



SALES MANUAL 2019

SAT BRAZIL



Incoming Group
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Brazil - an overview



Brazil... its very name sounds as sunshine, beaches, forests, rhythm and warmth – an ideal tourism destination. But, beyond being an ideal tourism destination, Brazil is more than a hundred fascinating destinations. Just try to picture a continent-sized land featuring:

- * 8.000 km (4.971 mi) of the most fantastic coastline.
- * The Amazon Region, 2.5 square kilometres of forest and one fifth of the planet's freshwater.
- * The Pantanal Marshlands, a 130.000 square kilometres large ecological reserve displaying the most wonderful wildlife.
- * Iguassu falls, the widest and most magnificent falls in the world.
- * Entirely preserved colonial towns, as Ouro Preto and Olinda, declared Cultural Heritage of Mankind by UNESCO.
- * Brasilia, the country's planned capital, world famous for its most contemporary style and design.
- * Sao Paulo, the second biggest metropolitan area in the world.
- * Rio de Janeiro, a beautiful jewel nestled among mountains, forest and ocean.
- * Exotic mixture of cultures.
- * Rich folklore.
- * Wide lodging facilities.
- * Most savoury and diversified cuisine.
- * Great shopping opportunities.

Outstanding warmth, not just from its year-long sunshine, but, most important, from its most hospitable and friendly people. Brazil is so much that it is impossible putting it into words. This Travel Planner is an attempt to help you see some of Brazil's many faces. It has been designed to offer you a generic view of this fascinating land, and to provide information on South American Tours' services in Brazil. We will be glad to welcome you to Brazil, and we are sure your clients will find it a fascinating, rewarding, affordable and memorable destination.

HISTORICAL BACKGROUND

Discovered by the Portuguese in 1500, Brazil remained for three centuries as a mere supplier of raw materials and agricultural products for Portugal. Right after discovery, the Portuguese started taking from the land a reddish wood that they called "brasil" wood - after the Portuguese word "brasa", that means burning coal - and after which the country was named. In short time sugarcane cultivation started along the coast, giving birth to the first settlements, among which Salvador that was made the first capital in 1549. During the 17th century Brazil became the world's largest producer of sugar. In the mid-17th century gold was found in the Southeast hinterland, followed by diamonds, and in the mid-18th century Brazil was one of the world's major suppliers of gold and diamonds. In 1763 the capital was moved to Rio de Janeiro, due to the city's proximity to the new riches' production area and to its port conditions.

In 1808, the Portuguese Royal Family fled Europe to escape Napoleon's troops and sought safety in Rio. As a consequence, the country's ports were opened to international trade giving increase to commercial activities, and Brazil was elevated to the status of kingdom. The return of the Portuguese Court to Portugal in 1821 and the Portuguese attempts to take Brazil back to the condition of a mere colony led to the proclamation of the country's independence from Portugal in 1822, by Prince Pedro, who was made emperor of Brazil under the title of Pedro I. He was succeeded by his son, Pedro II, who ruled Brazil from 1840 to 1889. During Pedro II's government, Brazil developed the cultivation of coffee and enjoyed great prosperity as the world's major coffee producer.

The abolishment of slavery by Pedro II's daughter in 1888 great dissatisfaction arose among the coffee farmers and led to a military coup and the declaration of Republic in 1889.

Since then Brazil has been a democratic republic, except for the years 1930 through 1945 when Getulio Vargas ruled the country as a benevolent dictator, and for the period between 1964 and 1985 when the country was governed by military presidents "elected" by the Congress. In 1960 a new capital, Brasilia, was inaugurated as a result of the efforts of President Juscelino Kubitschek who also provided the conditions for the speeding of the industrialization process. At the same time, agricultural technology advanced, giving further impetus to the industrial surge and accelerating financial expansion. Nowadays Brazil's economy is the world's 10th, and very diversified, featuring strong agriculture, a well developed industrial base and the condition of a major exporter of agricultural products and manufactured items.

LOCATION

Brazil is the fourth largest country in the world, occupying half of the total area of South America. Its 8.511.996 square kilometre territory is equivalent to all of the European countries combined excepting Russia. To the North, West and South it borders every South American country, except Chile and Ecuador. To the North and East it has an 8.000 km (4.971 mi) long coastline, bathed by the Atlantic Ocean.

