

MERCER



Employee Mobility Guide

Austria

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Map of Austria



1 Moving to Austria

1.1 Brief Introduction to Austria

Austria is located in central Europe and is bordered on the north by the Czech Republic; on the northeast by Slovakia; on the east by Hungary; on the south by Slovenia and Italy; and on the west by Liechtenstein, Switzerland and Germany. Vienna (*Wien*) is the country's capital and largest city.

Austria is predominantly a mountainous country. Most of the land falls within the eastern division of the Alps. In general, the major mountain ranges of Austria run in an east-west direction and are separated from each other by broad valleys. The northernmost line of ranges includes the North Tirol (*Tyrol*) Alps and the Salzburg Alps. Among the central ranges is the Hohe Tauern, which has the highest peak in the country - the Grossglockner standing at 3,797 meters (12,457 feet). The Pasterze Glacier, one of Europe's largest, descends from the Grossglockner peak. The southernmost ranges include the Ötztal Alps, the Zillertaler Alps, the Carnic Alps and the Karawanken Mountains. As well as the east-west ranges, several series of mountains extend in a north-south direction.

The main areas of Austria that are not within the Alps are the northern and eastern border sections. The northern section consists of rolling upland, and the eastern border section comprises part of the Danube basin, including Vienna.

The principal river is the Danube, which enters Austria at Passau on the German border. It continues its southeastern course, past Linz and Vienna, to Bratislava on the Slovakian border. Austrian tributaries of the Danube include the Inn (forming part of Austria's German border), Traun, Enns, and Ybbs rivers. In the south, important rivers are the Mur and the Mürz. In addition to the rivers, the country has numerous lakes, including Bodensee (Lake Constance), forming the western border with Liechtenstein and Switzerland, and Neusiedler Lake in Burgenland, near Hungary.

Vienna has about 2 million inhabitants and is situated on the banks of the Danube. The influx of visitors from all over the world has made Vienna the most popular urban tourist destination in Austria. Vienna possesses a lively and vast array of cultural attractions. The city has been synonymous with music for centuries, and was home to Mozart, Beethoven, Schubert and Johann Strauss. This outstanding musical heritage has been preserved right to the present day. Most Viennese are brought up in the Roman Catholic tradition, although in a recent poll, a quarter of the inhabitants professed no religious affiliation. There are sizable Orthodox, Muslim and Protestant communities. The Jewish population, once so dynamic, was all but extinguished during the Second World War, and many Jews who had emigrated during the 1930s did not come back. Today, Vienna is the seat of many international institutions, including several key posts of the UN.

Austria enjoys a moderate continental climate. Temperatures depend largely on altitude, with averages of 5°C (41°F) lower for each additional 300 meters (984 feet) of elevation. Spring and autumn are usually mild throughout the country. The summers are warm and pleasant with cool nights, although they can at times be very hot. Winters are cold and are often severe in the valleys. Snow levels are high enough for widespread winter sports. The average temperature in the summer (June to mid-September) is around 20°C (68°F) but temperatures can reach as high as 35°C (95°F). In winter (mid-November to February), the average temperature is around -4°C (25°F) but in some areas it can be as cold as -15°C (4°F).

The climate in Vienna is warm summers and cold winters, interspersed with mild weather during both the spring and autumn seasons, without excessive rainfall. It rains or snows on average seven to nine days a month in the winter. On average, 2,000 hours of sunshine are registered annually, and it can get quite hot at times during the summer.

1.2 The People

The Austrian population totals 8,217,280 (2011 estimate), which yields a population density of 98 persons per square kilometer. Around 67% of the population is located in urban areas and over 25% of the people inhabit the five largest cities of Vienna, Graz, Linz, Salzburg and Innsbruck.

Around 91% of the population can be described as ethnic Austrian. Members of the ethnic groups officially recognized in Austria are generally found in five of the Austrian provinces. Burgenland is home to Croats and Hungarians; Slovenes are found in the Gail, Rosen and Jaun valleys of southern Carinthia and in some villages in the southern part of Styria; many Czechs and Slovaks live in Vienna and in Lower Austria, particularly in the Marchfeld and Tullnerfeld regions; and small numbers of Italians, Serbs and Romanians live in Vienna.



German is the official language and is spoken by 89% of the population. Regional dialects are spoken and one will encounter very marked variations from *Hochdeutsch* (standard

German). English is by far the leading second language in the educational system and is understood widely and spoken fluently by most people working in business-related jobs.

According to the recent national census, 74% of the Austrian population is Roman Catholic while a further 5% are Protestant, most of them belonging to the Augsburg confession. About 4% of Austrians are Muslim and the remaining 16% follow other religions or are non-denominational.

1.3 Advice and Tips for Moving

- Ensure all passports, visas and necessary permits are in order.
- Confirm journey dates and travel tickets/documents.
- Locate all personal/private documentation you will need to take with you (including birth certificates, medical records, driving license, insurance policies, bank records and school records).
- Remember to change your address with all companies and persons that you correspond with, and arrange a mail forwarding service with the post office.
- Cancel all utilities and services that you will no longer need and settle all accounts with these companies.
- Arrange packing and shipping of your belongings and storage of items you are leaving behind.
- Decide what essentials you need to carry with you when traveling.
- When packing, take into consideration the climate and availability of products within the country.
- Find out what you can and cannot take through customs (see Customs and Import Regulations Section).
- Be aware of any particular rules and regulations in the country (see Etiquette Section).
- Make sure you have some local currency (Euros - EUR) for your arrival in the country, and try to get small denominations of notes and also coins, which will be needed to pay the taxi/bus fares from the airport to your hotel or apartment.

1.4 Entry Requirements

The following section is for general guidance and it is advisable to check on the exact requirements that specifically apply to you with the Austrian consulate or embassy in your home country.

Passports

A passport valid for at least three months beyond the intended length of stay is required by all except:

- EU nationals holding a valid national ID card

- Nationals of Andorra, Iceland, Liechtenstein, Monaco, Norway, San Marino and Switzerland holding a valid national ID card

If you are an EU national and you are entering with the intention of working and residing in Austria, it is advisable to enter with your passport. Non-EU nationals entering Austria to reside and work require a valid passport and must apply for a residence permit before entry by visa.

Visas

Nationals of the following countries do not need to obtain a visa for entry into Austria for tourist purposes and for a stay of up to 90 days:

Andorra	Greece	Nicaragua
Antigua and Barbuda	Guatemala	Norway
Argentina	Honduras	Panama
Australia	Hong Kong	Paraguay
Bahamas	Hungary	Poland
Barbados	Iceland	Portugal
Belgium	Ireland	Romania
Brazil	Israel	San Marino
Brunei	Italy	Seychelles
Bulgaria	Japan	Singapore
Canada	Latvia	Slovakia
Chile	Liechtenstein	Slovenia
Costa Rica	Lithuania	South Korea
Croatia	Luxembourg	Spain
Cyprus	Macau	St. Kitts and Nevis
Czech Republic	Malaysia	Sweden
Denmark	Malta	Switzerland
El Salvador	Mauritius	United Kingdom
Estonia	Mexico	United States
Finland	Monaco	Uruguay
France	Netherlands	Venezuela
Germany	New Zealand	

Passengers continuing their journey by the same or first connecting aircraft do not require a visa, provided they are holding confirmed onward tickets and travel documents.

Nationals of all other countries not mentioned above must apply to the local Austrian embassy or consulate to obtain a visa.

Schengen Visa

Austria is a party to the Schengen Agreement. Other members of the Schengen Agreement are:

Belgium	Hungary	Norway
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Czech Republic	Iceland	Poland
Denmark	Italy	Portugal
Estonia	Latvia	Slovakia
Finland	Lithuania	Slovenia
France	Luxembourg	Spain
Germany	Malta	Sweden
Greece	Netherlands	Switzerland

Visas issued before or on 20 December 2007 by the new Schengen States are only valid for these nine new Schengen countries, not for the whole Schengen area. The nine new members are:

Latvia	Hungary	Slovakia
Lithuania	Poland	Slovenia
Estonia	Czech Republic	Malta

A Schengen visa allows the holder to move freely between all these countries during the period of validity.

- If you intend to visit one of the Schengen countries, you must apply for a visa at the Embassy or Consulate of that country.
- If you intend to visit several of the Schengen countries, you must apply for a visa at the Embassy or Consulate of the country which will be your main destination.

If you intend to visit several of the Schengen countries without having a main destination, you should apply for a visa at the Embassy or Consulate of the first Schengen country on your travel itinerary that requires you to have a visa.

Residence permits issued by Ireland, Bulgaria, the United Kingdom, Cyprus and Romania do not give the right to travel to Schengen states without visas, since these countries do not apply the Schengen Agreement.

Types of Visa

Type A (Airport transit visa)

The visa requirement represents an exception to the general rule allowing individuals to remain without a visa within the international transit area. This document authorizes transit solely through the international area of the airport.

Nationals of the following countries are required to have an airport transit visa:

Afghanistan	Ghana	Pakistan
Bangladesh	Iran	Somalia
Congo-Kinshasa	Iraq	Sri Lanka
Eritrea	Liberia	
Ethiopia	Nigeria	

The validity of an airport transit visa is established according to the anticipated number of stays in the transit area of an international airport. An airport visa is granted as either single (for a single entry) or dual (for two entries):

- A single entry airport transit visa is valid for up to 7 days. Holders of a single airport transit visa are allowed to stay in the zone of the international airport of Austria for up to 48 hours.
- Holders of a double airport transit visa are allowed to stay in the zone of the international airport of Austria for up to 48 hours twice.
- Holders of an airport transit visa who intend to stay in the zone of the international airport of Austria for more than 48 hours must obtain a regular visa.

Type B (Transit visa)

This document authorizes transit through several countries starting from a third State and with a third State as the destination. The transit period must not exceed five days. A transit visa is granted as single entry, dual-entry or multiple-entry and entitles the visitor to stay in the territory of the Schengen Area for five days during each trip.

Foreigners, irrespective of the nationality, are exempted from transit visas if they hold valid visas, and residence permits issued by the following States:

Austria	Greece	Netherlands
Belgium	Hungary	Norway
Cyprus	Iceland	Portugal
Czech Republic	Italy	Slovakia
Denmark	Latvia	Slovenia
Estonia	Lichtenstein	Spain
Finland	Lithuania	Sweden
France	Luxemburg	Switzerland
Germany	Malta	

In exceptional cases, a transit visa application may be filed at a border crossing of Austria if the visitor did not have an opportunity to apply for the visa in advance and if he/she proves the existence of unforeseeable and urgent reasons for entry into the territory. In such a case, the visa is issued and affixed to the travel document by the police.

Type C (Short visit visa or travel visa)

A visa allowing aliens to enter the territory of the Schengen States for an uninterrupted maximum stay of ninety days or for one or more visits over a period of six months, with the total period on the territory not exceeding ninety days. Visas issued by diplomatic and consular authorities are valid for no more than twelve months, the period during which the authorized visit may be made. The visa may be issued for one or more entries.

- A single-entry visa is issued for one journey during which you can stay in the Schengen area for up to 90 days within a six-month period.
- A double-entry visa allows a person to enter the Schengen area twice for up to 90 days within a six-month period.

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- A multiple-entry visa is granted for several visits to the Schengen area. The total duration of the stay is the number of days stated on the visa, at most 90 days within a six-month period. The period of six months starts on the day of entry into Schengen area. The visa is valid for a maximum of one year.
- The maximum term of validity of a short-term visa issued at a border control point is 15 days.

Nationals of the following countries do not require a visa for stays of up to 90 days:

Albania***	Germany	Nicaragua
Andorra	Greece	Norway
Antigua and Barbuda	Guatemala	Panama
Argentina	Honduras	Paraguay
Armenia***	Hong Kong (SAR)	Poland
Australia	Hungary	Portugal
Austria	Iceland	Romania
Bahamas	Ireland	Russia***
Barbados	Israel	San Marino
Belgium	Italy	Serbia***
Bosnia-Herzegovina***	Japan	Seychelles
Brazil	Latvia	Singapore
Brunei	Liechtenstein	Slovakia
Bulgaria	Luxembourg	Slovenia
Canada	Macau (SAR)	South Korea
Chile	Macedonia	Spain
China*	Malaysia	St Kitts & Nevis
Costa Rica	Malta	Sweden
Croatia	Mauritius	Switzerland
Cyprus	Morocco	Turkey**
Czech Republic	Mexico	Ukraine*
Denmark	Moldova***	United Kingdom
El Salvador	Monaco	United States
Estonia	Montenegro***	Uruguay
Finland	Netherlands	Vatican City
France	New Zealand	Venezuela

* For holders of diplomatic and official passports only

** For holders of diplomatic, official and special passports only

*** For holders of Diplomatic passports only

Type A, B or C collective

Transit visa for a visit of no more than thirty days that may be affixed to a collective passport and issued to aliens traveling as a group. The group must have been in existence for a certain time and be organized socially and institutionally; it must comprise at least five and no more than fifty persons; it must include an individual with responsibility for keeping the passport and must enter the Schengen territory, remain there and leave as a group.

Type D

National visa for a visit of up to ninety days, valid for the territory of the Schengen State that issued the visa but also valid for transit through the territory of other Schengen States for the purpose of reaching the State that issued the visa.

- It is an individual single entry, double entry or multiple-entry visa enabling a foreign national to enter Austria within the specified period of time, stay there for the term indicated in the visa and depart from the country.
- A long-term visa is issued if a foreign national needs to stay in Austria for more than 90 days within a six-month period, counting from the day of entry, and the issuance of a visa.
- With a long-term visa, the length of stay in the Austria can exceed 90 days within a six-month period, counting from the day of entry. The maximum term of validity of a long-term visa is one year.
- This visa allows a foreign national to have temporary or permanent residence in Austria. A multiple-entry long-term visa is usually issued to a foreigner who enters the Austria with the intention to stay for a considerable length of time. Travelers remaining in Austria for more than 90 days within any six-month period must apply for temporary residency.
- Long-term visas with a note “Diplomatic visa” or “Service visa” are valid for a maximum period of five years.

Type D + C

Visa allowing the alien, on arrival in the destination Schengen State in possession of a type D visa, to move freely in the Schengen area for the first three months following their arrival, pending the issue of their definitive residence document.

Procedure for Visa Application

Citizens of non-EU/EEC countries who intend to visit a Schengen state must apply to the embassy or consulate of that state for a visa. If a person intends to visit several Schengen states, the application must be submitted to the embassy or consulate of the member state that is considered the main destination of the trip. If a person intends to visit several Schengen states and it is impossible to determine which state the main destination is, he/she must submit the application to the embassy or consulate of the member state that will be visited first.

Application for a visa should be made at the local Austrian consulate. You must apply in person at the Embassy or Consulate General in whose jurisdiction you reside.

Nationals from the following countries should allow several weeks for the processing of the application from the date of appointment/receipt of documents:

Afghanistan	Jordan	Qatar
Algeria	Kazakhstan*	Rwanda
Bangladesh	Lebanon	Saudi Arabia
Burundi	Libya	Somalia
Congo-Kinshasa	Liberia	Sudan
Egypt*	Moldova	Syria

Equatorial Guinea	Nigeria	Togo
Ghana	North Korea	United Arab Emirates
Indonesia	Palestine	Vietnam**
Iran	Pakistan	Yemen
Iraq	Philippines	

* Service passports only

** Not for Diplomatic Passports

For all other nationals the processing time is approximately five working days.

Application forms can be downloaded from the nationals' Austrian embassy or consulate's website (see appendix for details).

Documentation Required

All supporting documents must be submitted together and in duplicate - in original and photocopy.

- Passport or other travel document containing at least two blank pages and with a term of validity of the passport that exceeds that of the visa by at least three months
- Visa application form completed and signed by the applicant
- 1 color photo (35mm x 45mm)
- Travel medical insurance policy valid in all Schengen countries and covering the entire period of the visit in the Schengen area (the minimum amount of the insurance is EUR 30 000)
- Payment or confirmation of the payment of visa application fee
- Documents certifying the payment of the state charge or consular fee.
- Power of attorney, when the application for a visa is presented by an authorized person and not the applicant himself or herself.
- Proof of health insurance: minimum of medical coverage EUR 30,000 comprehensive accident and medical insurance, valid for all Schengen countries, validity must exceed validity of the visa, insurance company must be based in Austria or other EU member states. The document must include the following information: name of applicant, duration of the insurance, cover details (e.g. winter sport cover). Documents not in English or German require certified translation. A policy number only is not sufficient.
- Proof of adequate means of support during stay (e.g. bank statement or travelers checks) with the applicant's name, amounting to a minimum of USD 40 per day per person. Cash and credit card statements are not acceptable proof.
- Proof of purpose of visit and/or a hotel reservation being one of the following: (1) an original letter of invitation (*Verpflichtungserklärung*) legalized by a notary public, solicitor, or other competent authority and a copy of the Austrian passport (or national passport containing a valid Austrian residence permit) and proof of sufficient income/funds of the host: i.e. last bank statement/last pay slip, together with tenancy agreement or police registration (*Meldezettel*); or (2) an original letter from Austrian business associate, specifying that the company will be financially responsible for the

visitor during the stay in Austria, including copy of the company registration certificate (*Firmenbuchauszug*); if self-employed, a letter from a solicitor, accountant, bank manager or local Chamber of Commerce; or (3) Confirmed hotel reservation or confirmation of tour.

- Evidence of occupation or, if studying in Austria, a letter from place of study.
- Self-addressed, special delivery envelope (if passport/visa is not to be collected in person).
- Applicants under 18 years of age must submit a letter from their place of study, parent(s) or legal guardian.
- Visa for onward destination country, if required.

Visa fees vary depending upon the type of visa, duration of stay, and the exchange rate. In individual cases, more documents may be required by the embassies or consulates of the Schengen states.

Work & Residence Permits

EU / EEA Countries

EU and EEA nationals have the right to live and work in Austria without a work permit or residence permit. Such nationals working in Austria have the same rights as Austrian citizens with regard to pay, working conditions and access to housing, vocational training, social security and trade union membership. Families and immediate dependants are entitled to join them, and have similar rights.

Citizens of EU and EEA member states must have proof of sufficient funds and be in possession of an all-risk health insurance policy (or international health card - formerly E111) to have the unrestricted right of abode in Austria. To prove right of abode in Austria, an ID document can be obtained (but is not obligatory) at the competent local authority within three months after entry (enquiries should be addressed to labor offices and/or police).

Bulgarian and Romanian citizens wishing to work in Austria still need a work permit, which the employer must apply for. The competent local Labor Market Service will confirm freedom of movement once the worker has been legally employed for one year. Family members resident in Austria will only be granted freedom of movement after 18 months. Their freedom of movement will expire once they leave Austria even temporarily.

