



# SALES MANUAL 2019


## SAT ARGENTINA



**Incoming Group**

**Argentina - Brazil - Chile - Colombia - Ecuador - Peru - Uruguay**



-  SAT Global Sales Office
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# Map of Argentina



## ARGENTINA TRAVEL MAP

### LITORAL (Northeast area)

- Formosa
- Chaco
- Misiones (Iguazu Falls)
- Corrientes (Ibera wetlands)
- Santa Fé
- Entre Rios

### NORTE (Northwest area)

- Jujuy
- Salta
- Tucuman
- Santiago del Estero
- Catamarca

### CORDOBA (Central area)

- Cordoba

### BUENOS AIRES

- BUENOS AIRES

### CUYO (West area)

- La Rioja
- San Juan
- Mendoza
- San Luis

### PATAGONIA

- La Pampa
- Neuquen
- Rio Negro (Bariloche)
- Chubut (Puerto Madryn)
- Santa Cruz (El Calafate)
- Tierra del Fuego (Ushuaia)

## Argentina - an overview

**Argentina:** The name Argentina comes from the Latin word “*argentum*”, which means silver. The origin of the name goes back to the voyage made by the first Spanish “conquistadores” (conquerors) to the Rio de La Plata (Silver River).



Compared to many other countries, Argentina is one of the youngest and therefore almost untouched countries of the world. Pedro de Mendoza founded Buenos Aires in 1535 for the first time during the Spanish colonization. After various battles Argentina got its independence on 9 July 1816. Argentina recovered its democracy in 1983, after many years of military government.

Argentina is the second biggest state of South America and has a surface of 2.8 million square kilometres (excluding the Argentine Antarctica), which is 8 times as big as Germany. Apart from the estuary of the Rio de la Plata, its coastline is 2.575 km (1.600 mi) long. Its neighbours to the north are Bolivia and Paraguay, there is Brazil to the northeast, to the east is Uruguay and Chile to the west. Its far southern limit is the Beagle Channel.

The country has 44,5 million inhabitants and nearly half of them live in the surroundings of Buenos Aires. Three big landscapes form the country: the Andes in the west, the northern and western flatland as well as the wide plains of Patagonia in the South. The country that is stretched in length has three climatic zones: tropic in the north, moderate in the centre and polar in the extreme South. In terms of economy, Argentina is one of the best developed countries of the region and is potentially one of the richest farming countries in the world. The Indian aborigines only live in the north western Andean region and in the northeast province of Misiones. The rest of the population is mainly composed of European immigrants. The official language is Spanish, but in bigger towns English is also quite common. In some areas guarani, quechua, aymara and the native tongues of the indigenous minority are spoken.

### LOCATION

Argentina is the second largest country of South America with 2.791.810 km<sup>2</sup>. It borders in the North with Bolivia and Paraguay, in the East with Brazil, Uruguay and the Atlantic Ocean, in the West with Chile and in the South on the Antarctic Ocean.

### POPULATION

About 44,5 Million, nearly half of them live in the Capital City and the province of Buenos Aires. As many Spanish, Italians, Germans etc. immigrated, the Argentinean nation is the most European nation of the subcontinent.

### ENTRY REQUIREMENTS

Passport and visa: all visitors from non-border countries need valid passports. Visa requirements must be checked at the corresponding consulates.

### CURRENCY

Argentinean Peso (1 Peso = 100 Centavos)

1 USD = 28,00 Pesos approx.

1 EUR = 33,00 Pesos approx.

## **LANGUAGE**

The official language in Argentina is Spanish (Castellano).

## **TIME DIFFERENCE**

Central European Time (CET) – 4 hours (during the European summertime – 5 hours)

Greenwich Time (GMT) – 3 hours (during the European summertime – 4 hours)

## **VOLTAGE**

220 V alternating current. It is recommendable to bring a multi-adapter because of the often different sockets.

## **POLITICS AND ECONOMY**

Argentina is a democratic republic. Around 36 % of the working population works in the processing industries, 11 % in the agriculture, 53 % of the working population works in services. The tourist sector is growing and becoming more and more important for the country's economy.

