



**UNIVERSIDAD
DE LA FRONTERA**

Handbook for **International Visitors** 2015

Designed for international Professors and Students
Dirección de Cooperación Internacional, Vicerrectoría de Investigación y Postgrado
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 receive you in our institution and we want you to feel comfortable and that you'll enjoy your stay in Temuco

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Which kind of documents do I need in order to join the exchange program in the Universidad de La Frontera?

A letter of Acceptance written from you director (for exchange students)

You will need a letter signed by your director of study where he/she will express his/her support for your exchange.



1. *Passport*

In order to enter in the country you will need a valid passport release by your home country and which will be valid for all the period of your stay in Chile. This document is required to obtain a temporary residence visa or a studying visa.

2. *Studying visa of Chilean Government*

a. *Exchange Student:*

In order to ask for this kind of document you must visit the website of the Ministry of Foreign Affairs of Chile. Here you can find all the needed information to obtain the temporary residence visa.

<http://www.minrel.gob.cl/obtainment-of-a-temporary-residence-visa/minrel/2014-10-08/115920.html>

b. *Foreign Student*

If you are thinking in studying in our country a bachelor, master or doctorate that will last more than one year, you must obtain a residential studying visa. You can find additional information in the following link.

<http://www.minrel.gob.cl/obtainment-of-a-student-resident-visa-for-foreign-born-citizens/minrel/2014-10-08/115520.html>

3. *Health insurance*

In order to obtain the visa is necessary a health insurance which would cover any accident or illness during your stay.

4. *Spanish Knowledge*

You will need to have a basic knowledge of Spanish in order to attend classes.

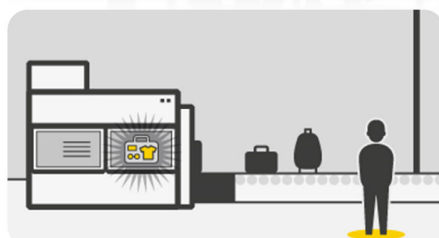
Arrival at the Arturo Merino Benitez Airport in Santiago de Chile



Once you will arrive to Arturo Merino Benitez airport in Santiago you will need pass an immigration check, where they will ask for an identification document (identity card or passport depending from your origin country) and your visa, like we explained in page 5.

All the passengers who travel with Australian or Mexican passport must pay a tax of reciprocity before going to the international police. You will find instructions in the airport. Once you have realized this payment, you can go to the immigration check.

For any doubts regarding this tax please contact the following number
+56 2 26901063



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 the agricultural inspection (SAG). For any question revise the FAQ in the following link

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 can not 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 way to travel to Temuco. The first one is taking a plane using the national airlines "Sky airline" (<http://www.skyairline.cl>) or "LAN" (www.lan.cl). This flight cost around \$20.000 and \$100.000 pesos chilenos (CLP), depending from the day you travel. Both companies offer one-way and round-trip tickets. For flying with this companies you must go to the third floor of the airport in the section of national boarding.

The second possibility is to travel by bus. If you choose this you must go to the bus station where you can find different companies with different prices all between \$6.000 and \$40.000 CLP (one way) depending on the type of service and the company. There are bussed to Temuco in lots of time 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 \$6.200 CLP; (ii) official taxi, whose price is more or less 15.000 CLP; (iii) buses; these travel every 30 minutes and arrive exactly till the bus station. They take 30 minutes and cost around \$1.600 CLP. In Santiago there are companies that offer this service: Turbus y Centropuerto. For more information please visit:

<http://www.aerpuertosantiago.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 centre?



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 microbuses of the public transport. Moving by taxi cost around \$6.000 CLP and take 10 minutes to arrive to the city centre. A Colectivo (taxi) costs \$500 CLP during the day and \$700 CLP during the night (from 11pm to 6am); the microbús costs \$450 CLP.

How do I arrive to UFRO?



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

Some lines of the Microbuses 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 students 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 and pharmacies.

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 Teléfono: (+56)(45) 2270514

FESA

Address: Prat 717 Teléfono: (56)(45) 2276258

CHRISTOPHER

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

COMEX

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

CAMBIO GLOBAL

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

AFEX

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

Here you will find information about some banks of Temuco

The time of attention in the banks are from Monday to Friday from 9am to 2pm. Banks do not open during 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 departments store 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?

This year in Chile we maintain the same time zone all the year, which is GMT -3.