All nationals must register with the local aliens' administration office (*Polizei* or *Gendarmerie-Wachzimmer*) within five days of arrival in Austria.

Other Countries

Non-EU/EEA nationals require work and residence permits for all types of employment. A residence permit is issued to foreign nationals who plan to stay in Austria for more than six months.

Work permits must be applied for by the future employer in Austria at the local Labor Authority (*Arbeitsamt*) and must be obtained prior to departure from the country of residence. Work permits are not granted while on a visit to Austria. Once a work permit is granted, it must be presented together with an application for a residence permit. The form can be obtained from your local Austrian Embassy. As a rule, first applications for a residence permit must be submitted from abroad either directly to the competent authority or by means of the Austrian Embassy (not Honorary Consulates). The residence permit is also valid for the spouse and any dependent children.

Work permits are issued on an individual basis only and do not cover any other dependant family members. All other family members must apply individually if they wish to work.

Every federal state in Austria has an annual quota of work permits for foreign employees, which may not be exceeded. This quota can only be exceeded if the employer applying for the work permit proves that the position to be filled by a foreign employee is:

- of vital significance to the company
- and no suitable Austrian employee can be found for that position

Employment Permit (Beschäftigungsbewilligung)

An employment permit is issued only for a specific job and for a maximum duration of one year, but can be extended upon application. This application for extension must be filed before the end of the first year with the local Labor Authority. Employment permits are only granted to foreigners already in possession of a certificate of residence.

Documentation Required

- Passport (original)
- Birth Certificate (original)*
- Two passport-sized photographs
- The employment contract*
- The employer's permit to employ you
- A police certificate
- Temporary Visa (allowing you entry into the country)

* Must have certified translations into German.

Work permit (Arbeitserlaubnis)

Foreign nationals who have been legally employed with employment permits for 52 weeks may apply for a work permit. These are non-transferable permits and are issued for a specific province, allowing holders to choose their employer and type of employment.

The employer merely has to report commencement (including main wage and working conditions) and termination of a person's employment to the relevant regional Public Employment Service (AMS).

Work permits are valid for a period of two years and may be extended under certain conditions.

Certificate of Exemption (Befreiungsschein)

Foreigners who have been issued certificates of exemption are put on an equal status with Austrian employees. To apply for a certificate of exemption the following requirements must be met:

- A minimum of five years registered employment during the past eight years
- Completion of a full final year of compulsory schooling in Austria provided the person has a permanent residence permit (*Niederlassungsbewilligung*) and one of their parents lived and worked legally in Austria for three years during the previous five years.
- Foreigners who have been married to an Austrian for a minimum of five years. In the event of death, spouses may immediately apply for a certificate of exemption. Residence in Austria is required.
- Foreigners who met the requirements for a certificate of exemption as young persons or because of EEA citizenship of one of their parents, provided they have legally lived in Austria for a minimum of two and a half years during the past five years.

Certificates of exemption are non-transferable permits and are valid for five years for all of Austria. Holders may choose their employers, the type of employment and location anywhere in Austria. Employers merely have to report commencement and termination of employment. Employers need not apply for employment permits. Certificates of exemption are issued by the relevant regional labor market service.

Certificates of Freedom of movement (Freizügigkeitsbestätigung)

Certificates of freedom of movement are non-transferable permits allowing holders to choose their employers, type of employment and location anywhere in Austria.

Certificates of freedom of movement are issued under the following conditions:

- Following twelve months of uninterrupted legal employment
- To holders of certificates of exemption or new EU citizens entitled to a certificate of exemption
- Following five years of legal residence in Austria during which the applicant was legally employed and receive a regular salary

Spouses and children of new EU citizens living in the same household (before May 1, 2004) are also entitled to a certificate of freedom of movement. Family members who move to Austria at a later point must live in the same household for a minimum of 18 months before applying.

The certificate of freedom of movement is valid for an unlimited period of time. It becomes invalid once a person moves their main residence to another country. Certificates of freedom of movement are issued by the relevant regional labor market service.

Health Requirements

There are no specific health requirements or necessary immunizations for entry into Austria.

Administrative Procedures on Arrival

Anyone staying in Austria in a private house (not in a hotel, hostel, etc.) is required to register with the police (*Bundespolizeikommissariat/Meldeamt*) or the municipal authorities (*Gemeindeamt*) within three days of arrival. Tourists staying at a hotel or hostel temporarily (up to 60 days) are asked to provide their personal data for the guest book (*Gästebuch/Gästeblatt*).

A registration slip (*Meldezettel*) may be purchased at tobacco stores (*Trafik*). It must be completed, signed (by the person registering and the landlord) and submitted to the police station or municipal office in the district of residence. A passport will serve as proof of identity. The official or clerk will stamp the form, which is submitted in five copies and will return two copies to the individual concerned. These copies should be carefully saved since they must be presented on various occasions (e.g., when re-registering due to a change of address).

Nationals of the European Economic Area (EEA) countries may apply for an identity card (*EWL Lichtbildausweis*), which shows that you are resident in Austria. This is useful for personal identification purposes, but is not obligatory. For further details contact your local district police station (*Bezirkskommissariat*) or nearest district administration office (*Bezirkshauptmannschaft*).

The registration office must also be notified in cases of change of address within Austria (*Ummeldung*). Again, notification must take place within three days. The Austrian official will stamp the slips again and return one copy to the individual. This copy is required to register a new address if you move.

1.5 Customs and Import Regulations

Customs regulations may vary according to the customer's nationality and/or immigration status. Customs information can be found at the Federal Ministry of Finance website.

- **Federal Ministry of Finance**
Web: www.english.bmf.gv.at

Duty-free Allowances

For Travelers Arriving from Non-EU Countries

The following goods can be taken into Austria without incurring customs duty by travelers over the age of 17 years:

- Tobacco: 200 cigarettes or 100 cigarillos (cigars weighing not more than 3 grams each) or 50 cigars or 250 grams of smoking tobacco.

- Alcohol: 2 liters of table wine or 1 liter of spirits with an alcoholic content exceeding 22% volume or 2 liters of spirits / aperitifs with an alcoholic content less than 22% volume or 2 liters of sparkling wine also 4 liters of non-sparkling wines and 16 liters of beer.
- Perfume: 50 grams
- Eau de toilette: 250 ml
- 500 grams of coffee or 200 grams of coffee extracts and coffee essences and 100 grams of tea or 40 grams of tea extracts and tea essences (travelers over 15 years of age).
- Goods other than those mentioned above are duty-free with a cumulative value of EUR 430 for airline travelers or EUR 300 for all other travelers per day. For travelers younger than 15 years those amounts are generally reduced to EUR 150.

It is not possible for groups of travelers to pool their allowances.

For Travelers Arriving from EU Countries

Travelers arriving from an EU country by way of a non-EU country or after a stopover in a non-EU country must have a customs check carried out in accordance with the provisions for entry into Austria from a non-EU country.

In principle, travelers may bring into Austria, duty-free, goods acquired by them in an EU member state and on which tax has been paid to the extent that these goods are for their own use and have been brought in personally. To differentiate private, duty-free import from a commercial and therefore duty-liable import, guide levels have been established as shown below:

- Tobacco: 800 cigarettes; 400 cigarillos (weighing not more than 3 grams each); 200 cigars; 1 kg smoking tobacco.
- Alcohol: 10 liters of spirits / liquors; 20 liters of other alcoholic beverages than beer, sparkling wine or wine up to 22% volume; 90 liters of wine (including a maximum 60 liters of sparkling wine); 110 liters of beer.

As of 1 January 2008, it is forbidden for travelers to bring tobacco products into Austria which were acquired abroad, in either EU or non EU countries, on which the health warnings are not in German language exceeding the following quantities:

- 200 cigarettes or
- 50 cigars or
- 100 cigarillos or
- 250 grams smoking tobacco or a proportional combination of these items up to a maximum of 250 grams.

Restricted Items

- Hunting trophies must always be declared at customs at port of entry

- When bringing in firearms: (a) From an EU country - travelers require a European Firearms Pass as well as a permit for bringing the weapon into Austria. Hunters and marksmen only require the European Firearms Pass when carrying a maximum of three weapons and ammunition. This does not apply to hand-guns carried by hunters; (b) From a non EU country - residents of Austria may only import weapons if they can show their weapons pass or weapon ownership card to the customs official; (c) non-residents of Austria require a permit pursuant with section 39 of the Austrian Weapons Act, which can be obtained at official Austrian representation abroad.
- The Austrian Medicine Import Act generally prohibits the import of prescription drugs into Austria, with two exceptions: (a) Travelers residing outside the European Union are allowed to carry with them (as part of their personal luggage) drugs and medicines, but only the quantity that an individual having a health problem might normally carry; and (b) Travelers, while staying in Austria, may receive drugs and medicines for their personal use by mail. The quantity is limited to the length of their stay in Austria and must never exceed three packages.

Prohibited Items

- Dangerous weapons such as pump guns or knuckle-dusters.

Household Effects

If you are taking up residence in Austria, your household goods and personal belongings may be imported free of VAT and customs duty. It is advisable to check with your local consulate as to specific import procedures.

The regulations are different for those importing goods from within the EU and those from outside the EU.

When goods are purchased within the EU, these goods can move freely throughout the EU. Value-added tax, as well as possible other charges (e.g. excise duties on beer, alcohol and tobacco) are included in the purchase price and levied in the EU country where the goods were purchased.

A person living outside the EU bringing household effects into Austria can import the following used household items without having to pay duties and fees:

- Furniture, clothing, personal belongings, appliances, computers
- Bicycle, motorcycle, car
- A limited amount of food and beverages
- Pets (see Pet section)

The following conditions apply:

- The used items must have been in the importer's possession for at least six months (proof might be required). No new items can be included.

- The importer must have been living at their current residence for at least twelve months (proof is required).
- The used items cannot be sold within twelve months of being imported.

Documentation Required

- Evidence of having established a normal place of residence in Austria
- Evidence of having had a normal place of residence abroad during the preceding twelve months
- Foreign registration and/or departure confirmations
- Confirmation of registration in Austria
- Employment contract and/or contract for service
- Lease contract
- Registration of children at school (if any)
- List of goods of the personal property

Whenever the objects cannot readily be identified as used goods, on the basis of their condition and/or appearance, the customs authorities may ask for supporting documents (e.g. invoices, delivery notes, warranty cards) indicating that the goods belonged to you, and were used by you, already before you moved to Austria.

Pets

If five animals or less are being imported, it is classed as non-commercial import. If there are more than five animals, it is a commercial import.

Dogs and cats require a vaccination certificate issued and signed by a licensed veterinarian. This certificate, which must be in German or with a certified German translation attached, should:

- Indicate the name and address of the owner.
- Identify the animal by breed, sex, age, color, and if available the number of the dog identity chip.
- State the date of the vaccination against rabies (*lyssa*), the brand of the vaccine, the name of the producer and the code of production. The vaccination has to be administered not less than 30 days and not more than 12 months before entry.

A veterinary passport certifying valid anti-rabies vaccination is required. The certificate must be accompanied by supporting documentation, or a certified copy of it, including vaccination details. The rabies vaccination has to be done at least 21 days prior departure. This documentation must bear the identification details of the animal concerned.

The certificate is valid for movements within the EU for a period of four months from the date of issue or until the date of expiry of the vaccination, whichever is earlier.

Each animal must have an electronic identification system (microchip) which should comply with ISO Standard 11784 or Annex A to ISO standard 11785- otherwise the pet will need to be sent with its own scanner. A maximum of five animals may be brought into the country. There are special entry requirements for animals less than 12 weeks old. Importation of these animals requires a written permit from the Federal Ministry of Health.

Contact Details

Detailed information on traveling with pets is provided by the Austrian Federal Ministry of Health (Division of Veterinary Issues). A detailed information sheet is provided by the Austrian Federal Ministry of Health; further information is also available on the EU Europa website.

- **Federal Ministry of Health**
Address: Radetzkystraße 2, 1030 Vienna
Tel: +43 1 711 00 (ext. 4824 or 4825)
Email: buergerservice@bmg.gv.at
Web: www.bmgfj.gv.at
- **Europa**
Web: www.ec.europa.eu/food/animal/liveanimals/pets/nocomm_intra_en.htm

Dogs

Austria is generally a pet-friendly country with tolerance towards pets and especially dogs, much more than in most European states.

Once in Austria, you will have to get your dog licensed by registering it with your local District office. The license will need to be renewed yearly and there is a fee for this. You can register online for the license. Please note that cats do not need licenses.

Dogs are permitted on public transport and generally in parks on the leash. Outside the home, dogs should be muzzled and kept on a leash, except in specifically designated places such as special parks reserved for dogs.

On public transport, if your dog is small enough to sit on your lap, then the dog travels for free, otherwise you need to pay for a child ticket and the dog can travel on all public transport.

It is illegal to allow your dog to foul the streets.

Veterinarians

Recommended veterinarians include:

- **Dr. Herbert Burgstaller**
Address: Vorgartenstrasse 172, 1020 Vienna
Tel: +43 1 728 50 23
Web: www.burgstaller-tierarzt.at
Hours: Monday to Friday 10am to 8pm, Saturday, Sunday and Public Holidays 10am to midday.
Comments: Well rated vet with 24hr availability via telephone
- **Dr Elke Tonner**
Address: Tieresianum, Theresianumgasse 7, 1040 Vienna
Tel: +43 1 505 35 74
Email: mail@tieresianum.at
Web: www.tieresianum.at

Comments: Located in District 4. Although the website is in German, Dr Tonner speaks good English. Dr Tonner also makes housecalls

- **Tierarztpraxis Mauerbach - Dr Georg and Mag. Alice Schlötzlinger**

Address: Hauptstrasse 190, 3001 Mauerbach

Tel: +43 1 979 50 70 - for Emergencies: 06 64 16 46 134

Web: www.tierarztpraxis-mauerbach.at

Hours: Monday to Friday 9am to 10am, Monday, Wednesday, Thursday and Friday 6-7pm. Saturdays by appointment

Cat and Dog Care

There are various possibilities for placing your pets in care while on vacation. A well-used website is Betreut.at which lists pet sitters (*Tiersitter*) and kennels/catteries (*Tierpension - Hunde / Katzen*). Another comprehensive site for animal sitting is [Tieranzeigen](http://Tieranzeigen.at).

- **Betreut.at**

Web: www.betreut.at

- **Tieranzeigen**

Web: www.tieranzeigen.at/tiersitter/wien

Kennels tend to be located out of the city. It can be hard to find a place available you are your pet during peak holiday periods.

Vienna's Veterinary Office Animal Protection Hotline is available 24 hours and is available to help with all your questions on animal care in the city. If you wish to make an appointment with a member of staff you should make an appointment by email.

- **Vienna Veterinary Office Animal Protection**

Tel: +43 1 40 00 80 60

Email: tierschutz@m60.magwien.gv.at

Hours: Monday to Friday 9am to 10am, Monday, Wednesday, Thursday and Friday 6-7pm. Saturdays by appointment

A recommended boarding kennel is:

- **Tierpension Wien**

Address: Wolfholzgasse 6-10, 2345 Brunn am Gebirge

Tel: +43 22 36 33 166

Email: tierpensionwien@aon.at

Web: www.tierpensionwien.at/Kontakt/kontakt.htm

Hours: Monday to Thursday 8am to midday and 2pm to 4pm, Friday 8am to 2pm, Saturday 9am to midday.

Comments: Cats, dogs, various other small pets and birds all accepted. Located south of the city.

Car Import

Duties will not be levied on a motor vehicle for personal use if you can prove ownership of the vehicle, for a period of at least six months prior to taking up residence in Austria. However, before first registering your car in Austria, you must pay a tax based on the standard fuel consumption of vehicles at the competent tax office. The vehicle may not be resold within a two-year period commencing from date of entry into the country.

Travelers not domiciled in the EU may use their car duty-free for private purposes in the EU for a maximum period of six months. Passenger cars must then be re-exported in an unchanged condition. Apart from a few exceptions, you cannot rent, lease or otherwise

dispose of the vehicle, nor have any re-fittings made that exceed repairs. You will need a permit by the customs point for any major changes. It is necessary to apply for a *Grundlagenbescheid* at one of the main customs offices.

Import requirement details as well as documentation can be obtained from your local Austrian embassy or consulate.

Foreign vehicles circulating in Austria must prove third party liability insurance cover valid for the whole EU/EEA territory. You have to either carry with you a valid international insurance card (Green Card), which your insurance company will give you, or sign a border insurance policy that is valid for one month.

If your vehicle is registered in one of the EU/EEA states, in Switzerland, in Andorra or Croatia, the official license plate on the vehicle is seen as proof of insurance cover and no green card or border insurance is required.

Importing Currency

There is no restriction on the import of local or foreign currency.

Cash exceeding EUR 10,000 must be declared to customs on arrival. The registration form, Cash Control, can be downloaded at the Federal Ministry of Finance website or can be obtained from the Austrian Customs Office.

- **Federal Ministry of Finance**
Web: www.bmf.gv.at/service/formulare/zoll_neu/Sonstige/za292-E.pdf

2 Facts on Austria

2.1 Country Information

Official name	<i>Conventional long form:</i> Republic of Austria <i>Conventional short form:</i> Austria <i>Local long form:</i> Republik Österreich <i>Local short form:</i> Österreich		
Area	Total: 83,870 km ² Land: 82,444 km ² Water: 1,426 km ²		
Capital	Vienna		
Population	8,217,280 (2011 estimate)		
Population density	97.97 inhabitants per km ²		
Age structure	0-14 years: 14% 15-64 years: 67.7% 65 and over: 18.2% (2011 est.)		
Life expectancy at birth	Total population: 79.78years Male: 76.87 years Female: 82.84 years (2011 est.)		
Language	German (official) 88.6%, Turkish 2.3%, Serbian 2.2%, Croatian (official in Burgenland) 1.6%, other (includes Slovene which is an official language in Carinthia, and Hungarian which is an official in Burgenland) 5.3% (2001 census)		
Ethnic groups	Austrians 91.1%, former Yugoslavs 4% (includes Croatians, Slovenes, Serbs and Bosnians), Turks 1.6%, Germans 0.9%, other or unspecified 2.4% (2001 census)		
Religion	Roman Catholic 73.6%, Protestant 4.7%, Muslim 4.2%, other 3.5%, unspecified 2%, none 12%		
Currency	Euro (EUR)		
Exchange Rate (September 2011)	1 USD = 0.7426 EUR 1 EUR = 1.3467 USD	1 GBP = 1.1512 EUR 1 EUR = 0.8687 GBP	
GDP growth rate	-3.9% (2009 actual)	2.0% (2010 est.)	2.4% (2011 forecast)
Inflation rate	0.4% (2009 actual)	1.7% (2010 est.)	2.5% (2011 forecast)
Unemployment rate	4.8% (2009 actual)	4.4% (2010 est.)	4.3% (2011 forecast)
Form of state	Federal republic		
Time difference	GMT +1; Summertime: GMT +2 from end March to end October		
Electricity	220V, 50Hz		

System of measurement	Metric
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2.2 Government

Head of State	President: Heinz FISCHER (since 2004)
Head of Government	Chancellor: Werner FAYMANN (since December 2008)
Last election	Presidential: April 2010 Parliamentary: September 2008
Next election	Presidential: April 2016 Parliamentary: September 2013

Austria is a democratic, federal republic governed according to the constitution of 1920, which has had subsequent amendments. Suffrage is universal for citizens aged 18 years and over.