POPULATION

Estimated by 2009 census at 209 million inhabitants, the population of Brazil is a racial mix of original indigenous yellow-skin population, Portuguese colonists, black Africans brought as slaves from mid-16th century to mid-19th century, plus European and Oriental immigrants that started bringing their skills to the country in the mid-19th century. The main characteristics of the resulting breed are vitality, warmth and hospitality. Roughly two thirds of the population live on or near the coast, and over two thirds live in cities. It is basically a young population, with more than 60% under 30 years of age.

ENTRY REQUIREMENTS

Brazil requires visas on valid passports for all visitors coming from countries that require the same from Brazilian citizens.

As the mutual agreements between Brazil and other countries change from time to time, we advise visitors to check with Brazilian diplomatic services, travel agencies or airlines about present requirements. Tourist or transit visas are usually processed within two working days by applying to the nearest Brazilian Embassy or Consulate. Requirements are a passport valid for at least six months from arrival date, one passport-sized photograph and a roundtrip ticket. Tourist visas are valid for 3 months, transit visas for 10 days.

CURRENCY

Brazilian currency is Real (R\$). It is pegged to the American Dollar and fluctuates at regular intervals. Dollar cash is broadly accepted. Traveller's checks are accepted at banks, hotels and major stores. Internationally known credit-cards are accepted at most large establishments. Banks, hotel cashiers and "cambio" shops exchange dollars and other major currencies.

LANGUAGE

Brazilians speak Portuguese with a softer accent and some differences in vocabulary from the language spoken in Portugal. There are no dialects in Brazil, just some differences in intonation and vocabulary from region to region. Spanish is well understood. Leading hotels, restaurants and stores are able to attend English-speaking customers, other languages being spoken too at major hotels.

TIME DIFFERENCE

Due to the large span from East to West (4.319 km / 2.684 mi), the country has four time zones. In the largest part of the territory and in the main cities the time is 3 hours earlier than GMT (Greenwich Mean Time) and 4 hours earlier than ECT (European Central Time). The ocean islands are 2 hours behind GMT and 3 hours behind ECT, while a great part of the Amazon Region and of the Pantanal Marshlands is 4 hours behind GMT and 4 hours behind ECT. The westernmost part of the territory, encompassing part of the Amazon and the State of Acre, is 5 hours earlier than GMT and 6 hours earlier than ECT.

VOLTAGE

Voltage in some parts of the country is 110 volts, and 220 volts in some others. Major hotels have double voltage and some others hold a small number of converters at the guests' disposal. It might be a wise decision, for those travelling to different destinations in Brazil and bringing electrical equipment, to pack a converter and an adaptor.

POLITICAL AND ADMINISTRATIVE ORGANIZATION

Brazil is a Federalist Republic, with 4.937 municipalities encompassed in 26 States, and one Federal District, seat of the Executive, Legislative and Judiciary Powers. Brasilia is the capital of the Republic. The head of the government is the President, elected by universal adult suffrage for a term of 4 years. Governors, senators, deputies, mayor and city counsellors are also elected by universal adult suffrage.

RELIGION

Although there is no official religion in Brazil, about 90% of the population is adherent of the Roman Catholic Church. Other religions coexist in the country in an atmosphere of absolute freedom of worship.

PUBLIC HOLIDAYS

New Year's Day	January 1
Carnival	the 4 days prior to Ash Wednesday
Good Friday	the Friday prior to Easter
Tiradentes	April 21
Labor Day	May 1
Independence Day	September 7
Brazil's Patron Saint	October 12
All Souls' Day	November 2
Republic Day	November 15
Christmas	December 25

EVENTS

The main event, for which Brazil is world-renowned, is Carnival. It takes place on the four days prior to Ash-Wednesday, and is commemorated in different ways throughout Brazil. The most famous commemorations are held in Rio, Salvador and Recife/Olinda.

Carnival in Rio is the world's largest and most spectacular show and its most famous feature is the "Samba Schools" Parade, a colourful and bright 4-day show displaying magnificent floats and thousands of people dancing and singing, dressed in dazzling costumes, along the Parade Avenue. Besides that, an uncountable number of independent groups of merrymakers scattered all over the city enjoy their Carnival in a more informal way. Neighbourhood bands, balls in every club and minor parades, also contribute to make Rio's Carnival the biggest party in the world.

