



**AURA OBSERVATORY
SUPPORT SERVICES (AOSS)
FACILITIES
IN SANTIAGO, LA SERENA,
ON TOLOLO & PACHON**

**Colina El Pino s/n
Casilla 603
La Serena, Chile
Tel: (56)(51) 205200
<http://www.aura-o.aura-astronomy.org>**



SANTIAGO

AOSS Santiago Office

The Santiago Office will help investigators who are importing observing equipment or instruments to Chile. Working hours are from 8:30 to 13:00 and 14:00 to 17:30, Monday through Friday. If you plan on bringing equipment with you, you will need to advise both Clark Enterline (centerline@noao.edu) in Tucson and Hernán Bustos (hbustos@ctio.noao.edu) in Santiago, as soon as you are aware of your needs. The Office is located on Presidente Riesco 5335, Office 507, Las Condes, Santiago.

Transport

Transport from your country of origin or from Santiago to La Serena will have been arranged by your travel agent or by the Administrative Assistant of the Program you are visiting. For more information please check http://www.ctio.noao.edu/diroff/obser_trav.htm or the guide book that Gemini has sent you.

Santiago Office	(56) (2) 3701085 and 3701086
Santiago FAX	(56) (2) 3709504
Santiago taxi (Jorge Toselli)	(56) (2) 6972877, cel. 9-8221712
Hernán Bustos	Home (2) 2269970 cel: 09-8270270
Jorge Krüger	Home (2) 2246994 cel: 09-5338024
Mariette Labra	Home: (2) 7920114 cel: 09-0330742



LA SERENA

La Serena working hours are from 8:30 to 13:00 and 14:00 to 17:30, Monday through Friday. Special requests regarding telescope/instrument assignments or travel requirements should be addressed to the Administrative Assistant taking care of your visit.

Reception

The AURA-O Reception is manned from 8:30 to 6pm on week-days. The Receptionist will hand you an envelope with a motel key, lunch card and any other material or information that the Program you are visiting needs to get to you. Should you arrive after office hours, this envelope will be at the Cisternas Guard station (x282), the main entrance to the AURA campus.

Receptionists will be happy to help you call for a cab, should you need one, and usually have some La Serena maps to hand out. They are also able to indicate where the closest grocery stores are located. You may wish to print a La Serena map that is found at:

http://www.ctio.noao.edu/diroff/LaSerena_Maps.html

Motel-Kitchenette

Visiting observers can make reservations at the AURA-O Motel with the Program Administrative Assistant. When staying overnight they are free to make use of the kitchenette to prepare snacks. Basic breakfast food will be available. There is wireless connectivity at the Motel.

Drinking water

Drinking water is safe at the La Serena AURA-O campus, on Tololo and on Pachón. Elsewhere in Chile it is recommended that you drink bottled water.

Dietary Precautions

Whether you are eating at one of the dining rooms on Tololo, Pachón or elsewhere in Chile, it is recommended that you eat only peeled or cooked fruits and vegetables. Seafood should only be consumed cooked.

Computers

Visitors may make use of visitor machines in the Computer room and in the Library. To enter these buildings after office hours they should obtain a key from the Program Administrative Assistant. There are Ethernet cables in the Library that can be used with an NOAO visitor's laptop to access the Internet. Wireless is also available. To connect to the internet please provide the MAC address of your laptop in advance to ciss@ctio.noao.edu.

Mail

If you need to use regular postal service you should leave the envelope with sufficient funds to cover the necessary stamps at the Reception desk. They will have it posted for you.

Accounting Office - Money Exchange

Short-term visitors will be able to exchange up to US\$200 at the AOSS Accounting Treasury office on the AURA campus in La Serena. This office is in the small building located behind the Motel. If you find that you have exchanged an excessive amount of pesos you can convert them back into dollars. However Accounting will exchange, as a maximum, the amount of pesos which was bought via Accounting upon arrival.

Paying the bill in La Serena

If you are stopping over in La Serena after your run, please settle your bill with Andrea Rodríguez at the Treasury Office (x.245) if you are paying with cash, traveler's checks or personal checks. If paying with Visa or Master credit cards please settle your bill with Claudio Solis at the Accounting Office (x.385) across the hall from Andrea.