## **OPENING HOURS**

The opening hours are not regulated by law. Banks are open from Monday till Friday, 10 a.m. to 15 p.m., shops between 9 a.m. and approximately 20.00 p.m., on Saturdays from 9 a.m. to 13/14 p.m. During the siesta, from around 13 to 17 p.m. many shops are closed in the provinces, in Buenos Aires city shops don't close for siesta.

Big supermarkets and shopping malls are opened on Saturdays and Sundays, during the whole day.

## **CLIMATE**

December, January and February are the hottest months (Buenos Aires between 17 and 40°C / 63-104°F) and July and August the coldest ones. The North is subtropical, the central region, called Pampa, continental temperate and the southern Patagonia quite cool.

## **PUBLIC HOLIDAYS 2019**

\*1st January (New Year)

\*Carnival (Monday + Tuesday) – fix dates vary, can be in February or March

\*Truth & Justice memory Day (a fix holiday March 24th)

\*Malvinas War Day (a fix holiday April 02nd)

\*Good Friday

\*1st May (Labour Day)

\*25th May (May Revolution)

\*Flag`s Fay – June 20th –this holiday does not has a fix day, might vary

\*9th July (Independence Day)

\*National Hero`s Day - August 17th –this holiday does not has a fix day, might vary

\*Respect for cultural Diversity – October 12th –this holiday does not has a fix day, might vary

\*National sovereignty – November 20th –this holiday does not has a fix day, might vary

\*8th December (Virgin Maria`s Day)

\*25th December (Christmas)



### Climate chart Northwest region

Salta	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Max. Temp. °C/F	27/81	26/79	24/75	22/72	21/70	19/66	20/68	22/72	23/73	26/79	27/81	29/84
Min. Temp. °C/F	16/61	16/61	14/57	11/52	7/45	3/37	3/37	4/39	7/45	11/52	14/57	16/61
Sunshine hours	14	13	12	12	11	10	11	11	12	12	13	14
Rainy days	6	5	5	6	6	5	6	7	6	6	6	7

### Climate chart in South Patagonia region

Ushuaia/ El Calafate	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Max. Temp. °C/F	14/57	13/55	12/54	10/50	7/45	5/41	4/39	6/43	8/46	10/50	12/54	13/55
Min. Temp. °C/F	5/41	5/41	4/39	2/36	0/32	-1/30	-2/28	-1/30	0/32	2/36	4/39	5/41
Sunshine hours	6	5	4	3	2	1	2	3	4	5	5	6
Rainy days	10	9	9	10	9	10	9	8	7	9	8	9
Sea temp.	7/45	6/43	6/43	5/41	4/39	4/39	4/39	4/39	5/41	5/41	5/41	6/43

### Climate chart Buenos Aires

Buenos Aires	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Max. Temp. °C/F	40/104	35/95	26/79	23/73	19/66	16/61	15/59	17/63	19/66	22/72	25/77	35/95
Min. Temp. °C/F	17/63	17/63	17/63	13/55	11/52	8/46	7/45	8/46	10/50	13/55	15/59	17/63
Sunshine hours	9	8	7	6	6	5	5	6	6	7	8	9
Rainy days	6	7	8	7	6	5	5	6	7	8	7	8
Sea temp.	22/72	23/73	21/70	18/64	15/59	12/54	11/52	12/54	12/54	15/59	17/63	20/68

#### BEST TRAVEL TIME

Tours to Argentina are possible year round, but the climate is different in each region. As Argentina is located on the southern hemisphere, its seasons are reversed from the European ones.

The best time to visit Buenos Aires is in spring from September until November and in fall from March until May. Summer time (from December until February) is hot and humid.

Northern Argentina can be very hot in summer from December until February and is best visited in spring from September to November. Fall and winter (March to August) in this region are also pleasant.

Mendoza, Córdoba and the Lake District are all spectacular in fall (from March until May).

The leaves put on an epic display, temperatures are comfortable and the crowds are thin.