In Salvador people go to the streets organized in "blocos" (groups of people wearing the same costumes). Some of the blocos are related to African culture and religion, as the "afoxes". Another unique characteristic of Carnival in Salvador are the "trios eletricos", huge sound trucks followed along the streets by dancing and singing crowds. The rhythm of Carnival in Salvador is a mixture of various Brazilian rhythms, as samba, frevo and lambada, plus Caribbean rhythms and other Afro rhythms original from Bahia.

In the two neighbouring cities of Recife and Olinda, Carnival has unique characteristics: the local beats of "frevo" and "maracatu" rhythms predominating, "frevo" groups swaying to the music with ardent passion on the streets, huge papier-mâché figures featuring caricatures of folk heroes and politicians, richly handicraft banners fluttering in the air.

Many other festivals are enthusiastically commemorated by Brazilians throughout the country. Always very colourful, they attest to Brazilians' deep mysticism and love of local traditions. One of the most typical and colourful of such festivals is "Bumba Meu Boi", held throughout the North and Northeast regions, in June. The feast can last an entire night, with enthusiastic participation of the locals in colourful costumes, dancing around one of the participants that dons a costume resembling a bull and of other characters, calling the bull names and teasing it with satirical remarks. It blends Portuguese, African and Indian influences. The most famous Bumba Meu Boi takes place in the city of Sao Luis, in Maranhao State.

At Parintins Village, located on the Tupinambarana Island, 420 km (261 mi) away from Manaus, the Amazon Folklore Festival, held in the last two weeks of June, features a most remarkable Bumba Meu Boi, besides presenting Indian dances, fights and rituals. Thousands of visitors take the one-hour flight from Manaus or face a one day trip by boat from Manaus from Parintins to take part in it.

Also in the Amazon Region, the Our Lady of Nazare Festival, held in Belem, in October, brings thousands of people to the "Cirio de Nazare", Brazil's biggest annual procession and one of Latin America's most important pilgrimages.

Saint Anthony's, Saint John's and Saint Peter's days, on June 13, 24 and 29, respectively, are widely commemorated throughout Brazil, but more strongly in the Northeast, where their festivals are even more largely commemorated than Carnival. French origin "quadrilha" dances around stakes, featuring people dressed as Brazilian "hilly billies", naive representations of the interior's daily life situations, colourful banners all over and fireworks, make this festival one of the favourite and more thoroughly spread throughout Brazil.

The "Drama of The Passion of Christ", held in Fazenda Nova, Pernambuco State, during the Holy Week, brings thousands of visitors to see the performances at open air along the theatre-town of Nova Jerusalem, featuring hundreds of actors chosen among the local people.

The Bonfim Festival, a popular homage to Our Lord of Bonfim and to Oxala (Afro-Brazilian religion major deity), takes place in Salvador, starting on the week after Christmas and lasting for 10 days. Its most original part is the Bonfim Washing, one of the most expected and celebrated rituals, when hundreds of "baianas" (women in the traditional white costume of turban, lace blouse and billowing long skirts) wash the Bonfim Church and the square in front and decorate the exterior with flowers and colourful strings.

At Pirenopolis, in the Central-West Region, the "Cavalhadas", a luxurious popular re-enactment of the medieval wars between Moors and Christians, are performed during the Festival of The Holy Spirit, in May or June, on the eve of Pentecost Sunday.

The city of Paraty, in Rio de Janeiro State, also commemorates the Festival of The Holy Spirit. Their “Festa do Divino” features hundreds of locals dressed in medieval-like religious attire, performing the same rituals that their fathers, grandfathers and great-grandfathers have performed in the past.

New Year’s Eve, dedicated in the Afro-Brazilian religions to Iemanjá, the Queen of The Sea, gathers crowds in Salvador and Rio de Janeiro beaches, to perform Afro-religion rituals and to throw presents and flowers into the ocean in honour to that deity. In Rio de Janeiro the festival is enhanced by fireworks displayed at midnight by Copacabana’s major hotels and restaurants.