You may check out the current fees at:

<http://www.aura-o.aura-astronomy.org/dedans/services/services.asp> or

<http://www.aura-o.aura-astronomy.org/dedans/aossnet/aossnet.asp>

Transport to Tololo and Pachón by AOSS Carryall

The Carryall to Tololo departs from Reception every week-day at noon. Please sign the transport sheets located at the La Serena Reception desk at least 30 minutes in advance of departure, and be sure to include your name, account number and AURA Division. The carryall will arrive on Tololo at around 13:30.

Passengers traveling to Pachón should board the Tololo bound carryall; it will take them to the El Quisco fork, where a transfer vehicle will be waiting to take them to the Pachón dining room. Before departing please check with Ximena Herreros that a vehicle will be at El Quisco waiting for you - it is a long walk (~14kms). Passengers will arrive at Pachón around 13:30.

On Saturday the carryall leaves La Serena at 8:30am. There is no scheduled transport on Sunday and Holidays. Your Visit Coordinator will be able to help you organize special transport on Sundays and holidays.

Please check the first section under the Pachón chapter for transport service to Pachón provided by Gemini, it may best suit your travel plans.

La Serena AOSS contact phones:

Guards (56) (51) 205282 & 205351
Motel (Patricia Valencia) (56) (51) 205280
Reception (56) (51) 205200
Taxi (Alberto Urquieta)08-9929651 (51) 490658

La Serena Gemini contact phones:

Lucia Medina (56) (51) 205601
Reception (56) (51) 205600

La Serena NOAO-South contact phones:

Ximena Herreros (56) (51) 205215
Leonor Opazo (56) (51) 205227
Mario Urrutia (56) (51) 205340
Chris Smith (56) (51) 205214

La Serena SOAR contact phone:

Marcela Urquieta (56) (51) 205323



TOLOLO

Round Office Building

You will be taken to the Round Office Building (ROB) upon arrival on Tololo. The Admin. Assistant will hand you a key to your room, and car if you have requested one, plus indications regarding meal times and how to use the swipe card. A flashlight and parka will be provided if you have not brought these items along with you, these must be returned before you leave.

Please contact the Administrative Assistant (440) or the Nurse if you need help with the car, room, kitchen services, foul weather clothing, or with communications to La Serena or elsewhere.

Travel and other emergencies will be channeled through the ROB. For carry-all services on Sundays and holidays, please contact the ROB 24 hours in advance.

First Aid Clinic

A full Medtech nurse staffs the first aid clinic. This is located in the ROB (ext. 430, 431). You may call for assistance in case of illness or accident. After duty hours they may be reached at ext. 453 or 454.

If you suffer from a medical condition or are taking medicine regularly, be sure to communicate this to the nurse upon arrival.

Safety

The Cerro Tololo Inter-American Observatory (CTIO) is a remote site, nearly two hours from major medical services. Please note the following procedures that will help make your visit a safe one.

The first contact person for emergencies should always be the Nurse at annex 430.

Clothing: Sturdy leather shoes or boots **must** be worn at all times in the telescope buildings, ROB, vehicles and dining facilities.

Alcohol/drugs: Carrying to and/or consuming alcohol or any kind of illegal drugs on the mountain is expressly forbidden under any condition or circumstance.

Emergency conditions

Rain, snow, fire or earthquakes could cause dangerous conditions on Cerro Tololo, which may call for special precautions. In such situations, and with the CTIO Director's approval, the Operations Manager will issue special instructions for personnel and property protection. Your full cooperation in observing these instructions will be appreciated.

Upon hearing the evacuation alarm, or hearing the order over the loud speakers or telephone you should evacuate to the North side of the dining facility parking lot if you are in that area, or the telescopes parking lot if you are on the summit.

CERRO TOLOLO EMERGENCY NUMBERS

Ricardo Aguirre	Operations Manager	09-7426840
Sergio Franco	Nurse	430, 431, 453, 454
Rolando Puño	Nurse	430, 431, 453, 454
Marco Nuñez	Admin. Assistant	09-2240448 and x.440

FACILITIES

Car

Please do not drive the vehicle assigned to you off mountain premises. This means staying on the mountaintop paved roads, if for some reason you need to drive outside these limits, please contact the ROB at 440.

