

exoticca

extraordinary travel crafters

Dear Traveler,

It is almost time for your journey to **Argentina!**

Exoticca & Condor Travel, our local partner, would like to share some important **information to help** you feel fully **prepared and clarify** any remaining **questions**, so you can **enjoy your experience** with total **peace of mind**.

If you booked your trip directly with Exoticca, this Welcome Letter serves as a complementary guide to the **Exoticca Travelers' App**, available on [Android](#) and [iOS](#), where you can find the most **up-to-date and comprehensive information about your upcoming journey**.

⚠ Argentina and Brazil trips: You will be supported **in destination** by two partners: Condor Travel (Argentina) and Brasil Operadora (Brazil). Their contact info is below and in your Trip Summary to help with airport questions (like finding your driver or pick-up point), and transfer/excursion times and locations. **Exoticca** will remain available for general assistance, you will find the contact numbers in your Trip Summary.

- **Argentina** (Condor Travel) 📞 **+54 91 14 99 82 165**
- **Brazil** (Brasil Operadora) 📞 **+55 21 20 18 02 37** (*Whatsapp 8:00 am - 19:00 pm*) | **+55 65 40 42 08 53** (*phone calls 24/7*)

Travel Requirements 🛂

- **If you're a citizen of the United States, Canada, or Australia and plan to visit the Brazilian side of the Iguazu Falls—or any destination in Brazil**, your trip requires **VISA** documentation.
- To make the process easier, we've partnered with a trusted visa provider to offer you **fast, hassle-free visa processing at an exclusive discounted rate**. iVisa is Exoticca's trusted partner for visa documentation: [Get your visa here](#).
- **Starting May 28, 2025, new entry requirements apply to foreign visitors who are not residents of Argentina. Upon arrival, you must present:**
 - Medical insurance for the duration of your stay
 - Round-trip airline tickets
 - Hotel reservations for your stay (confirmed at least 7 days before travel)

Arrival at Destination ✈️

- **If your booking includes international flights**, upon your arrival at the airport in Buenos Aires, head to the arrivals terminal, after passing customs and baggage claim, to **meet the driver and transfer to your hotel**. The driver will be waiting for you **in front of the HAVANNA cafeteria**, located inside the **arrivals terminal**, holding an **Exoticca sign** (see the image below). Please note that the driver may not speak English fluently.



- If your booking does not include international flights, you are expected to arrive at the hotel in Buenos Aires at your convenience. The hotel address will be sent to you at least 7 days before your departure. You will find various transportation options available—such as taxis, ride-sharing services, private transfers, and shuttle buses—allowing you to choose the option that best suits your needs and schedule.

** Please refer to the **Transportation Information** section for details on **domestic flights**.*

- **24 hours before your arrival in Argentina**, a local representative will contact you via **WhatsApp** with details about your arrival and first day. After you land, they will message you again with the **meeting times and locations for your scheduled activities**. If you arrive **very early or very late**, this information will be left at your hotel's reception. If you don't receive any WhatsApp messages, please contact us using the local support numbers provided in your Trip Summary.

Contacts in Destination 📞

- You will be able to contact the **phone numbers via phone or whatsapp** provided in your **Trip Summary and the Exoticca Traveler's App** at least 3 days before arrival if you have any questions or if any unforeseen situations arise during your trip
- We recommend downloading **WhatsApp** to send and receive free text messages using a Wi-Fi connection.
- If you booked your trip directly with Exoticca, you can also request the free Kollet Travel eSIM card from the Exoticca Travelers' App, allowing you to use chat apps anytime and anywhere.
- If you **travel to diverse countries**, you will be supported by different local partners. Their contact information will be also provided in your Trip Summary for easy reference.

Your Trip 🌍

- You've booked an **independent trip**. Your itinerary includes **scheduled activities** with local guides, as well as **free time**.
- We encourage you to **review all the information we've sent and stay attentive to any updates in your Exoticca Travelers' App**:
- An **updated version of your Trip Summary**, including contacts and welcome information, will be sent to you at least 3 days before departure

Transportation 🚌

- Your itinerary may include **domestic flights and bus journeys**.
- Upon **arrival at domestic airports**, your driver will be waiting for you holding an Exoticca sign with your name, just like upon your arrival in Buenos Aires. Please see some specific details below:
 - **Puerto de Iguazú International Airport (IGR)**, After luggage pickup, please exit the airport through the way out **on your left** to find your driver.
 - **Jorge Newbery International Airport (AEP)**, After luggage pickup and customs clearance, the driver who will take you to your hotel will be waiting at the **International Arrivals exit**.
 - **Comandante Armando Tola de El Calafate International Airport (FTE)** (*applies only if your itinerary goes to Calafate*) After luggage pickup, you will arrive at the Arrivals Hall where you will find your driver with an Exoticca sign and your name on it.