Many other folkloric and religious festivals are held in the country’s thousands of cities, besides commercial events and sport competitions taking place in the main Brazilian cities and summer resorts.

THE BRAZILS

Continent-sized Brazil displays such a variety of landscapes that Brazilians often use the expression “the Brazils”. The country’s 26 states are grouped in 5 different regions, according to climate and geographical characteristics: North, Northeast, Central West, Southeast and South. Each of them is an entirely different world, but all of them have in common striking natural beauty.

CLIMATE

Varies according to zone and altitude, yet it is Equatorial and Tropical in most of the territory. The Northeast hinterland is semi-arid and the South is sub-tropical. Average temperatures range from 28°C (82°F) in the Northeast hinterland and along the mid and lower part of the Amazon River, to 18°C (64°F) on the mountain ranges of the Southeast and in the greatest part of the South Region.

Maximum temperatures, over 40°C, occur in the Northeast hinterland’s lower areas, and in the lower lands of the Southeast and South Regions. Minimum temperatures under 0°C (32°F) occur on the South eastern highest points and in great part of the South Region where snow and white frost occur once in a while. Seasons are the reverse of those in the Northern Hemisphere, not very distinct though, except for the South Region that presents lower temperatures in winter. Average annual rainfall varies from under 500 mm in the Northeast semi-arid hinterland to over 3.000 mm in some areas of the Amazon Jungle and on some South Eastern parts of the Coastal Range. For the major part of the territory the average annual rainfall is 1.500 mm. Rainy season is in summer and beginning of autumn, except for the Northern-hemisphere part of the country, where it occurs during winter.

Climate Chart Rio de Janeiro

Rio de Janeiro	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. high °C/°F	29/84	30/86	29/84	28/82	27/81	25/77	26/79	26/79	25/77	26/79	27/81	29/84
Avg. low °C/°F	23/73	23/73	23/73	22/72	21/70	19/66	18/64	19/66	19/66	20	22/72	22/72
Rainfall (mm)	114	104	104	137	86	81	56	51	86	89	97	170

Source :The weather channel

Climate Chart Manaus

Manaus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. high °C/°F	30/86	30/86	31/88	31/88	31/88	31/88	31/88	32/90	33/91	33/91	32/90	31/88
Avg. low °C/°F	23/73	23/73	23/73	23/73	23/73	23/73	22/72	23/73	23/73	23/73	23/73	23/73
Rainfall (mm)	260	288	313	300	256	114	86	58	84	127	183	216

Source :The weather channel

Climate Chart Foz do Iguassu

Iguassu	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. high °C/°F	33/91	32/90	31/88	28/82	25/77	23/73	23/73	25/77	27/81	28/82	31/88	32/90
Avg. low °C/°F	19/66	20/68	18/64	16/61	12/54	10/50	9/48	10/50	12/54	14/57	16/61	18/64
Rainfall (mm)	188	190	185	147	135	137	91	112	142	231	150	173

Source :The weather channel

Climate Chart Salvador

Salvador	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. high °C/°F	29/84	30/86	30/86	28/82	27/81	26/79	26/79	26/79	27/81	28/82	29/84	29/84
Avg. low °C/°F	23/73	24/75	24/75	23/73	23/73	22/72	21/70	21/70	22/72	22/72	23/73	23/73
Rainfall (mm)	112	122	145	155	170	251	203	137	112	122	119	132

Source :The weather channel

Climate Chart Cuiabá

Cuiabá	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. high °C/°F	32/90	32/90	33/91	32/90	31/88	31/88	32/90	34/93	34/93	34/93	31/88	32/90
Avg. low °C/°F	23/73	23/73	23/73	22/72	19/66	17/63	16/61	18/64	22/72	17/63	23/73	23/73
Rainfall (mm)	211	198	173	124	53	15	10	13	58	114	155	193

Source :The weather channel

Climate Chart Campo Grande

Campo Grande	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Avg. high °C/°F	28/82	30/86	30/86	29/84	27/81	26/79	27/81	29/84	27/81	31/88	30/86	29/84
Avg. low °C/°F	19/66	20/68	18/64	18/64	16/61	15/59	14/57	16/61	17/63	19/66	19/66	20/68
Rainfall (mm)	244	188	145	102	112	46	46	41	81	130	109	229