Rooms

Wireless and Ethernet wire connections are available in all dormitories, cables are supplied. There are 110V electricity sockets, North-American type outlets, an air humidifying system and air conditioning. A hair dryer is available in the bathroom and there is a security box in the closet for valuable items.

Room service

The bedrooms and bathrooms are cleaned on a daily basis. Every fourth day a thorough cleaning is carried out and bed and bath linen are changed. Should you need further services please contact Sergio Franco, Rolando Puño or Marco Nuñez at 440.

Meal Schedule

Breakfast	08:00	to	08:30
Lunch	13:00	to	14:00
Dinner	17:00	to	19:00

Chile's official time changes to summer time, when the clocks advance by one hour, on the second Saturday of October and changes back again on the second Saturday of March.

There is wireless ethernet in the dining room.

Night Lunch

To get your night lunch you must fill out a checklist indicating your food preference and deposit it in the box on the dining-room wall by lunchtime. Your pack with a thermos and sandwiches will be ready at dinnertime. Night lunch forms are available in the dining-room.

Special Dietary concerns

Vegetarian meals can be provided if the Kitchen is notified in advance. Should you require a special diet and have not notified the sponsoring Program beforehand, you may discuss the possibilities of making suitable food arrangements with the Support Staff at the Round Office Building.

The same dietary precautions mentioned for La Serena are valid for Cerro Tololo.

Library

The scientific Library is located in the ROB. The Librarian requests that used books be left on the library tables, not returned to the shelves. This is to prevent mis-shelving.

Laundry

There is an automatic washer and dryer outside the dining room. Please contact one of the kitchen staff or the janitor for detergent.

Outgoing/incoming mail

Outgoing mail should be dropped in one of the boxes labeled La Serena. There is one at the entry to the Dining Room, another at the 4-m Blanco telescope building and the third one at the ROB.

Incoming mail will be distributed into the mail-boxes in the dining-room hall around 2pm every day (the first box from the left, labeled Astronomers, is where visitor mail is deposited).

Bugs and wildlife

Visitors should exercise care when experiencing a new environment, our mountain tops are the home of very few unwelcome critters. Should you need to exterminate one, please call 440. If you desire further information you may read:

Recluse spider (Araña del Rincón)

http://www.aura-o.aura-astronomy.org/dedans/safety/docs/Arana_del_Rincon_or_Laxoceles_laeta.eng.pdf

Black Widow Spider http://www.thebigzoo.com/Animals/Black_Widow_Spider.asp

Scorpion (Escorpión). See above

Sanitary authorities have rarely found “vinchuca” beetles infected with Chagas’ disease during the last 10 years. <http://www.chagaspace.org/eng/>

Paying your Bill on Tololo

If you are not stopping by the La Serena Office upon departure, please be prepared to settle your account with Marco Nuñez (mnunez@ctio.noao.edu) (x.440) at the Round Office Building before leaving Tololo. We request that visitors bring credit cards (VISA, MASTER, American) to cover expenses such as lodging and meals at the AURA-O facilities, personal calls, transport, data tapes, etc. At this time payments in cash (Chilean pesos or U.S. dollars) can only be made in La Serena.

You may check out the current fees at

<http://www.aura-o.aura-astronomy.org/dedans/services/services.asp> or

<http://www.aura-o.aura-astronomy.org/dedans/aossnet/aossnet.asp>

All items provided at the ROB upon arrival (foul weather clothing, flashlight etc.) must be returned together with car and room keys before you leave the mountain.

Transport to La Serena

The Carryall to La Serena departs from outside the Dining and Dormitory building at 3pm Monday through Friday. Please be sure to make arrangements for taking this transport with the AOSS Admin. Assistant at the ROB (x.440) upon arrival, and include your name, account number and AURA sponsoring Program in the transport sheet.

On Saturday the carryall departs from Tololo at 4:30pm. There is no scheduled transport on Sunday and Holidays.

The Administrative Assistant of the Program supporting your investigation will be able to help you organize special transport on Sundays and holidays.