Executive

The president of the republic is elected by direct popular vote to serve for a six-year term (can serve for a maximum of two terms). The head of the government is the chancellor, who along with the Council of Ministers (cabinet), is appointed by the president to serve for a four-year term.

Legislative

Parliament has two chambers. The National Council (*Nationalrat*) has 183 members, elected to serve for four-year terms by popular vote according to proportional representation. The Federal Council (*Bundesrat*) has 64 members, elected to serve five to six-year terms by the provincial parliaments.

Judiciary

There are three supreme courts: the Supreme Constitutional Court, the Supreme Administrative Court and the Supreme Judicial Court.

The Supreme Court is the final court of appeal for civil and criminal proceedings. The Administrative Court deals with cases of alleged legal offences in connection with decisions taken by the administrative authorities. The Constitutional Court deals with proprietary claims lodged against the federal, state, regional or municipal authorities when these claims cannot be dealt with by normal legal channels or by an administrative authority.

The judicial courts include 4 higher provincial courts, 17 provincial and district courts, and around 200 local courts.

Local Government

There are nine provinces: Burgenland, Kaernten, Niederoesterreich, Oberoesterreich, Salzburg, Steiermark, Tirol, Vorarlberg, and Wien. Each province has a unicameral

legislature elected on the same basis as the National Council. The legislature chooses a provincial governor.



Political Parties

Fifteen political parties are represented in Congress. The major political parties are:

- *Österreichische Volkspartei (ÖVP)*: Austrian People's Party
- *Sozialdemokratische Partei Österreichs (SPÖ)*: Social-Democratic Party of Austria
- *Freiheitliche Partei Österreichs (FPÖ)*: Freedom Party of Austria
- *Die Grünen (Grüne)*: Greens
- *Bündnis Zukunft Österreich (BZÖ)*: Alliance Future Austria

Present Government

Summary of the April 2010 Austrian Presidential election results:

Candidate	Party	%
Heinz Fischer	Social Democratic Party of Austria	79.3
Barbara Rosenkrantz	Freedom Party of Austria	15.2

The results of the Parliamentary election on 28 September 2008 were as follows:

Party	Total Seats (183)
Social-Democratic Party of Austria	57
Austrian People's Party	51
Freedom Party of Austria	34
Alliance Future Austria	21
Greens	20

2.3 Economy

Austria, with its well-developed economy and high standard of living, is closely tied to other EU economies. Austria ranks among the European Communities richest countries

Austria

and is one of the most prosperous countries in the world. It has enjoyed steady and stable growth with low inflation and unemployment since 1955. It is an industrialized economy, partially reflecting the shift in global production structures towards increased specialization. The manufacturing sector accounts for over 35% of the GDP, and industry and mining accounts for a little less than 30% of GDP. Austria follows the trends observed in most industrialized countries, with the importance of agriculture and forestry declining, whilst services, including financial and business services, are developing.

Domestic agriculture has been successful and the majority of the country's food needs are met. This is a great accomplishment as only 17% of the total land area is suitable for cultivating crops. Agriculture accounts for only 1.5% of GDP. Crops include sugar beet, potatoes, wheat, barley, maize, grapes and apples. Almost half of the total land area is forest.

Austria has moderate deposits of iron, lignite, magnesium, lead, copper, salt, zinc and silver. Although there are some oil reserves, Austria must import the bulk of its energy requirements, much of which comes from Eastern Europe.

The services industry is Austria's fastest growing industrial sector. Tourism is the country's biggest foreign exchange earner and the fastest growing sector. Export is regarded as vital to Austrian economy. Most exports go to other EC countries (with about a third going to Germany, almost 4 times more than the next partner), about 15% go overseas.

Industrial and general machinery, transportation equipment, chemicals, clothing and accessories, metals, food products, metal manufactures, textiles, office equipment, and petroleum are among the country's chief imports. The principle products exported are specialized and general industrial machinery, metal manufactures, electrical machinery, transportation equipment, paper and paper products, iron and steel, textiles, engines, and telecommunications equipment. Germany is Austria's leading trade partner for both import and export. Other leading markets for exports include Italy, Switzerland, Liechtenstein, Hungary and the United Kingdom. Other leading sources for imports include Italy, US, France and Switzerland. Austria is a member of the European Union.

The 2008 parliamentary elections led to the "grand coalition" between the Social Democratic Party (SPO) and the Austrian People's Party (OVP), which is expected to lead to more co-operation than the previous government.

On 13 March 2009, Austria announced that it would modify its existing bank secrecy laws in order to avoid being categorized as a tax haven by the OECD. Bank Austria, BAWAG and Volksbank AG have all approached the Ministry of Finance to ask for state aid in the current global banking crisis and were semi-nationalized. Erste Bank, in contrast, announced that it would raise capital by selling shares of new stock to employees. Bank restructuring continues as the government and sector looks for long-term solutions for success.

A recovery from the global economic crisis has started in Austria. Following a fall in GDP of 3.5% for 2009, the country bounced back in 2010 with positive growth and looks to increase in 2011 and beyond. The latest economic forecasts from the Österreichische Nationalbank (OeNB) show a significant rise in the economic growth of Austria compared with the original forecasts issued in June 2009. At that time there was talk of a rather slow recovery, set to begin in 2011. The government implemented a subsidy for reducing weekly hours for employees so that companies could retain employees and the country could keep unemployment below 5%.

According to OeNB the main reason for this upwards revision in the overall economic outlook is a recovery in Austria's export markets. Regarding foreign trade, the OeNB reported an increase in exports in 2010 and continuation in 2011, following a sharp fall in exports in 2009.

2.4 Historical Events

This section gives a brief summary of the major events in the country's history.

Modern-day Austria is a gateway between eastern and western Europe. Its history since earliest times has been inextricably bound with trade and conquests in the region, being part of a succession of Empires from the Holy Roman Empire to the Austro-Hungarian Empire. Austria has developed a rich political and cultural heritage.

- **14BC:** The area was conquered and incorporated in the conglomerate Roman Empire and became a Roman province. The Romans held control for the next five centuries.
- **AD803:** Christianity is introduced when the region is conquered by Charlemagne who establishes a territory in the Danube Valley known as the Ostmark.
- **1278:** The royal House of Hapsburgs rise to power after the decisive Battle of Marchfield and rule over most of Central Europe (first as the Holy Roman Empire, then later as the Austro-Hungarian Empire) until the early 20th century.
- **1792-1814:** The Habsburg Empire was involved almost continuously in warfare, first in the French Revolution and then in the Napoleonic Wars. The French rebels' democratic and nationalistic ideas were a threat to the absolutist Habsburgs. Austrian military involvement began with a successful Austro-Prussian invasion of France, however, the French forces drove the invaders back across the border and conquered the Austrian Netherlands in 1795. After Napoleon's conquest of most of Germany, the Holy Roman Empire was dissolved in 1806. Napoleon's fortunes turned and Austria was part of the coalition that drove him into exile in 1814.
- **1815:** Power and territory were to some extent restored by the Congress of Vienna. Although Austria lost some territories in Belgium and southwest Germany, it gained Lombardy (Lombardia), Venetia, Istria, and Dalmatia. The diplomatic skill of Austrian chancellor Prince Klemens von Metternich made the Habsburg Empire the center of the new European order. Austrian influence in both the German Confederation, which replaced the Holy Roman Empire, and the Holy Alliance, was at a peak.
- **1867:** Emperor Franz Joseph is forced to come to a compromise (*ausgleich*) with the Hungarian nation, represented by the nobility. The compromise gave Hungary its own constitution and a nearly independent status. After 1867, the empire was known as Austria-Hungary. Austria and Hungary were separate states, each with its own constitution, government, parliament and language. The Magyars predominated in Hungary while the Germans had a privileged position in Austria. The two states were linked by a single monarch (Emperor in Austria and King in Hungary) and by common ministers of foreign affairs, war, and finance.

Austria

- **1914-18 (World War I):** The heir to the Austro-Hungarian throne, Archduke Franz Ferdinand, and his wife were assassinated in the Bosnian capital of Sarajevo by a Serbian nationalist. Austria-Hungary declared war on Serbia and was supported by her ally, Germany, who declared war on Russia and France leading to the outbreak of World War I. The Habsburg Empire collapsed at the end of World War I, after which the territories dominated by non-German ethnic groups established their own independent nation-states. The German-speaking lands of the empire sought to become part of the new German republic, but European fears of an enlarged Germany forced them to form an independent Austrian state.
- **1919:** The Treaty of St. Germain established the present boundaries of Austria. The new country's economic weakness and lack of national consciousness contributed to political instability and polarization throughout the 1920s and 1930s.
- **1938:** Austria annexed by Nazi Germany.
- **1939-45 (World War II):** Austria was liberated in 1945 and established as a Republic, under the occupation of the four allied powers: the US, France, Britain and the USSR.
- **1955:** Full independence was restored and Austria joins the United Nations and declares its neutrality, which it maintains throughout the Cold War years. Austria developed into one of the most prosperous and stable countries in Europe. Integral to the growing economy, were trading relations with other European nations, particularly Germany.
- **1995:** Austria became a member of the EU.
- **February 2000:** Elections resulted in the formation of a coalition government between the conservative People's Party (ÖVP) and the right-wing Freedom Party (FPÖ). Although Freedom Party leader Jörg Haider opted to keep out of the government, the forming of the coalition resulted in Austria's 14 EU partners introducing a number of bilateral diplomatic measures against Austria in protest. The measures dominated the political landscape in Austria until they were lifted in September 2000 following the release of an independent EU-commissioned report on Austria's political situation. Since then, relations between Austria and its EU partners, as well as with the United States, Canada and others have normalized.
- **October 2000:** Austrian environmentalists obstructed the border with the Czech Republic in protest against the launch of a new Czech nuclear power station at Temelin.
- **November 2001:** Chancellor Schuessel and the Czech government settled the dispute over the Temelin nuclear power plant by agreeing to tough measures to improve safety and monitor the impact on the environment.
- **January 2002:** Austria's governing coalition came under strain as more than 900,000 Austrians (around 15% of the electorate) signed a Freedom Party petition demanding that Austria veto Czech membership into the EU unless Temelin is closed.
- **August 2002:** The country was hit by devastating floods as the River Danube burst its banks following torrential rain.
- **September 2002:** The coalition collapsed when Vice Chancellor and Freedom Party leader Riess-Passer and two Freedom Party ministers resigned in a power struggle with Jörg Haider over their support for government moves to postpone tax cuts in order to finance the flood repairs. Haider surprised the country by declining a nomination to become the Freedom Party chairman.
- **November 2002:** In the general election, Wolfgang Schuessel's People's Party made enormous gains, mainly at the expense of the far-right Freedom Party. Talks began on the formation of a new coalition.
- **February 2003:** The People's Party agreed to form the government with the Freedom Party, after the failure of coalition talks with the Social Democrats and the Green Party.
- **May 2003:** The government pension reform plans caused the first nationwide strike action in several decades.
- **October 2003:** A new package of asylum laws was introduced, widely seen as among most restrictive in Europe.
- **April 2004:** Heinz Fischer was elected president.
- **April 2005:** The Freedom Party split as Jörg Haider announced he was leaving to form Alliance for Austria's Future.

Austria

- **May 2005:** Parliament ratified the new EU constitution.
- **August 2005:** Floods caused devastation as the Danube once again burst its banks.
- **February 2006:** British historian David Irving was tried in a Vienna court and found guilty of Holocaust denial, which is a criminal offence in Austria. He was sentenced to three years imprisonment but was released in December 2006. The case led to national debate over denial legislation.
- **April 2006:** Yet again, rising water levels in the Danube River led to severe flooding.
- **October 2006:** The parliamentary elections saw the Social Democrats narrowly defeat the People's Party. After a lengthy period of discussions, the two parties agree on a coalition.
- **January 2007:** The Social Democrats and the People's Party formed coalition with the social democrat Alfred Gusenbauer as Chancellor.
- **September 2007:** Pope Benedict XVI visits Austria where he had spent time in his youth. He paid tribute to the victims of the Holocaust in Vienna.
- **April 2008:** There was national outrage and soul-searching at the case of Josef Fritzl, who imprisoned his daughter in a cellar for 24 years and fathered children with her. As a result, tougher laws on sexual abuse were planned by the government.
- **July 2008:** The centre-right People's Party withdrew from the "grand coalition" with Chancellor Alfred Gusenbauer's Social Democrats, forcing a snap general election.
- **September 2008:** The Social Democrats again emerged as the largest party in the general election, but both they and the People's Party suffered heavy losses while resurgent far-right parties took 29% of the vote.
- **October 2008:** The leader of the far-right Alliance for the Future of Austria, Joerg Haider, was killed in a car crash.
- **December 2008:** The new coalition government made up of the centre-left Social Democrats (SPO) and the conservative People's Party was sworn in, two months after the snap elections. SPO leader Werner Faymann became chancellor.
- **March 2009:** Josef Fritzl received a life sentence after being found guilty of a range of charges, including rape, incest, murder and enslavement.
- **April 2010:** President Fischer was re-elected.
- **October 2010:** Vienna elections finished with the far-right Freedom Party winning 26%, enough for a second-place finish behind the Social Democrats.

3 Living in Austria

3.1 Finding Accommodation

Good choices of accommodation are widely available in most Austrian cities and particularly Vienna. It should not prove too difficult to find a property that is financially and practically suitable. Unfurnished accommodation is more readily available than furnished accommodation and apartments are more readily available than houses. Unfurnished accommodation in Austria usually means that light fixtures, curtain rods, appliances and, in certain cases, kitchen furnishings are not installed.

Accommodation can be found through an agency. Housing and real estate agencies operate in most major cities. Upon signing a rental contract, housing agencies will charge a fee of up to three months rent for services provided. In addition, both temporary and longer-term rented accommodations are often advertised in the local press. Local and national newspapers, such as *Die Presse*, *Kurier* and *Der Standard* contain supplements on accommodation in their weekend editions. All of these websites are in German only.

Real Estate Agencies

- **Expat Consulting, Real Estate & Relocation Services**
Address: Graben 7/8, 1010 Vienna
Tel: +43 1 328 8818
Email: office@expat-consulting.com
Web: www.expat-consulting.com
- **Realkanzlei Hildegard Mayerl, Pächterin Eva Krulis**
Address: Eckpergasse 47, 1180 Vienna
Tel: +43 1 479 4117
Email: office@realkanzlei-mayerl.at
Web: www.realkanzlei-mayerl.at

Lease and Rental Conditions

Austrian rent regulations and practices can, to the visitor, seem complex and it is advisable to seek legal advice before signing a lease or rent agreement. Leases are generally for a one-year period and the landlord will require one month's rent in advance when the lease is signed. Most landlords require a security deposit to the equivalent of three month's rent, which is refundable at the end of the lease providing there is no damage to the property. Usually two to three month's advance notice is required if the contract is to be ended.



Districts in Vienna

Houses

- **Good level of accommodation in areas popular with both locals and some international assignees:** Districts 12, 17, 21, 23
- **Excellent level of accommodation in areas preferred by international assignees:** Districts 9, 13, 18
- **Exclusive areas:** Districts 1, 13, 19

Apartments

- **Good level of accommodation in areas popular with both locals and some international assignees:** Districts 2, 3, 4, 6, 7, 8
- **Excellent level of accommodation in areas preferred by international assignees:** Districts 9, 13, 18
- **Exclusive areas:** Districts 1, 13, 19

Vienna is composed of 23 districts (Bezirke), which although they all have their own names, are numbered for the sake of convenience and are arranged in concentric circles around the city center. The District 1 or Innere Stadt is closest to the city center and is a prestigious area to live, particularly for the exclusive apartments on offer. Districts 2-9 surround the city center, and most of them are surrounded by the Gurtel road (belt). Other areas popular with expatriates are Schönbrunn in the District 13 (home of the famous Hapsburg palace Schonbrunn, zoo, imperial greenhouse), Währing in the District 18 and Döbling in the District 19, a very green area bordering on the Wienerwald (Vienna forest) dotted with vineyards. District 19 has the also largest concentration of expatriate families due to its location and suburban qualities. The American International School is located here and there is easy access to the Vienna International School. The private school Theresianum is in the District 4.

Availability & Costs

Rents remained quite stable over the months with some signs of increases. Unfurnished apartments and houses are widely available, furnished ones are more difficult to find.

The average cost of a two-bedroom, unfurnished apartment in a very good area in Vienna is EUR 2,500 per month. A three-bedroom furnished house costs between EUR 3,800 and 5,200 depending on the area.

Garaging is not always included in above house rents. Districts 1-9 and 20 have resident parking, costing about EUR 140 per year. Otherwise, rents vary between EUR 200 per month in the first district and EUR 80 per month in the other districts. UST (Tax on costs) is included in the rents above. Utility costs are not included in rents but maintenance fees are.

3.2 Utilities & Services

Electricity and Gas

Homes in Austria are wired for 220 V, 50 Hz. Round 2-pin continental plugs are standard and you may need to use adapters or transformers for certain equipment.

Gas and electric bills are paid five times per year and are pro-rated based on the previous year's usage. Meters are read periodically and adjustments will be made. If you have paid too much you will receive a refund. If you have paid too little, you will be billed for the difference.

Contact Details

The electricity and gas supplier in Vienna is:

- **WienEnergie**
Address: Spitalgasse 9, 1090 Vienna
Tel: 0800 500 800
Email: info@wienenergie.at
Web: www.wienenergie.at (in German and English)

Water

The water quality in Austria is of a very high standard and all tap water is potable. If you live in an apartment building, water is often included with the rent. You will be charged for a fraction of all the water consumed in the building. However, if a meter has been installed or if you live in a house, you will receive a bill for the amount of water used.