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 (2015)

Día	Festividad
Sundays	Sunday
Thursday, January 1st	New Year
Friday, April 3rd	Holy Friday
Saturday, April 4th	Holy saturday
Friday, May 1st	National Labour Day
Thursday, May 21st	Day of the Naval Glory
Monday, June 29th	Saint Peter and Paul
Thursday, July 16th	Day of the Virgin of Carmen
Saturday, August 15th	Assumption of the Virgin
Friday, September 18th	National Independence
Saturday, September 19th	Day of the Glory of the Army
Monday, October 12th	Columbus Day
Saturday, October 31st	Day of the Evangelical and Protestant churches
Sunday, November 1st	Day of all the saints
Tuesday, December 8th	Immaculate Conception
Friday, December 25th	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.

The International and the Mobility Office (undergraduates) can help giving information, numbers and some advice to that people, who need 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.

To know more about where to live, please write to movilest@ufrontera.cl (undergraduate) or to dircpi@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 more easy and comfortable your stay.

Contacts for Bachelor's students

<http://movilidad.ufro.cl>

movilest@ufrontera.cl

Contacts for Graduates students.

<http://postgrado.ufro.cl>

postgrado@ufrontera.cl

Social assistant for Graduate students: Ms. Bárbara Raposo

barbara.raposo@ufrontera.cl

Activate your personal number / Graduate Student:

If you are a Graduate Student, you must enroll in the Universidad de La Frontera.

1. Put yourself in contact with the admission office for the graduates studies and your Program director.
2. Ask for a meeting with the social worker in order to activate your inscription and take the courses for the first semester.
3. Ask for your inscription certificate and number.
4. Go to pay your first fee or the totality.



Activate your Intranet page and your email address of the university

The Intranet and the email address are the way you will receive the most important communication from the university. In order to activate them follow these instructions:

1. Go to: www.ufro.cl
2. Above in the right part of the page you will find the Intranet Icon; Click on it.
3. Fill the space of the RUT (with your identification number) and click on "crear clave". After that fill the form that will appear.
4. In your personal page click on "alumno" and after on "correo ufromail".
5. Write your password and wait 24 hours till the email will be activated.

Activate your page in the Platform of the University (Virtual Campus)

Virtual Campus is a platform, which contains useful materials, activities and works in order to pass your exams.

1. Once you have accessed to "ufromail", in the first page you will find a message that contain your password to the Virtual Campus.
2. In order to access the Virtual Campus, visit the page <http://campusvirtual.ufro.cl>
3. Fill the gap with your identification number instead of the RUT.
4. Write the password, you received by e-mail.
5. The activation of the course is automatic, you only need to be enrolled in the course.

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)

1. First of all, you must go to the office of the Dirección de Desarrollo Estudiantil, for undergraduate students.
2. Office Hours 9am to 1pm and 2.30pm to 4.30pm.
3. If you need some urgent books, you can send an email to the Asistente Social de Postgrado, and ask for a meeting. This person will give you a provisory card to enter the library and ask for books.
4. When you will receive the card from the Asistente Social you will need activate it in the library.

Obtain the National student card (TNE)

With the TNE you can pay a lower price in the public transport (Buses only around Temuco).

1. Ask for a meeting with the social worker and pay about \$ 3.000 CLP depending from the year.
2. The social worker will indicate you where to take a picture for your TNE.
3. This card can be used all the week, only when you are travelling for topics of study.



Register for the courses

This procedure is necessary starting from the second semester (during the first one the procedure is automatic).

1. Go to Intranet (<http://intranet.ufro.cl>) and fill the gaps with your personal information.
2. Click on "Asignaturas" in the left part.
3. Select the courses you want register in.
4. Click on "Grabar" (save) and complete the gaps with your personal number (RUT) and your password.
5. If you made it in the right way you will receive an email with a message that says that you successfully enrolled your courses. If you have any problem, please go to have a talk with the secretary or the director of the study program in which you are enrolled.

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 or ask by email to deportes@ufrontera.cl

Students Organization

There are different students organization in the university in which you can join in, including: animal consciousness, anime, Chilean culture, education, environment and sustainability, folk music, journalism, Mapuche culture, film, orchestra, photography, religion, Shogi, role playing, social assistance and technology.

To obtain more information about the students organization, please revise the following website: www.dde.ufro.cl.



Interesting links

Vicerrectoría de Investigación y Postgrado (VRIP)

<http://vrip.ufro.cl>

DDE (Dirección de desarrollo estudiantil)

<http://dde.ufro.cl>

Movilidad Estudiantil UFRO (pregrado)

<http://movilidad.ufro.cl>

Admisión de pregrado

<http://admission.ufro.cl>

Admisión de postgrado

<http://postgrado.ufro.cl>

Calendario de postgrado UFRO 2015

[http://postgrado.ufro.cl/index.php?option=com_content&view=article &id=149](http://postgrado.ufro.cl/index.php?option=com_content&view=article&id=149)

Biblioteca

<http://www.bib.ufro.cl/>

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