Useful Phone numbers on Tololo

Ricardo Aguirre	Call only for Emergencies	09-7426840
Sergio Franco	Nurse	430, 431, 453, 454
Rolando Puño	Nurse	430, 431, 453, 454
Marco Nuñez	Admin. Assistant	440
Kitchen		460
Dining Room		461
Library		433
4-m console		400, 401, 402
1.5-m console		464, 465, 466
Oscar Saá	Mgr. Telescope Ops	419
Edgardo Cosgrove	Observer Support	421, 450
Arturo Gómez	Observer Support	421, 450
Ricardo Venegas	Observer Support	420, 447
Hernán Tirado	Observer Support	422, 452
Gale Brehmer	Electronics/Computers	415, 298
Enrique Schmidt	Electronics/Computers	417, 455, 412
David Rojas	Electronics/Computers	417, 458
Humberto Orrego	Electronics/Computers	417, 457
Javier Rojas	Electronics/Computers	417, 412, 458
Eduardo Huanchicay	Telescope Mechanics	423, 467
Jorge Briones	Telescope Mechanics	423, 467
PROMPT		523, 524, 525, 240, 541, 542
Air Glow		448
LOUDSPEAKER		17
Check the following address for the most updated complete NOAO-South telephone list http://www.ctio.noao.edu/org/diroff/AURACH_PHONELIST.html		



PACHON

La Serena-Pachón Carryall Transport

This service is provided by Gemini for all AURA-O staff and work visitors.

For expediency passengers traveling to Pachón should use this carryall service for that mountain. The pick-up point for passengers going to Pachón is at the AURA campus (also referred to as Recinto) in La Serena, between the main Gemini building and the AOSS Garage. The carryall leaves from there twice a day from Monday to Friday at 09:00 and 16:20 (however from the second Saturday of March to the second Saturday of October (winter time) the afternoon carryall departs at 14:00, as opposed to 16:20).

Passengers arrive at Pachón at 10:45 in the morning or at 18:05 in the afternoon (except in the Chilean winter months when the afternoon carryall arrives at Pachón at 15:45).

Arrival

Passengers arriving via the AOSS Carryall with switchover at El Quisco (described in the last section of the La Serena chapter), will be taken to the Pachón dining facility. The chief cook on duty (Samuel Aguirre, Nelson Jeraldo, Enrique Orrego or Pedro Ramos) will hand over the rental car (if needed and available) and a flashlight.

Passengers arriving on the Gemini Carryall transport system or by SOAR vehicles will arrive directly to the Hotel or 20 Unit dormitory.

Room keys identified with the visitor's name will be hanging on the entrance key rack of the Hotel or 20 Unit building, according to the reservation made by Program Administrative Assistant.

Emergency Services

A Paramedic staffs the first aid clinic, which operates in room #7 of the Pachón Hotel. You may call 9-205577 for assistance in case of illness or an accident. For nighttime emergencies please call 9-205578.

If you suffer from a medical condition or are taking medicine regularly be sure to communicate this to the Paramedic upon arrival.

Safety

Cerro Pachón is a remote site, nearly two hours from major medical services. Please note the following procedures that will help make your visit a safe one.

The first contact person for emergencies should always be the Paramedic at 9-205577.

Alcohol/drugs: Carrying to and/or consuming alcohol or any kind of illegal drugs on the mountain is expressly forbidden under any condition or circumstance.

Emergency conditions

Rain, snow, fire or earthquakes could cause dangerous conditions on Cerro Pachón, which may call for special precautions. In such situations, and with the approval of the Program Directors, the Operations Manager will issue special instructions for personnel and property protection. Your full cooperation in observing these instructions will be appreciated.

CERRO PACHON EMERGENCY/USEFUL NUMBERS

Paramedic	9-205577	Paramedic nighttime	9-205578
Ricardo Aguirre	9-205383	Diego Maltés	9-205700
Marco Nuñez	9-205440	Dining room	9-205740
Hall	9-205579		

FACILITIES

Car use for Gemini staff

Gemini visitors coordinate use of vehicles with John Michael Plaza (jplaza@gemini.edu) at telephone number 205685, the vehicles are parked in the Hotel parking lot.

Car for SOAR Visitors and Staff

A rental car (automatic transmission) is available to be used by the scheduled observer(s) exclusively for travel between the Telescope area and the dormitory.