Contact Details

Water is supplied in Vienna by:

- **Vienna Waterworks (Municipal Department 31)**
Address: Grabnergasse 4-6, 1060 Vienna
Tel: +43 1 599 590
Email: post@ma31.wien.gv.at
Web: www.wien.gv.at/english/environment/watersupply/index.html

Heating

The city heating supply in Vienna for flats in some blocks is provided for Vienna District Heating by WienEnergie - details are on the website (details above).

In general, if your house or apartment has oil heating, this charge will be included in your rent and is paid monthly.

Domestic Services

Domestic staff, either part or full-time, offering cleaning, gardening, driving and/or child care can be found through agencies (listed in the telephone directory) or by following up on recommendations made by friends, colleagues and neighbors. Live-in help is not as easy to find. Many domestic staff are migrant workers (*Gastarbeiter*). It is a customary requirement for domestic staff to undergo a medical examination before being offered employment.

Foreign Au Pairs may be employed in Austria without further permits, under the alien employment law (*Ausländerbeschäftigungsgesetz*), if the following conditions are met:

- The host family has notified the appropriate Job Service Centre (*AMS - Arbeitsmarktservice Österreich*) two weeks prior to the start of employment
- The Job Service Centre (AMS) has issued a confirmation of notification.

Further details about employing au pairs are available at the Vienna City Administration Assistance website.

If you employ domestic help for more than ten hours per week, you will be subject to Austrian employment laws regarding vacation pay: three to four weeks per year, Christmas bonus, and contributions to social security and health insurance.

The hourly rate for cleaning staff ranges between EUR 10 to 15; and the hourly rate for a baby sitter is around EUR 10 to 15.

- **Vienna City Administration Assistance**
Web: www.help.gv.at/145/Seite.1450000-17944.html

Dry-cleaning Services

Dry-cleaning services are plentiful in the city. Hammerl has good prices (Shirt laundered and pressed EUR 2.90 and trousers EUR 8) and there are numerous branches across Vienna.

- **Hammerl**
Address: Taborstraße 24, 1020 Vienna
Tel: +43 1 27 11 071
Web: www.hammerl-textilcare.com/en/personal-customers (website in English and German)
- **Anderungs Schneiderei**
Address: Lerchenfelder Straße 29, Vienna 1080 (Sankt Ulrich neighborhood)
Tel: +043 5 24 06 95
Hours: Monday to Friday: 10am to 7pm
- **Hartmann Textilpflege**
Address: Jasomirgottstraße 6, 1010 Vienna
Tel: +43 1 53 31 5 84

3.3 Education

Austrians place great emphasis on the importance of education and the Austrian public education system is of a high standard. Education is compulsory for children between 6 and 15 years of age. *Volksschule* covers the first 4 years of studies, followed by either *Hauptschule*, in preparation for a vocational training, or *Gymnasium*, in preparation for entry to a university and further studies. Private schools are available in most major cities (international schools are generally only found in Vienna).



International Schools in Vienna

- **Vienna International School**
Address: Strasse der Menschenrechte 1, 1220 Vienna
Tel: +43 1 203 5595
Email: visinfo@vis.ac.at
Web: www.vis.ac.at
Curriculum: The school offers the International Baccalaureate (IB) Primary Years Program, IB Middle Years Program and the IB Diploma Program, as well as Austrian Matura exams. The language of instruction is English, with English as a second language (ESL) provided for students requiring English language support. The school takes children between the ages of three and 19 years. Total enrollment is 1400, representing over 100 nationalities, with over half the students having parents working in the UN or who belong to the diplomatic community. The school is accredited by the Council of International Schools (CIS) and the European Council of Independent Schools, (ECIS).
Comments: The school provides bus services at an additional cost. There is no uniform policy. A canteen is available for children who wish to eat at school. The school offers a wide range of after school activities. Certain documents have to be provided for the admission process. A personal interview is also part of the process. School hours are from 8.30am to 3pm.
- **American International School**
Address: Salmansdorfer Strasse 47, 1190 Vienna
Tel: +43 1 401 320
Email: info@ais.at
Web: www.ais.at
Curriculum: The school offers the US curriculum, the Austrian curriculum and an international curriculum. Exams available include the International Baccalaureate (IB) Diploma Program, Advanced Placement and Austrian Matura. The language of instruction is English, with English as a second language (ESL) provided for students requiring English language support. The school takes children between the ages of four and 18 years and has a student body of around 800; the student body is 35% American, 20% are Austrian, with the remaining students representing around 60 other nationalities. The school is accredited by the Council of International Schools (CIS), the European Council of International Schools (ECIS) and the Middle States Association.
Comments: The school provides bus services at an additional cost. There is no uniform policy. A canteen is available for children who wish to eat at school. The school offers a wide range of after school activities. Certain documents have to be provided for the admission process.
- **Danube International School**
Address: Josef Gall-Gasse 2, District 2, 1020 Vienna
Tel: +43 1 720 3110
Email: info@danubeschool.at
Web: www.danubeschool.at
Curriculum: The school offers an international curriculum as well as the International Baccalaureate (IB). Exams available include the IB Diploma Program (DP). Instruction is in English, with English as a second language (ESL) provided for students requiring English language support. The school takes children between the ages of three and 18 years (Pre-kindergarten to Grade 12) and has a student body of around 400. The school is accredited by the Council of International Schools (CIS), the European Council of International Schools (ECIS) and the Middle States Association of Colleges and Schools (MSA).
Comments: The school does not apply a uniform policy. A canteen is available for children who wish to eat at school. After-school activities are offered to all students. Certain documents have to be produced for the admission process.
- **Vienna Christian School**
Address: Wagramer Strasse 175 / Panethgasse 6a, District 22, 1220 Vienna
Tel: +43 1 251 22 501
Email: office@vcs-austria.org
Web: www.viennachristianschool.org
Curriculum: The school offers a US faith based curriculum. Exams available include SATs and the Advanced Placement (AP). Instruction is in English, with English as a second language (ESL) provided for students requiring English language support. The school takes children between the ages of five and 18 years (Kindergarten to Grade 12).
Comments: The school applies a dress code. A canteen is available for children who wish to eat at school. After-school activities are offered to all students. Certain documents have to be produced for the admission process.

- **Lycée Français de Vienne (French School)**
Address: Liechtensteinstrasse 37A, 1090 Vienna; Kindergarten and Elementary, Grinzingerstrasse 95, 1190 Vienna
Tel: +43 1 317 2241, +43 1 370 1217 (Kindergarten and Elementary)
Email: contact@lyceefrançais.at
Web: www.lycee-français.at
Curriculum: The school offers a French curriculum. Exams available include the Brevet and the French Baccalaureate. Instruction is in French. The school takes children between the ages of three and 18 years (Pre-kindergarten to Grade 12) and has a student body of around 1,865 of whom 35% are French.
Comments: The school provides bus services, a canteen and there are boarding facilities. There is no uniform policy. The school offers a wide range of after school activities. Certain documents have to be produced for the admission process.
- **Schwedische Schule Wien (Swedish School)**
Address: Scheibelreitergasse 15, 1190 Vienna
Tel: +43 1 320 7980
Email: svenskaskolan@svenskaskolan.at
Web: www.svenskaskolan.at
Curriculum: The school offers a Swedish curriculum. Instruction is in Swedish. The school takes children between the ages of two and 11 years (Pre-kindergarten to Grade 6). A secondary Swedish education via distance learning is available for students up to 19 years of age.
Comments: The school does not provide bus services. There is no uniform policy. A canteen is available for children who wish to eat at school. The school accepts primarily children with Swedish ties, but children from other Scandinavian countries are also welcome. The school offers a wide range of after school activities. Certain documents have to be produced for the admission process. There is also a supplementary school for students to learn Swedish from 6 to 18 years of age on Mondays from 4pm to 5.20pm.
- **Japanese School**
Address: Prandaugasse 2, 1220 Vienna
Tel: +43 1 204 2201
Email: wien-nihonjingakko@utanet.at
Web: www.japaneseschool.at
Curriculum: The school offers a Japanese curriculum. Instruction is in Japanese. The school takes children between the ages of four and 11 years (Kindergarten to Grade 6) and has a student body of around 50.
Comments: The school provides bus services at an additional cost. There is no uniform policy. The school does not have a canteen; children have to bring their own lunches. Certain documents have to be produced for the admission process.

3.4 Public Transport

Air Travel

The national airline in Austria is Austrian Airlines, which also includes Lauda Air and Tyrolean Airways. The companies offer international direct flights to and from a variety of destinations. Other international airlines also have flights to and from Austria. Domestic air travel is also available with regular connections between Vienna and Graz, Klagenfurt, Linz and Salzburg.



Contact Details

- **Austrian Airlines**
Web: www.aa.com
- **Fly Niki**

Web: www.flyniki.com

Approximate Flight Times to Vienna

From	Hours
London	2
Los Angeles	15
New York	9
Singapore	14
Sydney	25

International Airports

Vienna

The airport is located 18 kilometers (11 miles) southeast of the city. Airport facilities include banks, bureau de change, post office, restaurants, bars, shops, business facilities, lounges, chapel, free wireless LAN and car hire.

- **Vienna International Airport**
Web: www.viennaairport.com

Getting Downtown - Bus

Buses run every 30 minutes from the airport between 5am and 11pm to Vienna Westbahnhof (west train station) on the 1187 line. Bus service 1185 runs between 4am and 11:30pm serving Morzinplatz/ Schwedenplatz. Journey times are around 20 minutes. The cost of a single ticket is EUR 7 (EUR 12 return). Tickets can be bought either at the Vienna Airport Lines service desk at the airport or from the bus driver.

An express bus service runs every 20 to 30 minutes from the airport to the city air terminal. The service runs from 5am to 1am (providing a 24-hour service in the summer).

For more information, contact:

- **Postbus**
Web: www.postbus.at/en/Airportbus/Vienna_AirportLines/index.jsp

Getting Downtown - Train

There are regular train services from the airport to Wien Mitte and Wien Nord train stations where you can change to the underground system (U-Bahn). S-Bahn services run between 5am and 10.30pm and journey time is around 24 minutes. A single ticket costs EUR 3.40 (plus EUR 1.70 for onward travel on public transport).

The City Airport Train runs from the airport to Wien Mitte station taking about 15 minutes. A single ticket costs EUR 9 (EUR 16 return) and services operate between 5.38am and 11.08pm, with a train departing every 30 minutes.

- **City Airport Train**
Web: www.cityairporttrain.com
- **S-Bahn**
Web: www.schnellbahn-wien.at

A journey planner and timetable are available at the ÖBB website.

- **ÖBB**

Web: www.oebb.at, www.oebb.at/pv/en/Servicebox/Train_schedule/index.jsp.

Getting Downtown - Taxi

Taxis are available and the taxi stand is located to the north of the Arrivals Hall. The fare from the airport to the city center costs around EUR 30 to 35 and the journey time is approximately 30 minutes. Taxis from the airports are metered, but a fixed price can be paid at the numerous booking counters.

Car Hire

Cars hired in Austria are not allowed into the following countries: Albania, Bosnia, Belarus, Bulgaria, Croatia, Estonia, Greece, Latvia, Lithuania, Macedonia, Montenegro, Poland, Russia, Slovenia, Turkey, Ukraine and Yugoslavia. Luxury cars are not allowed into Italy. However, for an additional fee, travel into most or all of these countries can be arranged for specific car categories with advance notice.

Car hire companies are represented at the airport, including:

- **Avis**

Tel: +43 1 7007 32700

Web: www.avis.at

- **Budget**

Tel: +43 1 7007 32700

Web: www.budget.co.uk/car-hire/car-hire-austria.htm

- **Europcar**

Tel: +43 1 7007 32699

Web: www.europcar.at

- **Hertz**

Tel: +43 1 7007 32661

Web: www.hertz.at

- **Sixt**

Tel: +43 1 7007 36517

Web: www.sixt.com/car-rental/austria

Other international airports include Graz, Innsbruck, Klagenfurt, Linz and Salzburg.

Bus Travel

Bus services are run by federal and local authorities as well as private companies. The bus network reaches the remoter villages and otherwise inaccessible Alpine valleys, which are not serviced by the rail network. As a general rule, Bahnbus services, operated by ÖBB, depart from outside train stations; and the Postbus service tends to stop outside the post office.

The Austrian bus guide can be consulted in any Tourist Information Office and lists routes as well as timetables and prices. Coach excursions and sightseeing tours operate from most major towns and cities. About 70 international bus services travel to or through Austria.

- **Central Bus Information**

Tel: +43 1 794 440

- **ÖBB**

Web: www.oebb.at/pv/en

- **Postbus**

Web: www.postbus.at/en/index.jsp

Rail Travel

Austrian Federal Railways runs efficient rail services throughout Austria. There are regular inter-city trains between Vienna and Salzburg, Innsbruck, Graz, and Klagenfurt. Austria also has excellent rail connections to many international destinations. There are express services to Prague, Budapest and Bucharest. Other services provided include hourly train departures between Salzburg and Munich with onward connections to other middle and northern European major cities. Express sleepers from Vienna stop at Salzburg and Innsbruck on the way to Zürich and Basel.

There are first and second-class seats and usually a snack bar or a dining car on express trains. Fares are calculated by distance. Tickets (*Fahrschein*) are bought at the station (*Bf* - *Bahnhof* or *Hbf* - *Hauptbahnhof*). If a station is unmanned, buy a ticket from the conductor on the train, in other cases if you buy a ticket on the train there is an extra charge.

Types of trains in Austria:

- InterCity (IC): comfortable trains with (often) a telephone, bar, restaurant, lounge
- InterCity Night (ICN): first class (beds & included breakfast) and tourist class (reclining seats) on these night trains. Restaurant and bistro car. Reservations are required.
- InterCity Express (ICE): high-speed trains (175mph/280km/h)
- EuroCity (EC): these trains connect with other European countries and offer a comparable level of service as IC
- EuroNight (EN): these night trains connect with other European countries in overnight services
- Schnellzug (D) and Eilzug (E) stop more frequently and Regionalzug are local trains stopping at all stations.

Tickets can be obtained from any station ticket office or from most Austrian travel agents. Trains are relatively expensive but there are some domestic fare reductions available. Children under six years travel free and children between the age of 6-15 years pay half-fare. Ordinary return tickets (over 70 km) are valid for two months, you can break your journey as many times as you like, although your ticket must be stamped/validated by an inspector. Various fare reductions are granted, such as: cross-country rail pass, rail passes for the individual provinces, discounts for senior citizens and groups, as well as reduced return tickets for distances up to 51 km. Seat reservations are available at an additional cost.

There is an hourly or two hourly inter-city service available on all major routes, and regular car ferry services through the Tauern Tunnel.

- **ÖBB**
Tel: +43 1 93000, +43 5 1717 (call center)
Web: www.oebb.at

Sea & River Travel

A number of operators run cruises along the Danube River to the Black Sea, and from Bregenz. Cruises last from one to eight days and run almost throughout the year (except during the winter). On some cruises, a passport may be required.

There are regular passenger boat services from mid-May to mid-September along the Danube and on Austria's lakes. The Danube steamer services are run by the DDSG and other boat trips by private or state-owned companies. International rail tickets are valid on the Danube riverboats. More information on these services, including connections with Bratislava, Budapest, Belgrade, Istanbul and Yalta can be obtained from the DDSG.

Since 2006 there has been a high-speed boat service, Twin City Liner, which links Vienna and Bratislava between April and late October (Fridays and weekends only from November to mid-December). The journey is 75 minutes, which is about 10 minutes more than by train. Boats leave either city three times a day.

- **DDSG**
Address: Schiffahrtszentrum, Handelskai 265, 1020 Vienna
Tel: +43 1 588 80
Email: info@ddsg-blue-danube.at
Web: www.ddsg-blue-danube.at
- **Twin City Liner**
Web: www.twincityliner.com

Transport in Vienna

Vienna has an excellent public transportation system. Expatriates find that public transport is less stressful than driving by car and dealing with many of Vienna's one-way streets, traffic, oncoming trams, pedestrian areas and expensive parking places.

All public transport in the area around Vienna has joined the fare union *Verkehrsverbund Ost-Region* (VOR). This means that any ticket bearing the VOR symbol can be used on every means of public transport in the area. You can use the same ticket for a journey that involves trips by bus, tram, metro and/or train, and you can change as often as you have to without having to buy a new ticket. All of Vienna is in one zone.

The Vienna Transport Authority operates the underground (*U-Bahn*), commuter rail (*S-Bahn*), tram (*Strassenbahn*) and bus networks. A single ticket for traveling one way in one zone costs EUR 1.80. Validated tickets can be used for all public transport in the core zone. Tickets are available at ticket machines at most underground stations or at points of advance sale. Tobacconists also sell tickets. You may also purchase a ticket on board the bus or tram at an increased rate of EUR 2.20 per ticket. Passes are available for 24 hours or as weekend, weekly, monthly or annual passes. Public transport operates between 5am and midnight.

Outside these hours, night buses run around the ‘Ring’, which is a circular road around Vienna’s inner city (first district). These night buses do not serve the Ring exclusively – they come from a terminus located in the outer districts and head towards downtown Vienna, where they enter the Ring and make a full circuit, exiting the ring at whichever point they entered, then return to the terminus where they came from. Not all night buses come into the first district however and many of the 23 lines start far outside downtown Vienna.

Details of public transport in Vienna are available on the local government website or the Vienna Transport Authority:

- **City of Vienna (local government)**
Web: www.wien.gv.at/english/transportation-urbanplanning/public-transport/
- **Vienna Transport Authority (Wiener Linien)**
Web: www.wienerlinien.co.at

Rail

Train fares are calculated by the kilometer, with single tickets of up to 100km valid for one day only. For distances over 101km, tickets are valid for up to 3 days, with the added benefit of being able to alight en-route (not possible for shorter journeys). Tickets can be purchased on trains, although they carry a price premium of a few euros. For long-stay or frequent travelers to Austria, it is worthwhile purchasing a Vorteils card which provides discounts of up to 45% on all ÖBB routes.