Source :The weather channel

WHAT TO PACK

Light informal clothing is worn all year round and for most activities. Exceptions are the winter season in the Southern areas, where warmer clothes are necessary, and dinner in the more sophisticated restaurants where formal clothing is expected. Those intending to stay in Amazon-Jungle or Pantanal-Marshlands lodges should pack light comfortable clothes, hat, swimsuit, long sleeve shirts, knickers, rain coat, sunglasses, suntan lotion, cigarettes (if they are smokers), plenty of film, binoculars and torchlight; radios and firearms are strictly prohibited.

LODGING

Ranging from rustic lodges to sophisticated hotels of international standard, the lodging options in Brazil are very wide, but good service and warm hospitality are found everywhere. As a general rule, checkout time is twelve noon and check-in time is 13:00h. But early check-in and delay in checkout time may be arranged if the hotel is not at full occupancy.

FOOD & DRINK

Brazil is a gourmet's paradise. Each region in Brazil features many savoury typical dishes, always made with very fresh raw materials. International cuisine is found all over the country, simple or sophisticated, but always very tasty and fresh. Fruits are a must in the country, of most various kinds, due to the climatic diversity of the continent-sized territory, from the ones typical of cold regions to the most colourful, tasty and sweet tropical fruits used in juices, ice-creams and desserts, or enjoyed in their natural form. A large variety of drinks and liquors found around the world are also made in Brazil. But the favourite beverages are fruit juices, guarana (a soft drink made out of an Amazonian fruit), locally made beer and draft beer of very good quality, Brazilian brands of wine, and the delicious caipirinhas and batidas, made of sugarcane spirit (cachaca) and fruit pieces or fruit juices, respectively.

SOUVENIRS

Brazil offers a wide range of shopping options, from the most various kinds of handicraft to sophisticated clothing, at very reasonable prices.

Beautifully designed jewellery, with coloured precious stones of which the country is the largest world miner, is found in prices much below international ones.

HEALTH SERVICES

Every person visiting Brazil is entitled to use the services of public hospitals. But although some of them offer high quality services, they are always at full occupancy. Private health care of very good quality is available but the traveller must shoulder costs, they're being no reciprocal National Health Service agreement. We recommend visitors to the country to purchase travel insurance in their countries of origin.

GETTING TO BRAZIL

Brazil is linked by air to major cities in Europe, Central and North America, Orient, Africa and South America. Rio de Janeiro and Sao Paulo are the main air hubs, being linked to all the above destinations. Manaus and Belem are connected by direct flights to the U.S.A., while Recife and Salvador are linked by direct flights to U.S.A. and Europe. Flights to various South American cities take off daily from many cities in Brazil. By sea, the main gateways are Manaus (sea/river), Santarem (sea/river), Belem, Fortaleza, Natal, Recife, Maceio, Salvador, Rio de Janeiro, Santos, Paranagua, Florianopolis and Itajai, there being still other minor ports.

TRANSPORTATION

Brazil has a large network of roads linking all cities. But due to the continent-size of its territory, trips between main tourist destinations may take long. So, the most recommendable for visitors staying up to three weeks is air travel.

AIR TRAVEL

An extensive network of domestic routes is operated by a number of Brazilian airlines. Prices are compatible with those in other countries, but high, due to large distances. So, it is recommendable for travellers willing to travel inside the country to purchase abroad the Brazil Air Pass, what will cost much less than if acquiring the tickets in Brazil. Flight reconfirmation is mandatory in Brazil, both for domestic and international flights. Airport tax is collected at all airports, either for domestic flights or for international ones, varying according to the airport rated-level. Airport taxes for domestic flights range from around US\$ 5,00 to around US\$ 9,00 depending on the airport level and on exchange rate, payable in local currency; and for international flights they range from US\$ 33,00 to US\$ 36,00, payable either in dollars or local money. Passports are required from international visitors for any flights in Brazil.