General regulations for the use of cars on Pachón

Please do not drive the vehicle, assigned to you to Tololo or other locations beyond the turn-off to the dormitory. Users are asked to drive with care, especially after dark. The road is steep and has several sharp bends, stray goats, horses and people may be on the road. Please use low lights when driving at night on the section of road between SOAR and the end of the pavement closest to the dormitory in order to avoid interfering with observations.

After a snowfall, or when wet, the road becomes very slippery, rental cars **must not** be used under such conditions. Visitors should arrange to ride to/from the telescope with the telescope operators.

Vehicles should be returned to the same pick up location at the end of the run.

Rooms for SOAR, Gemini, Visitors and Staff

Gemini, NOAO and SOAR night staff and visiting astronomers sleep in the Pachón Hotel. The Hotel has 6 rooms, the first two of which are used by SOAR night staff and the rest for Gemini staff or visitors. Each room has internet via cable, it's own bathroom and a telephone.

A 20 Unit Dorm is used as a backup when the Pachón Hotel is fully booked, it consists of 12 rooms, where each pair shares a bathroom. As far as space allows only one half of each pair will be assigned, however you should be aware of the possibility of sharing a bathroom in times of peak demand. There is no internet or telephone connection in the 20 Unit Dorm.

There are small common rooms in both of these buildings. The one in the Pachón Hotel is equipped with a TV set, Internet, coffee and tea making equipment. It is expected that the common room in the 20 Unit dorm will shortly also have these same commodities. The Laundry that serves both buildings is located in the 20 Unit dorm, there is detergent in the Laundry, however should this have run out you can obtain some with the Janitor. When using these facilities please remember that others, on a different work schedule, may be sleeping.

Bedrooms and bathrooms are cleaned on a daily basis, every fourth day a thorough cleaning is carried out and bed and bath linens are changed.

Room reservations: for both the Pachón Hotel and the 20 Unit Dorm are made with the AOSS Administrative Assistant at the ROB on Tololo (ext. 9-205440) or with the AOSS Admin. Asst. in La Serena (ext. 9-205280). Keys to the rooms are identified with the name of the user and hung on a rack in the Central Hall of each building.

Room Cancellations: the courtesy of cancellations is requested as early in advance as possible to the same persons listed above in Reservations and below in Emergencies.

Room emergencies: Unexpected needs and emergencies will be handled by the following persons:
Monday through Friday from 8:30 to 16:30: Marco Nuñez (9-205440); Patricia Valencia (9-205280) and Ricardo Aguirre (9-205383)
Off Hours: Ricardo Aguirre (9-205383) and (9- 09 7426840)

The Janitor may be contacted by radio Monday through Friday from noon to 23:00 via the Hotel Paramedic's radio. Paramedic day phone 9-205577 or night phone 9-205578

Meals

Your Visit Coordinator will provide a swipe card for purchasing meals at the Pachón Dining Facility. Pass the card through the machine in the entrance hall, then hand the printed slip to the cook; you will only be billed for the meals you actually partake.

Meal Schedule:

Breakfast	08:00 to	08:30
Lunch	13:00 to	14:00
Dinner	17:00 to	19:00

Chile's official time changes to summer time, when the clocks advance by one hour, on the second Saturday of October and changes back again on the second Saturday of March.

Night Lunch

To get your night lunch you must fill out an order form at lunchtime and hand it to kitchen staff before 2pm. Your pack with a thermos and sandwiches will be ready at dinner time. The night lunch forms are available in the dining-room.

Special Dietary concerns

Should you require vegetarian meals or a special diet, please notify your Visit Coordinator in advance so that the Kitchen can make the appropriate arrangements. The same dietary precautions mentioned for La Serena are valid for Cerro Pachón.

Payment mode for SOAR Investigators and Visitors

Prior to the start of your observing run you will be given a Credit Card Authorization Form. This should be completed and sent by FAX or delivered personally to your Visit Coordinator.