Stations

Vienna has five terminal stations serving local and international destinations:

- Westbahnhof: generally serves western Austria, such as Salzburg for example; and European cities such as Frankfurt, London and Paris.
 - Südbahnhof: generally serves the south and east of Austria, and includes European cities such as Bratislava, Budapest, Prague and Venice. Only part of this station remains open as construction continues on the new Central Station, which is set to open in 2014.
 - Franz-Josefs-Bahnhof: generally serves northwestern Austria and Prague.
 - Wien Nord: generally serves nearby areas and northern Austria.
 - Wien Mitte: generally serves nearby suburbs and towns around Vienna.
-
- **Vorteils card**
Web: www.oebb.at/pv/en/Servicebox/VORTEILScard

Subway

The subway operates seven days a week, with the first trains departing around 5am and the last trains leaving the city center around 0.30am. During the day, train intervals are about 5 minutes during non-peak hours, every 2 to 4 minutes during peak hours, and 7 to 8 minutes after 8.30pm. There are five U-Bahn lines, and stations are prominently marked

with blue U signs. Karlsplatz and Stephansplatz are the main transfer points between lines. Following completion of the third construction stage in 2009, the underground network has a total length of approximately 75 kilometers.

A map of the city underground is available on line at the Vienna Underground website; details of maps, timetables and fares are also accessible from the University of Vienna website.

- **Vienna Underground**
Web: www.viennaunderground.eu
- **University of Vienna**
Web: www.homepage.univie.ac.at/horst.prillinger/metro/english/information.html

Bus

Trams and buses are in operation between 5am and midnight. However, some lines may only run until 9pm and not on Sundays and public holidays. Be sure to check the timetables at the relevant bus or tram stops. The tram and bus network covers most of the city.

There is an integrated ticket system for the U-Bahn, buses and trams. Tickets can be purchased at Automatic Ticket Machines or at the Vienna Transport Authority kiosks.

- **Single-journey Ticket:** costs EUR 1.80 in the Vienna Transport Authority's ticket offices and ticket machines (underground) or EUR 2.20 when purchased on the tram or bus. The ticket for a single trip can be used for any single trip within Vienna. You may change lines, but you may not interrupt your journey. Night buses use regular tickets so the same prices apply whether you travel day or night.
- **24-hour Vienna Card:** costs EUR 5.70 and can be purchased in the Vienna Transport Authority's ticket offices, cigarette vendors and ticket machines. The 24-hour Vienna card is valid throughout Vienna for exactly 24 hours from the time it is punched.
- **48-hour Vienna Card:** costs EUR 10.00 and can be purchased in the Vienna Transport Authority's ticket offices, cigarette vendors and ticket machines. The 48-hour Vienna card is valid throughout Vienna for exactly 48 hours from the time it is punched.
- **72-hour Vienna Card:** costs EUR 13.60 and can be purchased in the Vienna Transport Authority's ticket offices, cigarette vendors and ticket machines. The 72-hour Vienna card is valid throughout Vienna for exactly 72 hours from the time it is punched.
- **Weekly Vienna Card:** costs EUR 14.00 and can be purchased in the Vienna Transport Authority's ticket offices, cigarette vendors and ticket machines. The card is valid from midnight on Monday until 9.00 am on the following Monday.
- **Monthly Vienna Card:** costs EUR 49.50 and can be purchased in the Vienna Transport Authority's ticket offices, cigarette vendors and ticket machines. The card is valid from midnight on the first day of the month until midnight of the second day of the following month.
- **Vienna Card:** is a 72-hour rover ticket valid on the underground, trams and buses, with additional discounts and benefits on many attractions. The card costs EUR 18.50 and it comes with a comprehensive information brochure. The card can be purchased from the Vienna Transport Authority's ticket offices and hotels.

- Children under age of six travel free on Vienna's public transport network. Any pupil under the age of nineteen travels free on Sundays, public holidays and during Vienna school holidays (provided they can give proof they are at school i.e. have student ID from an Austrian school).

Tickets bought in advance must be punched in a blue ticket-validating machine inside the tram or bus or at the barrier before you board the underground train. On board ticket inspections are carried out at various times. Travelers caught without a valid ticket are subject to a fine of EUR 60.

A large city transport map (*Verkehrslinienplan Wien*) showing all metro, railway, tram and bus routes and stations is available from all railway stations, WVB ticket offices and some information offices (costs EUR 1.50).

- **Wiener Linien**
Web: www.wienerlinien.co.at

Taxi

Taxis are widely available and are reasonably priced; and can be found at clearly marked taxi stands (*Taxistandplätze*), usually located near U-Bahn, Strassenbahn and Autobus stations and busy intersections. They will not respond if you try to hail them on the street. The taxis have meters and higher rates are charged for trips between 11pm and 6am all day Sunday, and public holidays. There is usually a surcharge payable for calling for a taxi (EUR 2.50) or taking a taxi from a taxi stand (EUR 1). Taxis cannot be hailed on the street.

The initial meter charge is EUR 2.50 (EUR 2.60 between 11pm and 6am all day Sunday, and public holidays) plus EUR 1.30 to 1.49 per kilometer thereafter. Radio cabs ordered by telephone have an initial charge of EUR 6.

When calling for a taxi from home, state your district and house address. Most taxis do not accept credit cards. A receipt (*Rechnung*) is available upon request. To call a taxi, look under "Taxi" in the Yellow Pages.

A novel way to travel around Vienna is the FAXI – The Bicycle Taxi (Pedicabs). These are three-wheeled bicycle rickshaws, which carry two persons (including hand luggage). The fares are EUR 2.50 per kilometer.

- **FAXI**
Web: www.faxi.at
- **Yellow Pages**
Web: www.gelbeseiten.at

3.5 Owning a Car in Austria

There is an excellent internal road system in Austria. A large part of the Austrian road system consists of mountain roads. *Autobahnen* (marked with an "A") are motorways that connect the major cities. *Bundesstrassen* are national roads and have a "B" prefix.

Tolls are payable on a number of motorways, tunnels, mountain roads, and main roads. Toll stickers (*Autobahnvignette*) are available for purchase at newsagents, border points and petrol stations or from the automobile clubs (see below). Once purchased you must attach the sticker to your windscreen. Costs are EUR 7.90 for ten days; EUR 23 for two months; and EUR 76.50 for one year. Driving the motorways without a vignette will result in a fine of between EUR 400-4000 plus a EUR 120 toll surcharge that must be paid at the same time.

Its worth mentioning that car-ownership in Vienna is relatively low due to the excellent public transport system and the fact that there are very small roads in the city center as well as many pedestrian only areas; one-way streets make navigating the city difficult..

Insurance in Vienna can be expensive and it is advisable to obtain a letter from your previous insurer attesting to a clean claims record or similar. Some insurance companies take this into account and therefore do not weight your insurance as though you were a 'new' driver.

Automobile Dealers

Almost all makes of vehicle are available in Vienna, with European (and especially German) marks the most prevalent. Both manual and automatic gearshifts are available although manual is the most common. European dealerships are plentiful and all provide after-sales care and servicing for all models.

- **Helmut Eisner OHG (Volvo dealership)**
Address: Breitenfurterstraße 203, 1230 Vienna
Tel: +43 1 804 13 13
Web: www.partner.volvocars.at/eisner
- **BMW Wien Donaustadt**
Address: Rautenweg 4-6, 1220 Vienna
Tel: +43 1 259 35 46 0
Email: office@bmw-wien.at
Web: <http://wien.bmw.at/100/donaustadt/willkommen>
- **Porsche Tigergasse**
Address: Tigergasse 13-15, 1080 Vienna
Tel: +43 1 405 36 07
Email: tigergasse.porsche@porsche.co.at
Web: www.porschetigergasse.at

Driving License

Persons who hold a full license issued in an EU or EEA country do not have to exchange their current license for an Austrian license. However, if you wish to exchange your driving license for an Austrian license, you may do so at any time.

All other nationals can drive for 6 months on their own national driving license and must obtain an international driving permit. If you intend to reside longer than 6 months, you will need to transfer your driving license to an Austrian License. Nationals from countries that do not have an agreement with Austria will have to pass the Austrian driving test. For those residing in Vienna, further information can be obtained from Verkehrsamt.

Documentation Required

- Completed Driving Licence Application form (*Führerscheinantrag*)
- Birth certificate (*Geburtsurkunde*)
- Residence Registration Form (*Meldezettel*)
- Official identification with photo (*amtlicher Lichtbildausweis*) e.g. passport (*Reisepass*)
- Old driving license
- Two passport photos (35 mm x 45 mm)
- Medical report (for the exchange of driving licenses from non-EEA states)

In Vienna the original documents are required and additional copies (one copy from the Residence Registration Form, two copies from the old driving license and Passport).

For those residing outside Vienna, contact the driving license office (*Führerscheinstelle*) at your nearest district administration offices (*Bezirkshauptmannschaft*). Foreign drivers who commit three recordable offences, (*Vormerkdelikte*) will be banned from driving in Austria.

Contact Details

- **Verkehrsamt**
Address: Josef-Holaubek-Platz 1, 1090 Vienna
Tel: +43 1 313 100

Further information is available from the Austrian Government website.

- **Austrian Government**
Web: www.help.gv.at/Content.Node/139/Seite.1390000.html

Driving Rules and Regulations

Traffic and vehicle regulations are similar to other European countries. The following information is for guidance. Before driving in a foreign country, it is advisable to read a copy of the local driving rules and regulations.

Local Vehicle Regulations

Requirements include:

- You must carry a red warning triangle, high visibility vest and a first aid kit in your car. A spare bulb kit and fire extinguisher are recommended.
- Third-party car insurance is compulsory. To obtain registration papers and license plates you have to show proof of insurance. Additional “Green Card” insurance is recommended.
- Car registration documents, driving license and the insurance certificate need to be carried at all times when driving.

A vehicle with foreign license plates may be used in Austria for a maximum duration of one year (starting from the date it was first brought into the country), provided that the primary residence of the vehicle owner is not in Austria. If a vehicle owner moves to Austria and establishes a primary residence, the vehicle with foreign license plates may be used for one month in Austria.

After this, the foreign license plates are to be turned in to the Austrian Vehicle Registration Office and Austrian license plates used, for which registration is required.

Information regarding car registration is available at:

- **Kraftfahrzeugzulassungsstelle (Registration Office)**
Address: Verkehrsamt, Liechtenwerder Platz 5, 1090 Vienna
Tel: +43 1 313 450

General Road Safety

- The minimum driving age is 18 years.
- Driving is on the right side, overtaking on the left.
- The use of front seat belts is compulsory and the use of rear seat belts is compulsory if fitted. Children under 12 years of age or less than 1.5 meters in height are not allowed to sit in the front unless using an approved seat or harness. Children under 12 years of age and over 1.5 meters in height must use an adult seat belt.
- It is illegal to use a mobile telephone whilst driving unless a “hands-free” kit is used.
- Do not cross solid white lines in the center of the road (these may be single or double solid white lines). You can only cross if there is a double line where one line is solid and the other (on your side of the road) is dashed.
- For motorcyclists: helmets are compulsory; headlights must be illuminated 24 hours.
- The legal blood alcohol level for driving in Austria is less than 0.05%. Drivers caught exceeding the limit will receive a heavy fine and may lose their driver’s license.
- Drivers are required to immediately report all traffic accidents involving personal injury to the police. Material damages must only be reported when fault on either of the parties involved in the accident has not been fully established.
- In cities where there are tramways, motor vehicles must not pass on the right of the tram when it is stationary and passengers are getting on and off. On intersections without signs or traffic lights, where the car which coming from one’s right usually has the right of way. The tram also has the right of way when coming from the left.
- Snow tires or chains may be required during the winter for certain roads (permitted use between 15 November and Easter only).
- As of 1 January 2008, cars are no longer required to have headlights on at all times when driving in Austria. Motorcycles however do have to have their headlights on at all times.
- When driving on mountain roads, the vehicle ascending has the right of way.
- A car will indicate its desire to pass by flashing its headlights.

Speed Limits

Speed limits are generally as follows (unless otherwise specified):

Type	Speed limit
Built-up areas	50 km/h (approx. 30 mph)
Major roads outside towns	100 km/h (approx. 60 mph)
Motorways	130 km/h (approx. 80 mph)
Some motorways 10pm to 5am	110 km/h (approx. 70 mph)

Useful road signs

English	German
Gasoline	<i>Benzin</i>
Diesel	<i>Diesel</i>
No Parking	<i>Parken Verboten</i>
Motorways	<i>Autobahn</i>
Exit	<i>Ausfahrt</i>
One-way	<i>Einbahn</i>
Detour	<i>Umleitung</i>
Road Closed	<i>Fahrverbot</i>

Parking

Blaue-Zone parking areas are marked by blue lines on the road. The zones require a time imprinted parking disc, as there is a three-hour parking limit. Parking discs can be obtained in banks, nearby shops, or from automated disc machines in the parking area.

Prepaid parking vouchers can be purchased at tobacconists, public transport ticket machines, auto clubs, some petrol stations and cigarette vending machines. Color coating signals length of permitted parking and have different prices. Free 10 minute parking vouchers can be picked up at the city's main cashier office, the City Information Bureau and the Citizen's Service.

There are permanent parking permits (*Parkpickerl*) for residents in the city. These are available at the municipal district offices for an annual fee of EUR 192.89 (including administrative and federal fees) for Districts 1 to 9 and 20, and EUR 118.49 for the District 15. There are discounts for 2 year passes and any unused portion will be reimbursed if you return your parking meter.

Details on parking regulations in Vienna are available from the Vienna City Administration website.

- **Vienna City Administration**
Web: www.wien.gv.at/english/transportation/parking/index.htm

Gasoline

Gas (petrol) stations are generally open between 8am and 8pm, although stations in larger cities may operate 24-hours. Major credit cards are not always accepted so do not rely on this method for payment. There has been an increase in unmanned gas stations however in

the last few years, which all take international credit cards. Unleaded gasoline is known as *bleifrei normal* ('Regular') or *bleifrei super* ('Super'). Regular unleaded gasoline has an octane rating of 91; unleaded Super has the octane rating of 95 and Super Plus has an octane rating of 98. Leaded gasoline is no longer available in Austria. Diesel fuel is available. LPG is called *autogas*.

Automobile Club

- **ARBÖ (Auto-, Motor- und Radfahrerbund Österreichs)**
Address: Mariahilfer Straße 180, 1150 Vienna
Tel: +43 1 891 210, 123 (emergency breakdown)
Email: info@arboe.at
Web: www.arboe.or.at
- **ÖAMTC (Österreichischer Automobil Motorred und Touringclub)**
Address: Schubertring 1-3, Vienna
Tel: +43 1 711 997, 0810 120 120, 120 (emergency breakdown)
Email: office@oemtc.co.at
Web: www.oemtc.co.at
Comments: Services include breakdown assistance, advice on road emergency services, general road conditions, traffic information, route planning, and on Austrian driving regulations.

3.6 Communication

The Austrian telecommunications market has been privatized in recent years but the main service provider is still Telekom Austria. Billing is bi-monthly and detailed information is not provided on the bill for either local or long distance calls.

The easiest way to get a fixed line installed is to complete an application form in a Telekom Austria shop or on their website. The shops are mostly located inside the Post Offices, because Telekom Austria once was part of Österreichische Post. In most cases, the process is quick and simple because most apartments already have the analogue line installed and Telekom will only have to assign a number and release it.



For a comparison of communication providers (telephone, mobile, internet), the site Billiger Telefonieren (cheaper calling) compares all major providers and gives the best and current rates

- **Billiger Telefonieren**
Web: www.billiger-telefonieren.at

Main providers include:

- **Amiga**
Web: www.amiga.at
Comments: A new provider concentrating on the fixed network and international telephone services, with a single EU tariff.
- **Inode**
Web: www.inode.at

Comments: Offers DSL internet access and VoIP fixed lines connections.

- **Tele2**

Web: www.tele2.at

Comments: Call-by-call provider. To use the service, you need a Telekom fixed line phone.

- **Telekom Austria**

Web: www.telekom.at

Comments: Their website offers comprehensive information about their services and charges.

- **UPC**

Web: www.upc.at

Comments: Phone, television and internet provider with various combined packages.

Making a Call

Full International Direct Dialing (IDD) services are available throughout the country.

- *To make an international call to Austria:* Dial the IDD code (e.g. from Europe 00; US 011) + 43 (the country code for Austria) + the city code + the telephone number.
- *To make an international call from Austria:* Dial 00 (the IDD code) + the country code + the city code if applicable (minus the zero) + the telephone number.
- *To make a national call in Austria:* Dial 0 + the city code + the telephone number.
- *To make a local call:* Dial the telephone number only.

Useful Telephone Numbers

Service	Telephone
Telekom Austria	0800 100 100
Local directory assistance	1611
European directory assistance	1613
Overseas directory assistance	1614
Telegrams	190

City Codes

City	Code	City	Code
Bludenz	5552	Neunkirchen Niederosterreich	2635
Graz	316	St. Polten	2742
Innsbruck	512	Salzburg	662
Kitzbuhel	5356	Vienna (Wien)	1
Klagenfurt	463	Villach	4242
Krems An Der Donau	2732	Wels	7242
Linz	70	Wiener Neustadt	2622
Leoben	3842	Wolfsberg	4532

Telephone numbers for Vienna often appear inconsistent, with differing numbers of digits. Some numbers are for individual lines and others are for lines with extensions. For example: 12345-0, indicates that the line has extensions: if you know the extension, drop the 0 and add the extension; if not, dial the 0.

Public Telephones

Some coin-operated pay telephones are being replaced by card phones, although in general there are fewer public pay phones available these days than previously due to the high incidence of mobile telephones. Telephone cards (*Telefon-Wertkarte*) can be purchased at any post office or tobacconists (*Tabak Trafiken*). To make a phone call with a card-operated phone, insert the card and dial. The cost of the call is automatically deducted from the card, and a digital window on the phone tells you how many units you have left (these are not minutes). Certain public phones in the cities also take major credit cards. You can also make long-distance calls from any post office. In some high-traffic locations, there are new telephone booths with touch screens. They provide a city-map, emergency numbers, internet access and video phoning as well as other options.

For call boxes and card-operated pay phones of Telekom Austria, there is only one local zone, the entire country and no time scale.

Mobile Telephones

Mobile telephones are widely available on GSM 900/1800 networks. Mobile phones in Austria are usually called 'Handys'. Network operators include (all the websites are in German):

- **3**
Web: www.drei.at
- **A1**
Web: www.a1.net
- **Orange**
Web: www.orange.at
- **T-mobile**
Web: www.t-mobile.at
- **Teling**
Web: www.teling.at



Internet

There is a wide range of Internet Service Providers (ISPs) in the Austrian market. There are several options for getting a connection at home: dial-up, ISDN, DSL and cable. You just need a normal analogue phone-line and an account with an ISP. If you have a fixed line telephone, you can usually just plug your computer in and connect.

Most dial-up ISPs offer two types of access:

- A pay-as-you-go service, usually on a per-minute basis
- A contract service where you pay a fixed amount per month for a limited access. These start at around EUR 15 per month.

Public WiFi zones are widely available.