Activities 🌟

- In **Buenos Aires**, the City tour will end in the **city center**, giving you the opportunity to explore the area for the rest of the day.
- The **tour of the Iguazu Falls** starts **early in the morning** and is a **must-see, full-day experience**. In exceptional cases, the flight to Iguazu may arrive late the day before but unfortunately the schedule cannot be adjusted.
- Please note that **entrance fees to National Parks** are not included in the tour price. These **must be purchased either at the park office or online**. Fees may vary depending on the currency used:
 - For **Iguazú National Park - Argentinian Side**, the entrance fee is approximately USD 30 per person. We recommend purchasing your ticket online in advance to avoid queues. Here is the link to the official website: [Venta web APN](#)
 - The entrance to the Glaciers National Park can only be paid by cash (in pesos) and the fee is around **35 USD** per person.
- During some activities, the guide offers **explanations in both English and Spanish**.
- The **group size may vary** depending on the activity.
- Optional excursions, if available, can be booked using either a credit card or cash.
- Review carefully the activity details in the Trip Summary, and let the guides know if you have any questions about the **physical effort or walking distance**.

Hotels 🏨

- The **hotels** will be confirmed days before your departure in your Trip Summary.
- The **hotels are located in various neighborhoods** where you'll find **dining and café options nearby**. For recommendations, feel free to ask the hotel receptionist or our local contact.
- In some hotels, providing a credit card upon check-in is required. This is just to cover any potential charges, like the minibar.
- If an activity starts before breakfast or you have an early departure flight, you can request a breakfast box. Please note that not all hotels offer this service. To ensure arrangements are made, let your main point of contact know upon your arrival.
- If you need any assistance with your room, please inform the hotel reception so they can resolve any issues on the spot. If they are unable to assist you, please contact our teams so they will try to assist you further.

Money and Payments 💵

- The **Peso** is the official currency (ARS)
- US dollars are accepted in some places.
- **Carry cash for small businesses and National Parks entrances**
- You can exchange money at banks or make withdrawals from local ATMs.

Packing List 🧳

- **Clothing & Footwear**
 - **Lightweight and breathable clothing** (December to March): Ideal for **Buenos Aires** and **Iguazú**, where weather is hot and humid (over 30°C / 86°F).
 - **Swimwear**: Recommended for hotel pools or excursions in **Iguazú** (especially in summer: **Dec–Feb**).
 - **Comfortable walking shoes**: For urban tours and nature walks.
 - **Light jacket or sweater** (March–May & Sept–Nov): For cooler evenings in **Buenos Aires** or air-conditioned indoor spaces.
 - **Warm layers** (May–Sept): Fleece, thermal shirts, gloves, and a beanie are recommended for **El Calafate**, where it can drop below freezing in winter.
 - **Windproof and waterproof jacket or anorak**: Essential for **El Calafate year-round**, especially near glaciers or during strong Patagonian winds (common even in summer: **Dec–Feb**).
 - **Light rain poncho or compact umbrella**: Especially useful in **Iguazú**, where showers are frequent throughout the year.
- **Protection & Electronics**
 - **Sunscreen and insect repellent**: Especially for **Iguazú** and **Buenos Aires** in warmer months (**Oct–Mar**).
 - **Portable charger / Power bank**: For excursions or long travel days.
 - **Plug adapter**: Argentina uses **Type C and Type I** plugs (**220V / 50Hz**), common in most of Europe.

Safety 🗝️

- **Use registered taxis or ride-sharing apps** instead of hailing cabs off the street.
- **Be vigilant in crowded areas** as pickpocketing can be common.
- **Keep your valuables secure.** During day activities, store your valuables safely. Carry a copy of your passport, not the original.

Gastronomy 🍴

- If you have any **food restrictions, dietary needs, or intolerances**, it is advisable to inform the hotel in advance so the staff can provide information on the options that meet your needs.
- Here are some **recommendations for typical dishes** from Argentina cuisine:
 - **Asado (Barbecue):** enjoy the famous “asado”, a barbecue with various meats like beef, pork, and lamb, traditionally grilled over an open flame.
 - **Dulce de leche and Alfajores:** taste dulce de leche, a rich caramel-like sauce used in desserts and as a topping. Alfajores are cookies filled with caramel.
 - **Empanadas & Choripán:** try empanadas, savory pastries filled with seasoned meat, onions, eggs, and olives. Don't miss choripán, a grilled chorizo sandwich often topped with chimichurri sauce.
 - **Yerba Mate:** experience yerba mate, a traditional infusion enjoyed socially. It has a distinct, slightly bitter flavor and is a significant part of Argentine culture.

We hope you have a wonderful time exploring **Argentina!**

Exoticca & Condor Travel Argentina