Domestic flight times from/to Rio de Janeiro and main destinations in Brazil

CITY	AIRPORT CODE	ESTIMATED FLIGHT TIME	MAIN TOURIST ATTRACTION
South eastern region:			
Rio de Janeiro	GIG (intl.) SDU (natl.)	-----	Rio de Janeiro's natural landscapes have been declared a World Heritage Site by UNESCO, is one of the main cultural centres in the country
Belo Horizonte	CNF	30min	It is a modern metropolis where contemporary buildings coexist with historical buildings, the regional food and the "Cachaça", international drink from the state are the most popular and top rated of this city.
Sao Paulo	GRU (intl.) CGH (natl.)	30min	The biggest metropolis in Brazil known for its robust financial, cultural, gastronomic and artistic sectors, offering a wide range of leisure options 24 hours a day.
North eastern region:			
Salvador	SSA	01h50min	Capital of Bahia state, it is the most mystic and African city in Brazil, a treasure-trove of colonial architecture and tropical beaches.
Recife	REC	02h50min	It is called the Brazilian Venice for its canals, a modern city with colonial relics and beautiful beaches.
Natal	NAT	03h10min	Natal is known as The City of Dunes, thanks to the immense quantity of high sand dunes that line its clear-warm-water lagoons and beaches
Fortaleza	FOR	03h20min	One of the attractions are its beaches bathed by its celebrated green ocean waters and the beautiful spectacle of the "jangadas" (rafts) going out to sea for the daily catch.
Maceió	MCZ	02h40min	Maceio is called the city of The Waters
Northern region:			
Manaus	MAO	04h10min	One of the gateways to the largest rainforest on Earth. The main attractions are the meeting of the waters of rivers Negro and Solimões, the Amazonas theatre and municipal market
Southern region:			
Foz do Iguassu	IGU (bras.) IGR (arg.)	02h05min	Located close to the point where the Iguassu River empties its waters into the Parana River forming the magnificent Iguassu Falls.
Curitiba	CWB	01h10min	Capital of Parana, one of the wealthiest states in Brazil. Curitiba is the Brazilian capital with the highest standard of living and the strongest European influence.
Centre-Western region			
Cuiabá	CGB	02h20min	One of the gateways to the region, the transpantaneira highway is the access to the flooding areas.
Brasilia	BSB	01h20min	It's the nation's capital and the first contemporary city to be recognized as a Cultural Heritage site by UNESCO.
Campo Grande	CGR	03h30min	It is a market centre for the huge cattle raising farmland around. It is a mixture of skyscrapers and cowboy supply shops, of modern city and frontier-like town. It's also a gateway to Pantanal region.

SOUTH AMERICAN TOURS BRAZIL'S BASIC SERVICES

The tours and functions enrolled on this Travel Planner are basic programmes. Upon request we may design other tours, functions and events, according to your clients' type of interest. In what concerns to air-travel we can make reservations for domestic or international flights booked in Brazil, and we do reconfirm all the clients' domestic flights and their international flights leaving from Brazil, what is a mandatory procedure here.

We make it a point in offering always first-class ground service in Brazil and in other countries in South America.

At all arrivals, of F.I.T.s or groups, passengers will be met at the airport by our highly professional bilingual tour guides who will handle luggage and passenger transportation to the hotel and will brief passengers, en route, on the city's basics. Check-in assistance and supervising of luggage delivery to the rooms are also part of our services. Porterage at airports and hotels is not included and must be booked and paid in advance.

Hotel checkout, transfer out and airport check-in will be always accompanied and assisted by SAT tour guides. Special check-in procedures at hotels and airports will be organized for groups to make things faster and more comfortable for passengers.

At all tours the passengers will be accompanied by professional and informative tour guides, who will pick them up at their hotel, lecture them on the different attractions, take care of them during the whole tour and deliver them back to the hotel at the end of the tour. The ground transportation provided by SAT all over Brazil is always the best available and air-conditioned vehicles whenever not clearly stated on this manual as non air-conditioned. Beverages are not included during lunch and dinner unless otherwise stated.

Hospitality Desks may be provided under request, staffed by experienced and highly professional bilingual staff, so to offer guests full-day assistance. For bigger groups a head guide will take care of all the logistics necessary to make the group's stay a trouble-free and memorable one.

Besides all, SAT staff is service oriented and our tour guides are trained to serve as hosts/hostesses, going a lot out of their way to make passengers feel comfortable, safe and at home.