- **Austrian Internet Service Providers**
Web: www.ispa.at (click on the link *mitgliederliste*)

Postal Services

The Austrian postal service (Österreichische Post) is efficient and reliable. Details of products, services and rates can be found on the website. Postage stamps may be purchased in post offices or tobacco shops. Mailboxes are painted yellow. A blue stripe on a mailbox indicates that mail will be picked up on Saturdays.

Post office hours are generally from 8am to midday and 2pm to 5 or 6pm Monday to Friday, but main post offices and those at major railway stations are open for 24-hours, seven days a week, including public holidays. In Vienna, the main post office in Vienna is open all week from 6am to 10pm. There are also 24-hour post offices at Südbahnhof, Westbahnhof and Franz Josefs Bahnhof.

Postal costs (priority class) for standard letters are:

- Within Austria: less than 20g EUR 0.62; up to 500g EUR 1.45
- To destinations in Europe: Priority Post; less than 20g EUR 0.70; up to 50g EUR 1.40; 50-100g EUR 3.40; mail takes around 2-4 days to reach the destination.
- To the rest of the world: Priority Post; less than 20g EUR 1.70; up to 50g EUR 2.10; 50-100g EUR 5.90; mail takes around 6 days to reach the destination.

Mail can be sent care of any post office and is held for one month (*Postlagernde Briefe*). You will need to bring along your passport or ID card (for EU citizens) to collect this type of mail. PO Boxes are also available for personal or business use.

- **Österreichische Post**
Web: www.post.at

Courier Services

Österreichische Post also provides an Express Mail Service:

- Domestic EMS: Delivery at time specified by customer is available. Delivery on Saturdays is available.
- International EMS: EMS takes the fast track to get to more than 220 countries. Items are delivered within two business days to numerous countries in Europe; overnight delivery is available to major cities and business centers in the European Union.

- **Österreichische Post - Express Mail Service**
Web: www.post.at/en/personal_sending_ems.php

Other international courier services include:

- **DHL**
Web: www.dhl.at/publish/at/en.high.html
- **FedEx**
Web: http://fedex.com/at_english
- **UPS**
Web: www.ups.com/europe/at/engindex.html
- **TNT**
Web: www.tnt.com/express/de_at/site/home.html (in German)

Radio & Television

Radio

Austrian Radio Stations

Below is a selection of popular Austrian radio stations:

Station	Website	Comments
Radio Österreich 1 (Ö1)	http://oe1.orf.at	
Radio Vienna (Ö2)	http://wien.orf.at	
Radio Österreich 3 (Ö3)	http://oe3.orf.at	pop music
Energy 104.2	http://energy.at	commercial pop music station only available in Vienna
FM 4	http://fm4.orf.at	primarily aimed at youths but has an hourly news flash broadcast in English during the day
Kronehit 105.8	www.kronehit.at	commercial, nationally-networked pop music station
Arabella 92.9	www.arabella.at	commercial music station from Vienna

International Radio Stations

International radio stations can be received in Austria. For up-to-date frequencies and program listings, please refer to the websites:

Station	Website
BBC World Service	www.bbc.co.uk/worldservice
Voice of America	www.voanews.com

Television

Austria has two national public television channels: ORF 1 and ORF 2 that broadcast principally in German. There is also a national commercial TV channel, ATV. Cable television is easily available and offers around 34 channels with programs in German, as well as some channels in Italian, French, Turkish and English. Films and programs from the United States and England are often dubbed in German, but televisions with dual channel capabilities can enjoy English (American) programs in their original language with German subtitles.

Austrian television sets and video recorders use the PAL system therefore sets using the SECAM system will not be compatible.

Channel	Website
ATV	www.atv.at
Orf	www.orf.at

Cable and Satellite

Cable or satellite TV is available in most Austrian homes and is often used to watch German stations, some of which tailor their output for local viewers. For satellite television, you may need to obtain permission from your landlord before installation.

License

In Austria, you are required by law to register, and purchase a license, for all broadcasting reception equipment (televisions, radios, and all technical appliances, which are designed to directly receive broadcasts).

For the reception of television and radio broadcasts in private residences for personal use, only one license fee has to be paid regardless of the number of sets. Payment of a license fee is not required for broadcasts received outside buildings (such as via a car radio).

In Austria, the television and radio license varies in price depending on which state you live. It is about EUR 250 for a television license and EUR 75 for a radio license.

- **Gebühren Info Service (GIS)**
Address: GIS Gebühren Info Service, GmbH, Postfach 1000, 1051 Vienna
Tel: 0810 001 080 (within Austria)
Email: gis.office@orf-gis.at
Web: www.orf-gis.at

Newspapers

Most major international publications, for example, *Financial Times*, *The Times*, and the *International Herald Tribune* are available at news stands and in bookshops on or the day after issue.

Newspapers published in Austria are mostly in the German language.



Popular daily newspapers include:

Newspaper	Website	Comments
Austria Today	www.austria-today.at	weekly English-language newspaper
Austrian Times	www.austriantimes.at	includes classified ads and job listings in English
Der Kurier	www.kurier.at	
Der Standard	www.derstandard.at	
Die Presse	www.diepresse.at	
Neue Kronen-Zeitung	www.krone.at	
Wiener Zeitung	www.wienerzeitung.at	
Wirtschafts Blatt	www.wirtschaftsblatt.at	daily newspaper for economy and finance

Bookshops

The following is a list of bookshops selling books in English:

- **The British Bookshop**

Address: Weihburggasse 24-26, 1010 Vienna

Tel: +43 1 512 19450

Web: www.britishbookshop.at

Comments: Leaving current building at the end of July 2011. Check website for update of new location.

■ **English-Bookshop.com**

Tel: 43 316 826 266

Web: www.english-bookshop.com

Comments: Austria's largest distributor of English language books. Books are delivered within 48 hours.

■ **Morawa**

Address: Wollzeile 11, 1010 Vienna

Tel: +43 1 513 7 513 450

Email: buchhandel@morawa.com

Web: www.morawa.com, www.buecheronline.at

Comments: Three stores in Vienna. Morawa is Austria's leading book retailer and Vienna's finest bookstore. A well stocked foreign languages department holds a wide range foreign language titles. Internet shopping is also available.

■ **Thalia**

Address: Mariahilferstraße 99, 1060 Vienna

Tel: +43 1 32 76 15 701, +43 1 595 4550

Web: www.thalia.at

Comments: Five branches in Vienna. This branch has four-floors, covering everything from DVDs, music and videos to English- and foreign-language books, bestsellers, fiction/non-fiction, journals, magazines and newspapers. Internet shopping is also available.

3.7 Health and Safety

General Advice

Health

Sanitation standards are high in Austria and food, tap water, and dairy products are all considered safe for consumption and are generally of a good standard. Bottled water is widely available if you prefer it to tap water.

A measles outbreak was reported from the Salzburg area in April 2008, resulting in more than 200 cases. Visitors are recommended to make sure their vaccinations are up to date, especially measles. Infants coming to Austria are recommended getting a measles vaccine starting at 6 months of age. Lyme disease is a tick-borne disease that occurs mainly in rural forested areas in the Danube River basin of eastern Austria, Carinthia, and elsewhere. Ticks are most abundant and active from April through September. Austria is reported to be free of canine rabies. Tick-Borne Encephalitis (TBE) is a viral tick-transmitted disease present primarily in the lowland forests of eastern and southeastern Austria, particularly in the areas around Klagenfurt, Graz, Wiener Neustadt and Linz, as well in the Danube River valley west of Vienna.

The usual personal care should be taken if there is to be an abrupt change in climate and cuisine from your country of origin. In summer, ticks are widespread especially in the forests. Most people get a vaccination to help combat the effects of ticks.

There are no major health risks in Austria; nevertheless, recommended vaccinations include those for hepatitis A and B, typhoid, rabies and measles-mumps-rubella (MMR)

along with as-needed boosters shots for tetanus-diphtheria. Some doctors recommend an influenza shot during the months November to April. A tick-borne encephalitis vaccine may be considered for long-term visitors who expect to be visiting rural or forested areas from April to October.

Safety

Crime has increased in Austria over the past years, especially in Vienna, but generally Austria has a low crime rate and violent crime is rare. However, crimes involving theft of personal property have gradually increased over recent years. Pickpockets and purse-snatchers generally operate around areas where crowds gather and favorite areas in Vienna are the main train stations and the pedestrian shopping area in the first district. There has been a significant increase in residential burglaries of expatriates living in Austria during the last year as part of a general escalation of residential burglaries and theft of personal items.

The usual commonsense precautions should be taken with regard to personal safety. Avoid showy displays of wealth and carry as little cash as is necessary. Avoid dark and quiet areas when you are traveling alone.

Visitors intending to ski should be aware that during and around the winter season there is continued danger of avalanches in some areas of Austria. Even during summer time, this danger still exists for snow-covered areas. Extra caution should also be taken during the spring season, as this is when avalanches most commonly occur.

Austria is a stable democracy and so the potential for war or civil unrest is low. Political demonstrations on a variety of issues occur, especially in Vienna. The demonstrations in 2009 were, by and large, peaceful. Planned protest must be notified to the authorities 24 hours in advance in order to be granted a permit to protest by the Vienna City Government. Police control for planned demonstrations is routinely very good.

If you are a victim of crime, report it to the local police who are generally friendly and efficient.

Contact Details

Avalanche information can be obtained by telephoning:

- **Avalance Information**
Tel: +43 512 581 839
- **Lawine**
Web: www.lawine.at
- **Avalanches.org**
Web: www.avalanches.org.

Medical Care

Medical care is generally of an excellent standard. There are public and private hospitals available throughout Austria. In general, embassies or consulates carry a list of doctors

who speak specific languages; otherwise, it is advisable to get recommendations from colleagues or friends.

For EU residents, the European Health Insurance Card (EHIC) will allow access to state provided healthcare at a reduced cost or sometimes free. It covers the treatment that is needed in order to allow the visitor to continue his/her stay until his/her planned return. It also covers treatment of pre-existing medical conditions and routine maternity care, provided the reason for the visit is not specifically to give birth.

Emergency Numbers

Service	Telephone
Police	133
Ambulance	122
Fire	144

The Universal European Emergency Number is 112 and works from anywhere in Austria from any phone. The 112 number in Austria connects the caller to the federal police call center, which then dispatches police, ambulance and/or the fire service depending on the emergency. This can be dialed free of charge from mobile phones without a SIM card and even in networks other than your own (when you don't have reception), unlike the emergency numbers listed in the box above.

Health Insurance



If you are employed in Austria you will have to pay contributions for medical care to a local social insurance organization (*Sozialversicherungsträger*). These are often called *Gebietskrankenkasse*. Generally, your employer will deduct contributions to the health insurance system from your salary and make the payments on your behalf.

If you wish to access private hospitals / healthcare facilities, it is important to subscribe to a private health insurance policy that suits your needs as healthcare in Austria is expensive.

Additional information is available from the Austrian Social Security Department (*Hauptverband der Österreichischen Sozialversicherungsträger*):

- **Hauptverband der Österreichischen Sozialversicherungsträger**
Address: Kundmangasse 21, 1031 Vienna
Tel: +43 1 711 320
Web: www.hauptverband.at (available in several languages)

Hospitals in Vienna

- **Allgemeines Krankenhaus (AKH)**
Address: Währinger Gürtel 18-20, 1090 Vienna
Tel: +43 1 40400-0
Web: www.akhwien.at
- **Sozialmedizinisches Zentrum Ost (SMZ)**
Address: Langobardenstrasse 122, 1220 Vienna
Tel: +43 1 288 02-0
Web: www.wienkav.at/kav/smz
- **Sozialmedizinisches Zentrum Süd - Kaiser-Franz-Josef-Spital**
Address: Kundratstrasse 3, 1100 Vienna
Tel: +43 1 601 91-0
Web: www.wienkav.at/kav/szx
- **Lainz Krankenhaus**
Address: Wolkersbergenstrasse 1, 1130 Vienna
Tel: +43 1 801 10-11
Web: www.wienkav.at/kav/khl
- **Krankenhaus Rudolfstiftung**
Address: Juchgasse 25, 1030 Vienna
Tel: +43 1 71165-0
Web: www.wienkav.at/kav/kar
- **Hanusch Krankenhaus**
Address: Heinrich Collin Strasse 30, 1140 Vienna
Tel: +43 1 910 21-0
Web: www.wgkk.at/portal27/portal/wgkkportal/channel_content/cmsWindow?action=2&p_menuid=52453&p_ta_bid=6
- **Wilhelminenspital**
Address: Montleartstrasse 37, 1160 Vienna
Tel: +43 1 49150-0
Web: www.wienkav.at/kav/wil
- **Unfallkrankenhaus Lorenz Böhler**
Address: Donaueschingenstrasse 13, 1200 Vienna
Tel: +43 1 331 10-0
Email: ubv@auva.at
Web: www.auva.at/ukhboehler
Comments: accident and emergency hospital
- **Unfallkrankenhaus Meidling**
Address: Kundratstrasse 37, 1120 Vienna
Tel: +43 1 60150-0
Email: UMV@auva.at
Web: www.auva.at/ukhmeidling
Comments: accident and emergency hospital
- **St. Anna Kinderspital**
Address: Kinderspitalgasse 6, 1090 Vienna
Tel: +43 1 40170-0
Email: pr@stanna.at
Web: www.stanna.at
Comments: pediatric hospital

Private hospitals with emergency departments include:

- **Rudolfinerhaus**
Address: Billrothstrasse 78, 1190 Vienna
Tel: +43 1 36036-0
Web: www.rudolfinerhaus.at
- **Privatklinik Döbling**
Address: Heiligenstädter Strasse 57-63, 1190 Vienna

Tel: +43 1 36066-0
Web: www.privatklinik-doebling.at/index_en.php

- **Neue Wiener Privatklinik**
Address: Pelikangasse 15, 1090 Vienna
Tel: +43 1 40180
Web: www.wpk.at
- **Krankenhaus Barmherzige Brüder**
Address: Grosse Mohrengasse 9, 1020 Vienna
Tel: +43 1 21121 0
Web: www.barmherzige-brueder.at
- **Goldenes Kreuz**
Address: Lazarettgasse 16, 1090 Vienna
Tel: +43 1 40111-0
Email: verwaltung@goldenes-kreuz.at
Web: www.goldenes-kreuz.at

Dental Care

Basic dental treatment is covered in the social health insurance and there is a maximum cost allowed. Certain treatments are not covered and have to be paid for privately, as have all treatment costs above the allowable amount. Dental insurance policies are available. The National Dental Association can provide information on dentists and dental clinics. The Austrian Dental Chamber also has information.

Contact Details

- **Dental Emergencies (Vienna)**
Tel: +43 1 512 2078
Comments: For dental emergencies at night or on Saturday and Sunday, they offer information on which dentist is on 24-hour call for the treatment of dental emergencies.
- **National Dental Association**
Tel: +43 1 512 5126
- **Österreichische Zahnärztekammer**
Address: Kohlmarkt 11/6, 1010 Vienna
Tel.: +43 505 11 1100
Email: office@zahnaerztekammer.at
Web: www.zahnaerztekammer.at
- **Service Department for Foreign Patients**
Address: Vienna Medical Association, Weihburggasse 10-12, 1010 Vienna
Tel: +43 1 513 9595
Comments: The association offers assistance to foreign visitors.

The following dentists have been used and recommended by expatriates:

- **Dr. Philip Jesch Dentistry**
Address: Wienerberg-City, Hertha Firnberg Strasse 10/2/1, 1100 Vienna
Tel: +43 676 74 80 807, +43 1 602 0102
Email: jesch@gmx.at
- **Prof. Dr. Georg Watzek Dentistry**
Address: Alserstrasse 8, 1080 Vienna
Tel: +43 1 408 3300
- **Prof. Dr. Siegfried Wunderer Dentistry**
Address: Spitalgasse 19, 1090 Vienna
Tel: +43 1 405 6119

A list of dentists in Austria is also available on the American Embassy in Vienna website.

- **American Embassy in Vienna**

Web: www.austria.usembassy.gov/doctors.html

Pharmaceuticals



Pharmacies are known as *Apotheke* and are widely available. Staff can give advice and treatment for minor ailments. Drugs are controlled but certain medications can be purchased over-the-counter. Prescription only medicines require a *Rezept* (prescription) from a doctor. The law on prescriptions is very strict. Many medicines that you may be able to buy over the counter in your own country, such as antibiotics, must be prescribed by a doctor in Austria.

If you have a health problem that requires purchasing prescription drugs whilst in Austria, ask your doctor to prescribe the drug by its generic name, since brand names vary widely from one country to another.

With state health insurance, the majority of the costs of prescription medicines are paid for directly by your insurance company. You pay only a small nominal fee for each drug, depending on its cost (*Zuzahlungspflicht*). The fee for a prescription in Austria is EUR 4.45. With private insurance, you pay for medication and then send receipts to your insurer for reimbursement.

Pharmacies are usually open from 8am to 6pm, and on Saturday from 8am to 12 noon. There are 24-hour and late night pharmacies, the addresses of which are posted in the window of all local pharmacies. The *Oesterreicheche Apothekerkammer* has a search engine (including night and holiday listings) if you enter an address and even has a downloadable smartphone application to help find the nearest pharmacy. In Vienna, you can also call the Pharmacy Information Line. There is also a 24-hour pharmacy and medical center at the airport.

- **Apotheker (app)**
Web: www.apotheker.or.at
- **Pharmacy Information Line**
Tel: 1550

Some pharmacies in Vienna include:

- **Graben-Apotheke Zum schwarzen Bären**
Address: Graben 7, 1010 Vienna
Tel: +43 1 512 47 24
Email: pharma@grabenapotheke.at
- **Apotheke Zum goldenen Hirschen**
Address: Kohlmarkt 11, 1010 Vienna
Tel: +43 1 533 90 74
Email: apo.gold.hirschen@indec.cc
- **St. Markus-Apotheke**
Address: Landstraßer Hauptstraße 130, 1030 Vienna
Tel: +43 1 712 35 61
Email: st.markus-apotheke@utanet.at
- **Segen-Gottes-Apotheke**
Address: Boerhaavegasse 7, 1030 Vienna

Tel: +43 1 712 52 91
Email: zastiera@aon.at

- **Siebenbrunnen-Apotheke**
Address: Siebenbrunnengasse 32, 1050 Vienna
Tel: +43 1 544 23 19
Email: info@siebenbrunnen-apotheke.at

3.8 Money and Banking

Currency Information

The currency in Austria is the Single European Currency - the Euro (EUR).