The best travel time for Patagonia and Tierra del Fuego is from October until April, high season is from December until February. During these summer months the temperatures are mild and the days are long. The Argentinean winter (from May until September) is very cold and the passes can be closed due to heavy snow fall. Due to strong winds which can occur the whole year trough it can get very cold. Usually the temperatures don't exceed 20 °C, and at night they can drop down to 0 °C (32°F).

## **WHAT TO PACK**

The perfect outfit depends on the destination: visitors of Patagonia or Tierra del Fuego should be dressed like people in Scandinavia, protected against the wind and rain; holiday-makers at the coast and visitors of the tropical regions should take their ordinary summer clothes with them and in the Northwest you should be prepared for the changes of temperature from day to night. In the bigger cities it is recommendable to wear more formal clothes, when you attend a show or go to a restaurant (smart casual).

## **VEGETATION**

Argentina has a lot of different types of vegetation: from subtropical, evergreen rainforest in the Northeast, forests, thorny bushes and desert character with huge cactus in the North till forests, steppe and marshland in Patagonia and Tierra del Fuego.

## **ANIMAL KINGDOM**

The animal kingdom in Argentina is as varied as its climatic regions. In the Iguazú National Park you will see parrots, colibri, toucan, jaguar, cayman and monkeys, whereas on the Península Valdés in Patagonia you are going to meet with sea-lions, sea-elephants, whales, nandus and guanacos. A special attraction is awaiting you in Punta Tombo: the largest colony of Magellan penguins in the world.

## **FOOD & DRINK**

The specialty as such is for sure the Argentinean beef, which is being prepared on an open fire, the "asado", made up by several different sausages and pieces of meat. Further specialties are the famous Empanadas, stuffed pastry, and diverse regional specialties like Tamales, Locro, Humitas in the North. All over the country you will be served excellent Italian food, inclusive of the Italian ice cream. Lovers of candies will like the typical Argentinean "alfajores", biscuits stuffed with dulce de leche, a caramel cream, and the flan, a thick custard-based dessert flavoured with caramel. As is known, Argentinean wine is excellent and the mate tea is the national drink as such – Argentineans drink their mate everywhere and always, it is made of yerba herbs and drunk with the bombilla, a pipette, out of the mate receptacle.

## **SOUVENIRS**

Argentine quality items include leather goods, woven and knitted garments, silverware and wine. Excellent quality and original designs can be found: shoes, purses, jackets, handbags, wallets are the most liked souvenirs. Craft industry (pottery, masks and cloth, wall hangings), mostly bought in the North are also good options. Moreover the mate receptacle with the bombilla is a typical souvenir, as well as great Malbec wine from Mendoza area or a Torrontes wine from the Northwest.

## **VAT REFUND**

VAT is refunded at below destinations:

Buenos Aires city : Ezeiza & Aeroparque airports and Buquebus hydrofoil pier  
Bariloche airport  
Iguazu airport  
Cordoba city airport  
Mendoza city airport

VAT refund only applies if local products have been bought at stores belonging to the TAX free / Global refund system, at purchase superior to 70\$ARS Argentinean pesos. Standard VAT rate is 21 %

### **Who is eligible for Tax Free Shopping?**

If you have permanent residence outside Argentina

If you do not hold an Argentinean passport

### **SHOP**

When paying for your purchases, ask store staff for a Global Blue Tax Free Form.

If you are a SHOP TAX FREE Card holder, present your card to store staff. Your personal details will automatically be filled out on the Tax Free Form.

### **STAMP**

At the airport or port, go to the Customs desk and present your completed Tax Free Form, passport, receipts and purchases to get a stamp on your form.

Goods should be kept available for inspection, unused and with the original receipts.

### **CLAIM**

Go to the nearby desk or office displaying a Global Blue logo. In some cases this will be a currency exchange.

Present your stamped, completed Tax Free Form and your travel passport to receive the refund in cash or to your credit card.

If you are in a rush you can use the Global Blue mailbox located nearby most Customs offices, to mail your completed, stamped Tax Free Form and receipts back to Global Blue for a refund to your credit card. We recommend you add your email address to the Tax Free Form in case we need to contact you.

Refund paid is the VAT minus Global Blue's service fee.

