public transport links different parts of Temuco using minibuses, taxi and colectivos taxi.

Some lines of the Minibuses take from the city centre (Manuel Rodríguez street with Bulnes street) to the UFRO. These lines are: 4B (blue and white buses), 5 (red and green, yellow and white buses), 8B (green and white buses) and 10 (purple and white buses). The tickets costs \$450 CLP and \$150 CLP for students with the national student card (TNE).

If you choose to use a colectivos taxi, you must pay attention, because there are many different lines and each one has different paths. Every line has a specific number sometimes match with a letter. From the city centre (Manuel Montt street with Bulnes Street) you can take the following lines to arrive to the UFRO: 14, 15, 19, 21, 24, 24a and 25. The cost for one trip is of \$500 CLP during the day (till 11pm) and of \$700 CLP during the night (from 11pm to 6am).

In the following pictures you will find a map of Temuco where are underlined the city centre, the Andrés Bello Campus of the UFRO (light blue circle), the Cerro Ñielol (red circle) and the main Station, Rodoviario (full red circle).



## Where can I change my money into Chilean Pesos?



The official currency of Chile is the Peso Chileno (CH\$ o CLP). The banknotes have a value of \$1.000, \$2.000, \$5.000, \$10.000 and \$20.000 while the coins are worth \$5, \$10, \$50, \$100 y \$500 (for more information visit the following link: <http://www.bcentral.cl/billetes-monedas/>). The foreign money can be exchanged in the banks or in specific places named casa de cambio. You will not need any additional documents. On the other way you can also use your credit card to withdraw money from ATMs that are located in banks and also in some fuel stations, shops, pharmacies and supermarkets.

In Temuco you can find casas de cambio near the Anibal Pinto square (Plaza de Armas) in the city centre. Some of these places are:

### **TUR-CAMB.**

Address: Bulnes 667  
(+56 )(45) 2270514

### **FESA**

Address: Prat 717  
(56)(45) 2276258

### **CHRISTOPHER**

Address: Manuel Bulnes 667, Of. 113  
(56)(45) 2988568

### **COMEX**

Address: Arturo Prat 425, Local 2  
(56)(45) 2641815

### **CAMBIO GLOBAL**

Address: Bulnes 655, Of 1  
(56)(45) 2213699

## AFEX

Address: Antonio Varas 914  
(56)(45) 2231075

## Information about some banks in Temuco

The times of attention in the banks are from Monday to Friday from 9am to 2pm. Banks do not open during the afternoon. Generally the “Casas de Cambio” (Money Exchange) and shops open from Monday to Friday from 10am to 8pm and Saturday from 10am to 2pm. The mall and some department stores open from Monday to Sunday.

Notice that:

Do not change your money in the street. You will find ATMs in the most of the places and they are easy -access. You can use your credit card also to pay in most of the services and shops.



## What is the weather like in Temuco?

Temuco has well defined season, even if it rains a lot also in summer. Sunny days are the majority during the summer with a maximum of 27° C and a minimum of 12°C. During winter the maximum is 12 °C and the minimum 2 °C (occasionally will freeze).

It can rain in every moment of the year; the annual average of rainfall is of 2000mm, with the major distribution between March and November.

## What is the **official time** in Chile?

The time zone is GMT-3. This could vary in winter and summer

## Which are the **Holidays** in Chile?

You can see the Holydays in the scheme below. This information is really useful if you are planning your trip and activities during this year (2017)

Day	Holiday
<b>Sundays</b>	Sunday
<b>January 1st</b>	New Year
<b>Abril 14th</b>	Holy Friday
<b>Abril 15th</b>	Holy Saturday
<b>May 1st</b>	National Labour Day
<b>May 21st</b>	Day of the Naval Glory
<b>June 26th</b>	Saint Peter and Paul
<b>July 16th</b>	Day of the Virgin of Carmen
<b>August 15th</b>	Assumption of the Virgin
<b>September 18th</b>	National Independence
<b>September 19th</b>	Day of the Glory of the Army
<b>October 9th</b>	Columbus Day
<b>October 27th</b>	Day of the Evangelical and Protestant churches
<b>November 1st</b>	Day of the all saints
<b>December 8th</b>	Immaculate Conception
<b>December 25th</b>	Christmas Day

Important: some holidays can be move to the closest Monday or Friday in order to create a larger weekend.



## Where can I live in Temuco?

Each student must find a place to live in Temuco by himself/herself.

The International and the Mobility Office (undergraduates) can help giving information, numbers and some advice to that people, who need to find a place to live during their stay in Temuco. Visitors have the following options:

- Hotels
- Departments
- Family House (Pension)
- Shared Apartments

It is really important for us that all the people from other countries live in a safe and nice place in order to fulfill his/her expectation. This office only provides information; every person is responsible to find a place to live according to his/her necessity. We also have a list of places provided by university professors.

To know more about where to live, please write to [movilest@ufrontera.cl](mailto:movilest@ufrontera.cl) (undergraduate) or to [dirpci@ufrontera.cl](mailto:dirpci@ufrontera.cl) we will be really glad to help you.

## What do I need do when I arrive to the UFRO?

When you arrive to the UFRO as a graduate or undergraduate student, you must do some procedures in order to make easier and comfortable your stay.

### Contacts for Bachelor's students:

[movilidad.ufro.cl](http://movilidad.ufro.cl)  
[movilest@ufrontera.cl](mailto:movilest@ufrontera.cl)

Undergraduate Mobility Office:

Ms. Antonia Espinoza

### Contacts for Graduates students:

<http://postgrado.ufro.cl>  
[postgrado@ufrontera.cl](mailto:postgrado@ufrontera.cl)

Social assistant for Graduate students:

Ms. Bárbara Raposo

barbara.raposo@ufrontera.cl

Contact for Postgraduate internships.

Ms. Consuelo Sánchez

Consuelo.sanchez@ufrontera.cl

## Obtain the Intelligence **University Card** (card for the Library)

The card for the library is a blue card with your information. It is really useful for ask for books in the library and for students that don't have a personal computer it is also useful to access the Computeca (a room with computer)

## Which other **activities** can I do in the UFRO?

### Sports

UFRO has a lot of different sports in which you can join in, such as:

American football, athletics, basketball, circus, football, football, handball, hockey, judo, karate, table tennis (ping-pong), rugby, taekwondo, tennis, climbing, swimming and weightlifting.

To obtain more information about the schedule please check the following link [www.deportes.ufro.cl](http://www.deportes.ufro.cl) or ask by email to [deportes@ufrontera.cl](mailto:deportes@ufrontera.cl)

## Links of interest:

**Vicerrectoría de Investigación y Postgrado (VRIP)**

[vrip.ufro.cl](http://vrip.ufro.cl)

**DDE (Dirección de Desarrollo Estudiantil)**

[dde.ufro.cl](http://dde.ufro.cl)

**Admisión de Pregrado**

[admission.ufro.cl](http://admission.ufro.cl)

**Admisión de Postgrado**

[postgrado.ufro.cl](http://postgrado.ufro.cl)

**Calendario de Pregrado UFRO 2019**

[ufro.cl](http://ufro.cl)

**Calendario de Postgrado UFRO 2019**

[postgrado.ufro.cl](http://postgrado.ufro.cl)

**Biblioteca**

[www.bib.ufro.cl](http://www.bib.ufro.cl)

## Contacts:

**International Affairs Office**

Dirección: Avenida Francisco Salazar 01145, Temuco, Chile. Casilla 54-D.

[dircpi@ufrontera.cl](mailto:dircpi@ufrontera.cl)

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