



# SASS ARGENTINA TRAVEL DOCUMENT

**MAKE TWO COPIES OF THIS DOCUMENT AND THE IDENTITY PAGE OF YOUR PASSPORT.  
BRING THEM WITH YOU IN SEPARATE BAGS.**

You are about to embark on a life-changing experience in the mountains of Northern Patagonia. This document is your guide to getting there...

See you in Argentina!

-The SASS Global Travel Team

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## REMINDERS:

- You are responsible for knowing your flight itinerary and flight status.
- Notify SASS of any flight delays, cancellations or missed connections.
- FLIGHT UPDATE OR CHANGES? Let us know via email: [info@sassglobaltravel.com](mailto:info@sassglobaltravel.com)

# PAGE 1: SASS CONTACT INFORMATION

## PRIMARY CONTACT

SASS FIELD OFFICE - BARILOCHE, ARGENTINA  
+1.970.306.4552 (US - VoIP Line / Forwards to Argentina)  
This number can also be used to reach a client at SASS Argentina.

## SECONDARY CONTACT

SASS MAIN OFFICE - RINCON, PUERTO RICO  
1.800.851.4660 (US Toll-Free) or  
1.603.498.7842 (US Cell Phone / Travis Moore - Managing Director)

## BUENOS AIRES TRANSFER CONTACT - URGENT CALLS ONLY

NICO CANZANI - BUENOS AIRES LOGISTICS  
+54.9.11.4143.0471 (Argentina - as dialed from an international cell)

## DIRECT LINE - URGENT CALLS ONLY

DAVID BURG - BARILOCHE LOGISTICS / GENERAL MANAGER  
1.303.817.2464 (US - Forwards to Argentina)

## SGT AIR CONTACT

ANNA SANT'ANNA - TRAVEL AGENT  
1.800.672.7470 (US) / (54) 11.5239.1344 (Argentina)

## SASS LOGISTICS TEAM

### Buenos Aires Transfer

Nico Canzani



Juan Carlos (Driver)



### Bariloche Arrival

Lucas Moore



David Burg



### PREPARE:

- Double check packing list and equipment.
- Make sure to have two copies of this document and your passport in separate bags.
- *Always keep your passport in the same place.*
- Beware of overweight bags (usually over 50lbs).
- Arrive at the airport at least 2 hours before your flight to check in.

### GOOD TO KNOW:

- We track all flights, but it is your responsibility to notify us of any flight changes. The more you help us, the better we can assist you. Email to [info@sassglobaltravel.com](mailto:info@sassglobaltravel.com); text or whatsapp to +1.303.817.2464; or call the Argentina Field Office at +1.970.306.4552.
- Consider bringing your ski/board boots as a carry-on, in case checked bags are delayed.
- SASS has team members in Buenos Aires, New York and Miami in case of major flight delays or cancellations. Under 18 clients will be met by a SASS representative and accompanied to a safe overnight location as part of "Affirmative Critical Travel Assistance" in the event of a lengthy delay or cancelation.
- We're "on call" 24 hours at +1.970.306.4552 on all client transfer days.

### FILLING OUT YOUR CUSTOMS FORM:

- While on your international flight to Buenos Aires you will be handed an Argentina Customs Declaration form. Fill this out. You should not need to "declare" ANYTHING. You may have to provide the address where you are staying while in Argentina:

Complejo Base 41, Cerro Catedral, Bariloche RN 8400  
Tel. +54 2944 460 263

- If you have questions regarding any forms, ask your flight attendant.

### ARRIVAL AT PISTARINI / EZEIZA INT'L (EZE):

- 90% of SASS clients will arrive in Argentina at the Ministro Pistarini / Ezeiza International Airport. SASS Staff members will be monitoring flight arrivals and waiting for you outside of customs. Follow these steps to reach them:
  1. When you land there is no 'wrong way' to go - just move quickly and get in line for Immigration as soon as possible. Have passport ready and follow instructions.
  2. Go through the only doors possible to Baggage Claim, locate your bags.  
**IF YOUR BAGS ARE LOST...** don't freak out. Go to an airline representative and obtain a PRINTED claims form with your name and address on it. Request that any bags be delivered to: Hotel Base 41, Ave. Carlos Manuel Bustos, Bariloche, RN 8400. Include two additional phone numbers: +1.303.817.2464 and +54 2944 460263
  3. After claiming bags, get in line with your bags for Customs (nothing to declare). A customs officer may scan your bags or ask a few questions.
  4. Exit the Customs area immediately and look for an SASS Logistics Team member with a SASS shirt or sign. Look for other people with ski/snowboard equipment.

### J. NEWBERY AEROPARQUE (AEP):

- A few clients connecting in Santiago, Chile may arrive at the smaller Buenos Aires airport, J. Newbery Aeroparque (AEP) near downtown Buenos Aires. This airport is very small -- if you arrive / connect here, go directly to your domestic flight to Bariloche.
- If you arrive at Pistarini-Ezeiza (EZE) and have a domestic flight to Bariloche from AEP, you may need to change airports. The SASS representative at EZE will assist you.

### IF YOU DON'T SEE US....

- Go to MCDONALDS and stand in front of the Golden Arches "M" logo.
- If there is not a MCDONALDS in sight, look for a "TIENDA LEON" desk. Stand there.
- Call the Argentina Field Office at +1.970.306.4552 or David Burg at +1.303.817.2464.
- WiFi is usually accessible on the "AA2000" network or at the restaurant upstairs.

## MAKING THE CONNECTION:

- Most clients will make their connection to Bariloche at the same airport (EZE). SASS ground staff will meet and assist you with domestic flight check-in.
- Some clients will need to transfer to a different domestic airport (AEP) for their flight to Bariloche. If your flight requires a transfer, SASS staff will meet you outside of customs and bring you to safe ground transportation.

## FLIGHT DELAYS IN ARGENTINA:

- If your international flight is late and you miss your connections, most passengers will be re-booked automatically. SASS representatives in Buenos Aires can help sort out options.
- If you make changes to your flight and did not book with SGT Air, please contact us first
- Sometimes, events beyond our control may result in clients forced to remain in Buenos Aires for the night. SASS staff will notify you (and your emergency contact if under 18) if an overnight stay in Buenos Aires or alternate transportation is recommended.

## ARRIVAL IN BARILOCHE:

- SASS Staff will meet you as you exit the baggage claim area. Look for SASS Logistics Team member (reference picture on page 1) wearing SASS shirts and/or holding a sign.
- Once all clients are accounted for the group will board transportation to the base of Cerro Catedral, approximately 40 minutes from Bariloche International Airport.
- **IF YOU CAN'T LOCATE A SASS STAFF MEMBER IN BARILOCHE:**  
Call the Argentina Field Office at +1.970.306.4552 or David Burg at +1.303.817.2464.

## LATE-NIGHT OR 'OFF-DAY' ARRIVALS:

- Proceed to our recommended car service, AUTOJET. Their staffed desk is located to the immediate left as you exit the baggage claim area in Bariloche.
- Give HOTEL BASE 41, CERRO CATEDRAL as your destination. Call +1.303.817.2464 for assistance.