- 1 euro = 100 cents
- Notes are in denominations of 5, 10, 20, 50, 100, 200, and 500 euros
- Coins are in denominations of 1 and 2 euros; and 1, 2, 5, 10, 20, and 50 cents

Cash, Traveler's Checks and Credit Cards

Foreign currencies and travelers' checks may be exchanged at all banks, savings cooperatives, and post office counters at the official exchange rate. There are also foreign exchange counters at airports and railway stations, which may charge an additional handling fee. The exchange counters at airports and at railway stations are usually open from the time of first arrival or last departure of scheduled air or rail service (around 8am to 10pm including weekends). Traveler's checks can be cashed into any hard currency. Cash exchanges have a negligible commission but the exchange rate is usually about 2% lower than for checks. The post office usually charges the lowest commission rate. Many of the larger hotels also exchange traveler's checks for currency.

ATMs are widely available and many use the Cirrus and Plus systems. Major international credit cards are usually accepted; Visa and MasterCard are the most commonly recognized. American Express and Diner's Club are also accepted, but less widely. Some smaller establishments, shops and gas stations may require cash payment only.

For locally held accounts, credit card bills will be deducted straight from the current account at the end of every month and a separate statement will be sent to the account holder's address.

Banks

Banking hours often differ from bank to bank and also branch to branch. Banking hours in the cities are generally 8am to 12.30pm and 1.30pm to 3pm Mondays, Tuesdays, Wednesdays and Fridays; 8am to 12.30pm and 1.30pm to 5.30pm Thursdays. In the center of Vienna, many banks are open continuously from



Monday to Wednesday, as well as Friday 8.30am to 3.00pm and Thursdays 8.30am to 5.30pm.

Banks are closed on Saturdays, Sundays and public holidays. Online banking is available 24/7 and bank foyers are usually open 24 hours a day and contain both ATM machines and machines to print out your bank statements.

Banks in Austria include:

- **Bank Austria**
Web: www.bankaustria.at/de/index.html
- **BAWAG**
Web: www.bawag.at
- **Erste Bank**
Web: www.sparkasse.at/erstebank/home
- **Oesterreichische Kontrollbank**
Web: www.oekb.at
- **Raiffeisen**
Web: www.raiffeisen.at

For international bank transfers, account holders should use the IBAN number and swift code. All accounts in the EU are allocated with these numbers aimed at facilitating cross-border payments. These are vital for employees based in a different country from their employers.

Opening an Account

There are no special restrictions on the opening of a bank account for foreigners. Various account type options are available and larger banks tend to offer a wider array of services.

Most banks in Austria will not issue you a credit card, overdraft protection or ATM cards until you have been employed on Austria for 3 months. However, they will issue a debit card which allows you to withdraw money from the machines in your bank ATM lobby and pay at some retailers. Checks are available but rarely used in Austria although travellers' cheques (*Reisescheck*) can be issued by all national banks.

To meet the specific requirements of international workers in the country, several banks have a dedicated expatriate service for their customers.

Opening an account (*ein konto eröffnen*) is a straightforward process.

Documentation Required

- Passport
- Proof of residence in Austria.
- Residence Registration Form (*Meldezettel*)
- Employment details
- Student Identification if opening a student account

Paying bills

Various payment methods are available for bill settlement. A standing transfer order (*Dauerauftrag*) is the best way to take care of regular payments that do not change in amount, such as loan payments, premiums and rent. Direct debit orders (*Einzugsermächtigung*) allow you to easily take care of regular payments that vary in amount such as electricity and gas bills, telephone bills and radio and television fees. Transfer orders can be used for irregular payments. You simply fill out the transfer form. Most banks have online banking options where one can pay bills and transfer money in a secure way from a home computer.

Taxes

The tax year is the calendar year. Employers withhold income tax at source from salaries and wages, which is credited against year-end tax liability. Individuals who only have employment income with withholding are usually not required to file tax returns. Other taxpayers are required to file tax returns on the previous year's income by 31 March of the following year. An automatic extension to 30 September is granted if tax adviser prepares the return. Married couples must file separate tax returns; there is no provision for filing jointly in Austria. A spouse tax credit was abolished as of 1 January 2011.

All persons resident in Austria are subject to Austrian income tax on their worldwide income, including income from trade or business, profession, employment, investments and property. Non-residents are taxed on income from certain sources in Austria only ("limited tax liability").

A person is generally considered a resident of Austria if the individual has a residence available for use or lives in Austria for any uninterrupted period of more than six months. Nationality is not in itself a criterion for determining residence or tax liability. However, it may serve as an indicator of residence in cases of doubt.

The following progressive tax rate schedule applies to income (excluding special payments such as Christmas and vacation pay):

Taxable Income (EUR)	Tax Rate on Total Income
0 - 11,000	0%
11,001 - 25,000	23%
25,001 - 60,000	33.5%
Greater than 60,001	50%

A directive was issued by the Austrian Federal Ministry of Finance in December 1997 with respect to reduce taxes for the additional foreign service and housing allowances granted to expatriates. It applies to expatriates who have not been resident in Austria for the past ten years and have come there to work for less than five years and have maintained a residence in the home country. Foreign allowances paid to expatriates can be considered tax-free if they do not exceed 35% of taxable income. These allowances are not exempt from employers' payroll taxes. The allowances are:

Austria

- Expenses for change of residence due to assignment (relocation cost) is tax-exempt if supported by receipts (tax free up to 1/15 of annual gross salary).
- Expenses for “reasonable” rental costs may be paid tax-free in the payroll. In this case it is not necessary that the property is registered in the name of the company.
- Expenses for home leave are tax free if the expatriate visits the home country of the employer at the same time or visits the home country for maintenance of permanent residence.
- Expenses for children’s education; school fees for private international school tuition of EUR 110 are deductible per child and per month.

As of April 2011, Austria has income tax treaties with the following countries:

Albania	India	Portugal
Algeria	Indonesia	Romania
Andorra	Iran	Russia
Armenia	Ireland	San Marino
Australia	Israel	Saudi Arabia
Azerbaijan	Italy	Serbia
Bahrain	Japan	Singapore
Barbados	Kazakhstan	Slovakia
Belarus	Kyrgyzstan	Slovenia
Belgium	Kuwait	South Africa
Belize	Latvia	South Korea
Brazil	Liechtenstein	Spain
Bulgaria	Lithuania	Sweden
Canada	Luxembourg	Switzerland
China	Macedonia	Tajikistan
Croatia	Malaysia	Thailand
Cuba	Malta	Tunisia
Cyprus	Mexico	Turkey
Czech Republic	Moldova	Turkmenistan
Denmark	Mongolia	Ukraine
Egypt	Morocco	United Arab Emirates
Estonia	Netherlands	United Kingdom
Finland	New Zealand	United States
France	Nepal	Uzbekistan
Georgia	Norway	Venezuela
Germany	Pakistan	Vietnam
Greece	Philippines	
Hungary	Poland	

4 Cultural Integration

4.1 Business Etiquette

Business Hours

Austrians start the working day early and most are at work by 8am. Offices are usually open from 8am to 12.30pm and 1.30pm to 5pm. On Friday afternoons, many businesses close at 3pm. Government offices tend to open later, at 9am.



Business Dress

Austrian business people dress conservatively. Business suits, shirts and ties are sedate and appearances are well groomed. Business women generally wear a business suit or skirt and blouse. Jewelry is best kept discreet. Even in the hottest of weather, Austrians may keep their suit jackets and ties on. Unless your counterparts have removed their jackets, you should keep yours on as well.

Business Etiquette Tips

- The standard business greeting is a firm handshake with direct eye contact with the other person.
- An Austrian will not address another business associate by their first names unless they are extremely well acquainted and you should follow their lead. Titles and surnames are always used unless otherwise advised. Courtesy titles are *Herr* (Mr), *Frau* (Mrs), and *Fräulein* (Miss). If you speak German, the polite form *Sie* should be used rather than the informal *du*. If a colleague at some point in a conversation re-introduces themselves using their first name, that is an invitation to use the *du* form.
- Austrians plan their schedules really far in advance and try to stick to them. Arrange appointments well in advance. If you need to reschedule an appointment, inform your colleague as soon as possible.
- Punctuality is imperative. Austrians are always punctual for meetings and other engagements and expect others to observe the same courtesy. Arriving at least 5 minutes early is considered on time.
- Avoid planning important business meetings in August or around the Christmas holiday period as these are the main vacation times.

- Austrians are usually very formal during business discussions or meetings. Often, emails and faxes are relatively formal.
- Status and hierarchy are an important part of Austrian business culture. If someone holds an academic or professional title then they are generally addressed by this. (For example, *Herr Professor Surname*.)
- Basic knowledge of German is advantageous and attempts to speak German, however basic, are usually appreciated.
- Business cards are widely used and distributed. Business cards are usually exchanged at the initial meeting. Ideally, cards should be translated into German on the back. Your position or job title should be clearly printed below your name.
- Meetings usually begin with “small talk”.
- Presentations should be carefully planned, highly organized and straightforward. Literature and brochures should be very formal, serious and detailed. Arguments and claims should be well supported by empirical data.
- The decision-making process is often slow in Austria. Austrians make decisions methodically and with a great deal of thought and precision. In many situations, the decision-making comes from the top executives.
- Gift giving is not a standard practice in Austrian business situations. If you do offer a gift, keep it very simple.

4.2 Language & Phrasebook

A working knowledge of German is advantageous. Many Austrian business people are fluent in English and other European languages, but it may be considered impolite to assume that business would be conducted in a language other than German. If it is necessary to do so, it is polite to start with an apology for your lack of knowledge of the German language. In the presence of an interpreter, it is polite not to look at the interpreter but to give the other party your full attention.

Although Austrians speak German, there are a great many differences in dialect and pronunciation. It may be the same basic language, but Austrian German sounds quite different.

Some basic German words and phrases that will be useful:

English	German	English	German
Yes	<i>Ja</i>	Zero	<i>Null</i>
No	<i>Nein</i>	One	<i>Eins</i>
Good morning	<i>Guten Morgen</i>	Two	<i>Zwei</i>
Good evening	<i>Guten Abend</i>	Three	<i>Drei</i>
Good-bye	<i>Auf Wiedersehen</i>	Four	<i>Vier</i>
Please	<i>Bitte</i>	Five	<i>Fünf</i>
Thank you	<i>Danke</i>	Six	<i>Sechs</i>

Excuse me; I'm sorry	<i>Entschuldigung; Es tut mir leid</i>	Seven	<i>Sieben</i>
I don't understand	<i>Ich verstehe es nicht</i>	Eight	<i>Acht</i>
My name is	<i>Ich heiße</i>	Nine	<i>Neun</i>
How much?	<i>Wieviel?</i>	Ten	<i>Zehn</i>
When?	<i>Wann?</i>	Monday	<i>Montag</i>
Where?	<i>Wo?</i>	Tuesday	<i>Dienstag</i>
Who?	<i>Wer?</i>	Wednesday	<i>Mittwoch</i>
Why?	<i>Warum?</i>	Thursday	<i>Donnerstag</i>
Credit card	<i>Kreditkarte</i>	Friday	<i>Freitag</i>
Address	<i>Adresse</i>	Saturday	<i>Samstag</i>
Map	<i>Karte</i>	Sunday	<i>Sonntag</i>
Airport	<i>Flughafen</i>	Post Office	<i>Postamt</i>
Bank	<i>Bank</i>	Please speak slower.	<i>Sprechen Sie bitte etwas langsamer.</i>
Bus Station	<i>Busbahnhof</i>	Would you write that down please?	<i>Könnten Sie das bitte aufschreiben?</i>
Doctor	<i>Arzt / Doktor</i>	Can you repeat that please?	<i>Könnten Sie das bitte wiederholen?</i>
Hospital	<i>Krankenhaus</i>	Have a nice day!	<i>Einen schönen Tag allerseits!</i>

4.3 Social Etiquette

Greetings

A firm, brief handshake is the standard greeting at meetings and parties. Men should wait for a woman to initiate the handshake and younger persons should wait for an older person to be the first to extend a hand. Friends of the opposite sex or women will greet each other with two kisses on the cheek, alternating sides. Men will simply shake hands.



Titles and positions are very important. Forms of address are *Herr* (Mr), *Frau* (Mrs), and *Fräulein* (Miss), followed by professional titles then by professional degrees. It is important to acknowledge all honorifics during first introductions. Until you are invited to use the first name, refer to both men and women over 20 years old as *Herr* or *Frau*, regardless of their marital status.

It is considered impolite to enter a shop or restaurant without saying *Guten Tag* or, more often, *Grüss Gott*; similarly, to leave without saying *Auf Wiedersehen* is rude.

Entertaining & Gift Giving

Austrians value their privacy and are not likely to invite you for dinner early in a relationship. When you are invited, however, you should arrive on time, shake hands with your hosts and, if it is a large party, allow your hosts to introduce you. Remain standing until invited to sit, and expect that your host may indicate where you should sit – often the place of honor.

If you are invited to dinner, it is considered courteous to buy flowers for the hostess (traditionally an uneven number) and these should be unwrapped before handing them to the hostess on arrival. It is important to remember that red roses have romantic implications; red carnations are reserved for *May Day*; and lilies and chrysanthemums are associated with funerals. An assortment of chocolates, or a fine cognac would also be well received.

Etiquette Tips & Taboos

It is important to remember that gestures are often defined by circumstances and many times do not have the same meaning across cultures. Care should be taken by foreigners so that they do not unintentionally offend. Here are a few common social practices:

- Never call an Austrian a German. Although they speak a very similar language, the two countries have very different cultures, customs and values.
- In general, hands should be kept out of the pockets. When shaking hands, never leave the other hand in your pocket.
- Cross the legs over the knee and not at the ankle.
- Avoid chewing gum, especially when speaking with another person.
- Waving and shouting in public is frowned upon.
- To indicate that everything is ok or good, make the “thumbs up” sign.
- When using the hands to indicate numbers, the number one is indicated by using the thumb and not the index finger.
- To beckon a person, turn your hand so that the palm faces up and motion inward with all four fingers at once.
- Avoid discussions about money, religion or politics.
- Avoid public displays of affection.
- Do not “jay walk”. Austrians obey the rules when wishing to cross the road.

Tipping

Tipping is widespread but large amounts are not expected. A service charge of 10% to 15% is usually included in bills for hotels and restaurants but it is usual to tip hotel staff according to their duties and give a larger tip for exceptional service. *Bedienungszuschlag inbegriffen* indicates that service included.

There are no set rules and these figures are just a guide: Maids EUR 1 per day; porters generally charge EUR 1 per bag and a tip of EUR 0.50 is given on top; attendants at

theaters, cloakrooms, gas pumps, EUR 1; taxi drivers expect the fare to be rounded up for a short trip and 10% for a longer one. Hairdressers also expect 10% of the bill. Washroom attendants get about EUR 0.50 (usually received on a plate placed towards the exit/entrance). In restaurants it is usual to round the bill up. If no service charge is included a tip of 10% to 15% is polite.

Social Prejudices

Austria is predominantly Roman Catholic Christianity is predominant making up about two thirds of the population, although this number is falling. However, the number of Muslims in Austria has increased recently, with 4.2% of the population calling themselves Muslim to become the second largest religious group in the country. There are also minor communities of Hindus, Sikhs, Buddhists and Jews in Austria.

The Anti-racism institution ZARA based in Vienna, have reported that there have been many cases of racial abuse against Muslim women who choose to wear the headscarf, with the number of verbal abuses on the rise. The institution also claims that the headscarf is tantamount to a 'disability' when applying for jobs.

Some black Africans have reported discrimination with social prejudices linking them to be suspected trading of drugs.

Some nationals of the Balkan states have also reported being subject to social prejudice at times.

Neo-Nazism is slightly on the rise and the Government is watchful of the activities of extreme right-wing skinhead and neo-Nazi groups, many with links to organizations in other countries.

Gay / Lesbian

Vienna does not have a single predominantly gay and lesbian neighborhood, however the city has a quite lively and diverse gay and lesbian scene, with gay-friendly and mixed clubs and bars across town.

The Naschmarkt area is home to some of the more lively gay-friendly areas, where the Gay and Lesbian Community center is situated. Hot spots include Café Willendorf and Café Savoy, and Chameleon and Mango Bar attracting the younger crowd.

Vienna's spectacular "*Life Ball*" HIV charity event in May follows the Viennese Ball tradition and the "*Wien ist Andersrum*" (Vienna is Queer) cultural festival in early June is also gaining in popularity. The Rainbow Parade (in late June) is one of the fastest growing Pride Events worldwide. Local polls show Austrians have above average tolerances towards the gay communities and the authorities and tourist boards actively promote Vienna as a gay-friendly destination.

Registered partnerships have been legal in Austria since 1 January 2010. Austria has provided rights for de facto same-sex unions since 2003, which gives cohabiting same-sex couples the same rights as unmarried cohabiting opposite-sex partners.

4.4 Public Holidays

Employees in Austria are entitled to 13 paid public holidays as follows:

Public Holiday	2011	2012
New Year's Day	1 January	1 January
Epiphany	6 January	6 January
Easter Monday	25 April	9 April
Labor Day	1 May	1 May
Ascension Day	2 June	17 May
Whit Monday	24 May	13 June
Corpus Christi	23 June	7 June
Assumption	15 August	15 August
National Day	26 October	26 October
All Saint's Day	1 November	1 November
Immaculate Conception	8 December	8 December
Christmas Day	25 December	25 December
St. Stephen's Day (Boxing Day)	26 December	26 December

4.5 Integration

Websites for good information on Austria include:

- **Vienna City Administration**
Web: www.wien.gv.at/english
- **Austria.at**
Web: www.austria.at
- **Travel_guide**
Web: www.travel-guide.com/data/aut/aut.asp
- **Actilingua**
Web: www.actilingua.com/AboutVienna/index.htm
- **Go Europe**
Web: www.goeurope.about.com/cs/austria
- **Tour My Country**
Web: www.tourmycountry.com

International Associations & Clubs

- **American Women's Association (AWA)**
Address: Singerstrasse 4/11, 1010 Vienna
Tel: +43 1 966 2925
Email: awa@awavienna.com
Web: www.awavienna.com
- **British Community Association of Vienna**

Email: bcavienna@gmail.com

Web: www.bca-vienna.com

- **British Council**
Address: Schenkenstraße 21, 1070 Vienna
Tel: +43 1 533 2616
Email: office@britishcouncil.at
Web: www.britishcouncil.org/austria.htm
- **English Speaking Union**
Web: www.esu.org
- **The International Club**
Web: www.expatslinz.ning.com
- **Vienna Expats**
Web: www.vienna-expats.net
- **Vienna Highlanders**
Email: president@vienna-highlanders.com
Web: www.vienna-highlanders.com

Language Courses

There are many possibilities to learn German in Austria. Companies offering language courses in Vienna include:

- **Actilingua**
Web: www.actilingua.com
- **Ikivienna**
Web: www.ikivienna.at/en
- **Alpha**
Web: www.alpha.at
- **Orbislingua**
Web: www.orbislingua.com/ebadb.htm

A comprehensive list of German-language courses is available from the British Council in Vienna.