Completed Tax Free Forms which have been stamped by Customs can be sent to:

Standard and registered mail:

Global Blue P.O.BOX 363 810 00 Bratislava Slovakia, Europe

For courier:

Global Blue, Prievozska 4D/Block E, 821 09 Bratislava, Slovakia, Europe

Use the Global Blue prepaid envelope provided by the shop where you made your tax free purchase. Alternatively, you may use your own envelope but you will need to pay for postage.

Global Blue must receive your completed Tax Free Form and receipts within 21 days of the purchase to avoid charges to your credit card, plus a penalty. For refunds with China UnionPay, the Form must be received within 15 days.

Before sending the documents, we advise that you make a copy of them, and write down Tax Free Form number (DOC ID) of each Form for your reference.

### **If you have any questions**

<http://www.globalblue.com/customer-services/contact-us/>

For frequently asked questions visit: <http://www.globalblue.com/customer-services/faqs/>

### Domestic flight times from/to Buenos Aires and main destinations in Argentina

CITY	AIRPORT CODE	ESTIMATED FLIGHT TIME	MAIN TOURIST ATTRACTION
<b>Central area:</b>			
Buenos Aires	AEP (natl.) EZE (intl.)	-----	Capital of Argentina; Cosmopolitan city with all sort of special attractions, museums and cultural activities, tango venues, nightlife, design and lively neighbourhoods.
Cordoba	COR	1h25min	Beautiful landscapes History, ranches
<b>Northeast area:</b>			
Iguazú	IGR (arg.) IGU (bras.)	1h45min	The amazing Falls Jesuitic Missions
Corrientes	CNQ	1h25min	Iberá Wetlands, wildlife
Posadas	PSS	1h30min	Iberá Wetlands, wildlife Jesuitic Missions
<b>Northwest area:</b>			
Jujuy	JUJ	2h15min	Incredible landscapes Andean culture & history
Salta	SLA	2h15min	Incredible landscapes High mountains, salt mines, Andean culture, history and growing wine-producing area
<b>West area:</b>			
Mendoza	MDZ	1h50min	Main wine area, unique landscapes near the Andes
La Rioja	IRJ	1h55min	Secondary Wine area, great landscapes near the Andes. Talampaya Canyon.
San Juan	UAQ	1h50min	Beautiful landscapes, Moon Valley (geological interest)
<b>Patagonia:</b>			
Bariloche	BRC	2h20min	Lake district area, great landscapes, outdoor activities, top ski resort
El Calafate	FTE	3h15min	The amazing Glaciers and great option for hiking lovers.
Trelew	REL	2hmin	Wildlife, Natural reserves, Whales watching, penguins
Ushuaia	USH	3h40min	City of the end of the World, lakes, forests, mountains, Nordic ski in Winter time



## **CITIES/REGIONS OF TOURISTIC INTEREST:**

### **1. Buenos Aires:**

Capital city (3 million inhabitants), together with the suburbs approx. 11 inhabitants. Dynamic city with imposing architecture of European influence, superb cuisine, busy nightlife, eternally open bars. Cultural city with hundred museums, art galleries, tasteful shops, fascinating antiques, large green areas, parks, wide tree lined boulevards, clubs and sporting events. City of tango music, included in UNESCO list of Intangible Cultural Heritage of Humanity.

### **2. Iguazu:**

Located in the border with Brazil, these large and impressive waterfalls span a 2.700 m (8.853 ft) semi-circle Water cascades down from a height of between 40 and 80 m (131-262 ft) from 275 different falls.

Subtropical climate, the soil red contrasts the luxuriant vegetation with some 2000 different species. The fauna is also abundant and varied: jaguar, tiger-cat, foxes, tapirs, peccaries, monkeys and 400 species of colourful birds, toucans, parrots, woodpeckers, humming birds and butterflies, with fascinating vivid colours and designs.

Iguazu National Park was designated World Heritage Site by UNESCO, while the closed Jesuit Missions have been declared Cultural Heritage Site by UNESCO.