NOAO and Chilean visitors should please contact:

Ximena Herreros (xherreros@ctio.noao.edu) tel: 56-51-205215; fax:56-51-205212

All others please contact:

Marcela Urquieta (murquieta@ctio.noao.edu) tel: 56-51-205323; fax 56-51-205368

The completion and return of this Credit Card Authorization form grants AURA-O Accounting the right to charge the card for services provided. The ensuing invoice will be subject to an e-mail confirmation from the visitor approving the charges. You may check out the current fees at:

<http://www.aura-o.aura-astronomy.org/dedans/services/services.asp> or

<http://www.aura-o.aura-astronomy.org/dedans/aossnet/aossnet.asp>

Transport from Pachón to La Serena by the AOSS Carryall

For expediency please see the Gemini provided transport service described in next paragraph, otherwise call the AOSS Admin. Assistant, Marco Nuñez at 9-205440 for him to coordinate that special transport be made available to pick you up at 14:40 on Pachón and take you to El Quisco pass to meet up with the itinerary carryall coming from Tololo.

There is no AOSS scheduled transport service on Saturdays, Sundays or Holidays, however visiting astronomers may request special transport on weekends through their Visit Coordinator.

Transport from Pachón to La Serena by the Gemini Carryall

(For all AURA-O staff and work visitors.)

The Pachón carryall departs from the Cerro Pachón Hotel at 12:00 and 18:30, arriving at the AURA campus in La Serena at 13:45 and at 18:30 respectively.

The Pachón carryall service is an on-demand service for weekends and holidays. Departure times will be confirmed on the preceding Friday afternoon at 15:00 to all passengers that have requested this mode of travel to John Michael Plaza at Gemini at 205685, jplaza@gemini.edu.

Your Visit Coordinator will be able to help you organize special Gemini transport on weekends and Holidays.

Key Telephone numbers for Gemini STAFF

On the summit

Name	Ext.	Cell
Christian Aguilar	719	
Gustavo Alarcón	703	9-82307586
Claudio Araya	700	
Gustavo Arriagada	715	9-98877166
Maxime Boccas	733	9-82097085
Paul Collins	712	9-98877167
Alejandra Cortés	744	
Felipe Daruich	723	9-82307584
Gastón Gausachs	716	
Luis Godoy	719	
Alejandro Gutiérrez	703	9-98225249
Manuel Lazo	718/731	9-92187045
Diego Maltés	702	9-98748083
Pedro Ojeda	703	
Sofía Paez	700	
Gabriel Pérez	713	9-82097285
Rolando Rogers	723	9-94995046
Hernán Solís	721/731	
Eduardo Tapia	703	
Esteban Vera	723	9-84191152
Tomislav Vucina	718	

In La Serena

Name	Ext.	Cell
Carol Chirino	600	
Evelyn Cortés	644	
Peter McEvoy	602	
Lucía Medina	601	
Jean René Roy	603	
Helena Vincke	627	

Key Telephone numbers for SOAR STAFF

Name	La Serena	Summit	Cell	Home
Eduardo Aguirre		9-205505/506	09-3563605	9-490941
Dining room		9-205740		
Guillermo Dubó		9-205503/504		
Omar Estay	9-205341			
Luciano Fraga	9-205348			
Gerardo Gómez		9-205505/506	09-3613021	
Steve Heathcote	9-205293; 9-205323		09-2436038	
Angela Krabbe	9-205348			
Daniel Maturana		9-205500/501	09-8204420	02-3183514
Esteban Parkes		9-205503/504	08-5956206	
Alberto Pastén		9-205500/501	09-3287561	9-216357
Sergio Pizarro		9-205500/501	09-1556123	
Sean Points	9-205241			
Jayadev Rajagopal	9-205294			
Eduardo Serrano	9-205387	9-205500/501	09-3270953	
Patricio Ugarte		9-205500/501		02-4936424
Marcela Urquieta	9-205323			09-3229582
SOAR La Serena	9-205323			
SOAR La Serena FAX	9-205368			
SOAR Site		9-205500/501	09-7453086	
SOAR SITE FAX	9-205521			
Control Room		9-205502		
Electronic Room		9-205503/504		
Mechanic Room		9-205505		
Observing Level		9-205506/507		

This handbook contains information which we hope will be of assistance to observers during their stay at the AURA-O facilities in Chile. The information contained herein is subject to continuous changes, please direct any comments or necessary updates of document to Elaine Mac-Auliffe (emacauliffe@ctio.noao.edu)