### **3. Mendoza:**

A province with multiple qualities, rivers, valleys, canyons and the imposing Andean range, with the highest peak in the Western Hemisphere, the Aconcagua with 6.959 m (22.831 ft). Mendoza is the land of sunshine and good wine; several wineries have settled in the area and produce the famous Malbec (red wine).

### **4. Salta / Jujuy:**

Indigenous traditions are kept alive in this fascinating area, full of local traditions, cuisine and music surrounded by the multi-coloured hillsides.

Quebrada de Humahuaca: framing the villages of Purmamarca, Maimara, Tilcara and Humahuaca, colourful hills feature adobe homes, historical chapels, and pre Hispanic Ruins. This place was declared Cultural World Heritage site by UNESCO.

"Train to the clouds": this touristic train at over 4.000 m (13.123 ft) above sea level, runs along 219 km (136 mi) through bridges, tunnels, and the imposing framework of plateaux, ravines and multicoloured mountains.

La Puna area: once part of the Inca Road, offers amazing salt flats and little Indian settlements.

Calchaqui Valley: magnificent display of stunning landscapes of awkward and colourful rock formations. Old Spanish traditions, reflected on its customs, the language and the art are preserved. Cafayate town is also famous for its fine Torrontes wine (white wine of fruity flavour).

### **5. Puerto Madryn:**

Outstanding concentration of fauna. Elephant seals, sea lions, Magellan penguins, guanacos (a relative of the Andean llama), thousands of birds species. The Valdes Peninsula was designated World Natural Heritage Site by UNESCO.

### **6. Bariloche:**

Beautiful Lake district offering unique landscapes with several lakes, forests and snow-capped mountains. Ski area of Patagonia. Fishing is also popular in the lakes, ponds and streams, with species like salmon and trout that sometimes reach unusual sizes.

## **7. Calafate:**

Glaciar Perito Moreno is a glacier that arises 60 m (197 ft) above the sea level of Lake Argentino, and measures 4 km (2,5 mi) across its face. The Glacier is constantly growing and offers a breath taking spectacle via walking tours through the catwalks, motorboat outings, trekking over the thousand year old ice mass. National Park Los Glaciares was designated Natural Heritage Site by UNESCO.

## **8. Ushuaia:**

At the far tip of American continent, Ushuaia is world`s Southernmost city. The Museum of the End of the world and the old prison are worth a visit. Several sports can be practised in our winter time (June / August), skiing, tours on dog sleds drawn by Siberian huskies. During summer time (November / March), Ushuaia is the departure point for the Antarctic cruises leaving to the Frozen Continent.

## **9. Other areas**

### **\*Iberá Wetlands:**

A unique hydrological network of streams, lakes and marshes covering more than 1 million hectares in Corrientes province, making up a complex ecosystem that is home to a rich wildlife of caimans, monkeys, marsh deer, capybaras, more than 400 species of birds and a great variety of plants. A true paradise for bird watchers and those who are looking for an intimate contact with nature.

### **\*Córdoba:**

Located in the heart of Argentina, the heritage from the Jesuit Missions is reflected in this area by the work of thousands of Indians who raised buildings between 1616 and 1725. These constructions were declared World Cultural Heritage by UNESCO.

### **\*Talampaya & Moon Valley (Ischigualasto):**

Declared Natural Heritage Site by UNESCO.

Talampaya Canyon is an important archaeological site with items from the pre-Columbian times. It`s flanked by massive cliffs of red stone. The neighbouring Moon Valley is a natural spectacle with rock formations, Paleontological site with fossils dating back 200 million years.

### **\*El Chalten / Fitz Roy Mount:**

A daring destination for the most audacious alpinists, Fitz Roy Mount goes up to 3.405 m (11.171 ft). Several walking circuits with different levels of difficulty can be done in the area, always surrounded by unique scenery.

### **\*Route 40:**

This famous route surprises any visitor, especially in Patagonia area with huge land extensions without inhabitants. One of the highlights on the way is the Cave of the Hands, with imprints of hands and some hunting scenes on cave walls and overhanging rocks in this deep canyon. This is one of the most significant displays of rock art in Patagonia thought to be 9.500 years old! This place was designated World Heritage Site by UNESCO.