- **British Council**
Web: www.britishcouncil.org/austria-english-courses-in-austria.htm

4.6 Leisure

Shopping

Austria offers a wide range of shops from large department stores to small specialist shops. Prices are fixed, so bargaining is not an option. Prices are always displayed inclusive of taxes. Foreign visitors are entitled to refunds of Value Added Tax (*Mehrwertsteuer* - MWST). Many shops will only complete forms (U-34) for purchases over specific amounts and you will be asked to produce your passport to qualify. The form should be presented at the airport on departure. The airports at Vienna, Salzburg, Innsbruck, Linz and Graz have counters for instant refunds, as do some land crossings.

Austria is well known for crystal, hand-painted porcelain and glassware, woodcarving and wrought-iron work, leather goods, china and pottery, and antiques. Prices may appear high but quality is usually assured.

Shopping in Vienna is excellent and easy because all the principal shopping-streets are so close together and the range of goods on offer is considerable. In general, shopping hours are Monday to Friday 8 or 9am to 6 or 7pm and Saturday 8 or 9am to 5pm, but there are exceptions. Many shops stay open until 8 or 9pm on Thursdays and Fridays and until 6pm on Saturdays. Some smaller or specialty shops close for lunch around midday to 2pm.

The following shopping areas offer a wide variety of boutiques, department stores and most other types of shops.

- **Mariahilferstrasse:** Between Districts 6 and 7
- **Favoritenstrasse:** In District 10
- **Landstrasser Hauptstrasse:** In District 3
- **Kärntnerstrasse, Graben and Kohlmarkt:** Pedestrian areas all in the inner city center

Shopping Malls

- **Palais Ferstel**
Address: Strauchgasse 4, 1010 Vienna
Tel: +43 1 533 37 63-0
Email: office@palaisevents.at
Web: www.palaisevents.at/palaisferstel.html
Hours: Monday to Friday 10am to 6pm; Saturday 10am to 5pm.
- **Parndorf, McArthur Glen Designer Outlet**
Address: Designer Outlet Srasse 1, 7111 Parndorf (outskirts of Vienna)
Tel: +43 216 636 14
Email: office.parndorf@mcarthurglen.com
Web: www.designeroutletparndorf.at
Hours: Monday to Friday 9.30am to 7pm; Saturday 9am to 6pm.
- **Ringstrassen Galerie**
Address: Kärntner Ring 5-7, 1010 Vienna
Web: www.ringstrassen-galerien.at
Hours: Monday to Friday 10am to 7pm and Saturday 10am to 6pm. Restaurants, bars, cafes 8am to 1am.
- **Shopping Center Nord**
Address: Ignaz Köck Straße 1, 1210 Vienna
Tel: +43 1 271 7677-0
Email: office@scn.at
Web: www.scn.at
Hours: Monday to Wednesday 9am to 7pm; Thursday and Friday 9am to 8pm; Saturday 9am to 6pm.
Comments: The complex has 77 shops and restaurants, as well as a multiplex cinema and child care facilities.
- **Shopping City Süd**
Address: 2334, Vösendorf South, near Vienna
Tel: +43 1 699 5902
Web: www.scs.at
Hours: Monday, Tuesday, Wednesday and Friday 9.30am to 7pm; Thursday 9.30am to 9pm Thursday; Saturday 9am to 6pm
Comments: The complex has 300 shops covering a huge range of requirements. It is Europe's largest shopping center.

Department Stores

- **Gerngross**
Address: Mariahilfer Strasse 42–48, 1070 Vienna
Tel: +43 1 521 800
Email: kundendienst@gerngross.at
Web: www.gerngross.at
Hours: Monday to Wednesday and Friday 9.30am to 7pm; Thursday 9.30am to 8pm; Saturday 9.30am to 6pm.
- **Lutz**
Address: Hütteldorferstrasse 23, 1150 Vienna
Web: www.xxxlutz.at
Hours: Monday to Wednesday 9am to 7pm; Saturday 9am to 6pm
Comments: Home-furnishing store.
- **La Stafa**
Address: Mariahilferstrasse 120, District 7
Tel: +43 1 526 4881
- **Peek & Cloppenburg**
Address: Mariahilferstrasse 26-30, District 7
Tel: +43 0810 900 414
Web: www.peek-cloppenburg.at
- **Steffl**
Address: Kärntnerstrasse 19, District 1
Tel: +43 1 514 310
Web: www.steffl-vienna.at
Hours: Monday to Wednesday 9.30am to 7pm; Thursday and Friday 9.30am to 8pm; Saturday 9.30am to 6pm

Supermarkets

- **Billa Corso**
Address: 1 Kärtner Ring 9-13, Ringstrassengallerien
Web: www.billa.at
Hours: Monday to Friday 7.30am to 7.30pm; Saturday 7.30am to 6pm
Comments: Has over 250 branches throughout the city.
- **Bobby's Foodstore**
Address: Schleifmühlgasse 8, 1040 Vienna
Tel: +43 1 586 7534
Email: office@bobbys.at
Web: www.bobbys.at
Hours: Monday to Friday 10am to 6.30pm; Saturday 10am to 6pm.
Comments: A favorite with British, US and Australian expatriates for imported goods, offering an online shop also.
- **Julius Meinl am Graben**
Address: Am Graben 19, 1010 Vienna
Tel: +43 1 532 3334
Web: www.meinlamgraben.at
Hours: Monday to Wednesday 8.30am to 7.30pm; Thursday and Friday 8am to 7.30pm; Saturday 9am to 6pm.
Comments: premier address for Austria's gourmets and connoisseurs. The finest ingredients and materials from all over the world are on sale over three floors. On line shopping is also available.

Markets

Markets include:

- **Flohmarkt**
Address: Behind Naschmarkt, Wienzeile, District 4
Hours: Saturday 6.30am to 6pm
Comments: Flea market.
- **Naschmarkt**
Address: Wienzeile, Kettenbrücke (Near the underground station Kettenbrückengasse), District 4

Hours: Monday to Friday 6am to 6.30pm; Saturday 6am to 5pm.

Comments: Produce market

■ **Volkertmarkt**

Address: Volkerplatz, District 2

Hours: Monday to Friday 6am to 6.30pm; Saturday 6am to 2pm

Eating Out



The major cities in Austria are generally very cosmopolitan places, and restaurants, stores and markets offer a range of foodstuffs reflecting the diversity of regional and ethnic cuisine. Fresh produce is widely available in local markets and supermarkets. There are also specialty shops, for example those that sell pastries. Street stalls sell *Würstl* (Frankfurter); there are cafes (*Konditorei*), *Heuriger* wine restaurants, self-service restaurants, fast-food restaurants, modest *Gasthäuser* neighborhood restaurants and the most exclusive full-fledged restaurants. Many restaurants have a set meal or menu of the day (*Tagesteller* or *Tagesmenu*) which gives the best value for money.

In restaurants and cafes, you do not usually wait to be seated but it is acceptable to find an empty chair or table. If there are other patrons seated, then a pleasant inquiry as to whether they mind if you join them will usually meet with a polite request for you to take a seat. In most restaurants, there is a table known as the *Stammtisch*, which is reserved for regular customers and usually has a notice marking it out as such. It is not polite to sit at the *Stammtisch* unless invited to do so.

Specialties and Popular Foods

Austrian food is influenced by its neighboring regions (Czech Republic, Hungary and the Balkans). Germany also has a great influence on Austrian cuisine. Pork and beef sausages (*Würstel*) and veal dishes such as *Wiener Schnitzel* are perhaps the best known of Austrian cuisine. Of course, there are also the famous Austrian pastries and desserts such as *Sachertorte* and *Salzburger Nockerl*. Austrian soups are worth a try, often with dumplings (*Knödel*) and pasta added. There are also a number of regional dishes to try such as *Tiroler Bauernschmaus*, a selection of meats served with sauerkraut, potatoes and dumplings.

Austria produces its own wines, both white and red, (although the white wines are better known) and brandies, which are well worth trying. If you prefer something non-alcoholic then coffee is a favored drink amongst the Austrians, particularly in the coffeehouses of Vienna.

The coffeehouse is an integral part of Viennese life. Before the 1683 siege of Vienna, coffee was almost unknown to the Habsburg Empire until the Turks, in their hasty retreat, left sacks of coffee behind (the breaking of the siege also, according to legend, inspired the *Gipfel* (which later became a croissant as the Parisians celebrated Marie Antoinette coming to the French Court and made a special pastry in her honor) and bagel, in honor of the

importance of the calvary (bagels are stirrup-shaped) in the victory over the Ottomans). Within 2 years the first coffee house was licensed and, over the years, became a place where society could relax, read, converse, conduct business and play games. Many coffeehouses still have a wide selection of international dailies to read (if not taken by the regulars) and offer other entertainment. There are many coffeehouses in the city, falling into two types: a *Kaffeehaus*, which offers games such as chess and billiards and serves wine, beer and light meals; and the *Cafe Konditorei*, which typically offers a wide variety of cakes and pastries.

Meal Times

Austrians usually eat their main meal at midday, between midday and 2pm. Dinner is a lighter affair for most, although some do have a second full meal at this time. Dinner is generally served from 6pm to 10pm.

Restaurants in Vienna

There is a huge choice of restaurants and cafés in Vienna, offering almost every type of international cuisine available. This list is only a selection of recommended establishments.

Restaurants

- **Altwienerhof**
Address: Herklotzgasse 6, 1150 Vienna
Tel: +43 1 892 6000
Email: office@altwienerhof.at
Web: www.altwienerhof.at
Hours: Monday to Saturday 5pm to 11pm
Comments: French cuisine; reservations recommended. Offer also wine and cheese tasting in their Vinothek cellar.
- **Cantinetta Antinori**
Address: Jasomirgottstrasse 3-5, 1010 Vienna
Tel: +43 1 533 7722
Email: Vienna@cantinetta-antinori.com
Web: www.antinori.it/eng/index.php
Comments: Italian cuisine featuring exclusively wines from the Antironi family; reservations required.
- **Do & Co.**
Address: Stephansplatz 12, 1010 Vienna
Tel: +43 1 535 3969
Email: stephensplatz@doco.com
Web: www.doco.com/english/index_restaurants_eng.htm
Hours: Daily noon to 3pm and 6pm to midnight
Comments: International and Austrian cuisine; situated in the city center with a wonderful view over the cathedral and another restaurant at Albertinaplatz; reservations essential.
- **Korso Bei Der Oper**
Address: Hotel Bristol, Kaerntner Ring 1, 1015 Vienna
Tel: +43 1 51 516 546
Email : info@restaurantkorso.at
Web : www.restaurantkorso.at
Comments: Viennese cuisine; reservations recommended (possible online).
- **Lale**
Address: Franz-Josef Kai 29, 1010 Vienna
Tel: +43 1 535 2736
Hours: Monday to Thursday and Sunday 11.30am to midnight; Saturday 11.30am to 1am
Comments: Turkish and Mediterranean cuisine; reservations recommended.

- **Le Siècle**
Address: Parkring 16, 1010 Vienna
Tel: +43 1 515 17 3440
Email: lesiecle.vienna@radissonblu.com
Web: www.restaurantlesiecle.at
Comments: Seafood; reservations are recommended.
- **Palmenhaus**
Address: Palmenhaus Burggarten 1, 1010 Vienna
Tel: +43 1 533 1033
Email: office@palmenhaus.at
Web: www.palmenhaus.at
Hours: March to October; Daily 10am to 2am; November to February; Wednesday and Thursday 11.30am to midnight; Friday 11.30am to 2am; Saturday 10am to 2am; Sundays and public holidays 10am to midnight
Comments: A stylish brasserie. The beautiful glass building was the orangerie that originally part of the Emperor's palace. Reservations advised.
- **Plachutta**
Address: Wollzeile 38, 1010 Vienna
Tel: +43 1 512 1577
Email: wollzeile@plachutta.at
Web: www.plachutta.at
Hours: Daily 11.30am to midnight
Comments: Austrian cuisine. Several branches are located in the city. Reservations are advised.
- **Siddhartha**
Address: Wiednerquertel 8, 1040 Vienna
Tel: +43 1 513 1197
Hours: Daily 11.30am to 2:30pm and 5pm to 11.30pm
Comments: Has large vegetarian selection, reservations recommended.
- **Toko-Ri**
Address: Franz-Hochendlingergasse 2, 1020 Vienna
Tel: +43 1 214 8940
Web: www.tokori.at
Hours: Daily 10:30 to 3pm and 5:30pm to 11pm
Comments: Japanese cuisine; reservations recommended. Four locations in Vienna.

Cafés

Popular cafés include:

- **Café Central**
Address: Herrengasse 14, District 1
Tel: +43 1 533 376 324
Web: www.palaisevents.at/cafecentral.html
- **Café Bräunerhof**
Address: Stallburggasse 2, District 1
Tel: +43 1 512 3893
Web: www.braeunerhof.at
- **Café Frauenhuber**
Address: Himmelpfortgasse 6, District 1
Tel: +43 1 512 8383
Web: www.cafe-frauenhuber.at
- **Café Sperl**
Address: Gumpendorferstrasse 11, 1060 Vienna
Tel: +43 1 586 4158
Web: www.cafesperl.at
- **Café Landtmann**
Address: Dr Karl Lueger Ring 4, 1010 Vienna
Tel: +43 1 24 100 100
Web: www.cafe-wien.at
Hours: Daily 7.30am to midnight

Comments: One of the most beautiful and most popular 'old school' coffee houses in the city.

- **Café Drechsler**

Address: Linke Wienseile 22 Linke/Girardigasse 1, 1060 Vienna

Tel: +43 1 581 2044

Web: www.cafedrechsler.at

Comments: Beautifully renovated in 2006, this café is well known for serving excellent food 23 hours a day. Open 3am to 2am daily except Sunday when it closes at midday and reopens at 8am on Monday. Reservations are not accepted at weekends.

Entertainment in Vienna

Above all else, Austria is known for music. Vienna is home to a world-famous opera company and four symphony orchestras (Vienna Philharmonic, Vienna Symphony, ORF Symphony Orchestra, and Niederösterreichische Tonkünstler). There are important yearly musical festivals held in Vienna, Salzburg and Graz. The main season for opera, theater and concerts is September to June.



In Vienna, the cycle of musical events never ends. The Vienna International Festival runs from mid-May to mid-June, offering a wide-range of programs. From mid-July to mid-August, there is the Vienna Summer of Music Festival.

There are monthly programs published by the city detailing events and performances with regard to theater and opera.

Theaters and Concert Halls

- **Akademietheater**

Address: Franz-Lisztstrasse 1, 1030 Vienna

Tel: +43 1 514 444 710, 444 740

Web: www.burgtheater.at

Comments: Specializes in both classic and contemporary works.

- **Burgtheater (National Theater)**

Address: Dr.-Karl-Lueger-Ring 2, 1010 Vienna

Tel: +43 1 514 44 144

Web: www.burgtheater.at

Comments: Produces classical and modern plays in German.

- **International Theater**

Address: Porzellangasse 8, 1090 Vienna

Tel: +41 1 319 6272

Email: office@internationaltheatre.at

Web: www.internationaltheatre.at

Comments: Produces plays in English

- **Kammerspiele**

Address: Rotenturmstraße 20, 1010 Vienna

Tel: +43 1 42700 300

Web: www.josefstadt.org

Comments: Performs modern plays

- **Musikverein**

Address: Bösendorferstrasse 12, 1010 Vienna
Tel: +43 1 505 8190
Email: tickets@musikverein.at, office@musikverein.at
Web: www.musikverein.at
Comments: Concert hall

- **Raimund Theater**
Address: Wallgasse 18, 1060 Vienna
Tel: +43 1 599 77-0
Web: www.musicalvienna.at
Comments: Musicals and operettas
- **Schönbrunner Palace Theater**
Address: At Schönbrunn Palace, Schönbrunner Schloßstrasse, 1130 Vienna
Tel: +43 1 811 13 239
Email: reservierung@schoenbrunn.at
Web: www.schoenbrunn.at
Comments: Operatic and theatrical productions
- **Staatsoper (State Opera)**
Address: Opernring 2, 1010 Vienna
Tel: +43 1 51444 2250
Web: www.staatsoper.at
Comments: World-class opera performances. Visitors can also enjoy guided tours of the historical opera house itself.
- **Theater an der Wien**
Address: Linke Wienzeile 6, 1060 Vienna
Tel: +43 1 588 30 200
Email: info@theater-wien.at
Web: www.theater-wien.at
Comments: Modern performances
- **Theater in der Josefstadt**
Address: Josefstädterstrasse 26, 1080 Vienna
Tel: +43 1 42 700
Web: www.josefstadt.org
Comments: Presents a variety of comedies and dramas
- **Vienna's English Theater**
Address: Josefsgasse 12, 1080 Vienna
Tel: +43 1 402 1260-0
Email: office@englishtheatre.at, tickets@englishtheatre.at
Web: www.englishtheatre.at
Comments: English-language performances
- **Volksoper**
Address: Währingerstrasse 78, 1090 Vienna
Tel: +43 1 514 443 670
Email: office@volksoper.at, tickets@volksoper.at
Web: www.volksoper.at
Comments: Presents productions of Viennese operettas, light opera and other musicals.
- **Volkstheater Wien**
Address: Neustiftgasse 1, 1070 Vienna
Tel: +43 1 521 1110
Email: info@volkstheater.at, ticket@volkstheater.at
Web: www.volkstheater.at
Comments: Presents classical works of European theater.
- **Wiener Konzerthaus**
Address: Lothringerstrasse 20, 1030 Vienna
Tel: +43 1 242 002
Email: wiener@konzerthaus.at
Web: www.konzerthaus.at
Comments: Concert hall, venue for musical events including orchestral concerts, chamber music recitals, choir concerts, piano recitals and opera stage performances.

Cinemas

Movie theaters rarely show movies in their original language; advertisements will state if the movie is dubbed or subtitled. In movie listings, “OF” or “OmU” indicates that the movie is shown in the original language with German subtitles. The newspaper *Der Standard* is a good source for movie listings. Foreign movies are listed under “*Fremdsprachige Filme*”. Cinemas include:

- **Artis**
Address: Schultergasse 5, 1010 Vienna
Tel: +43 1 535 6570
Web: www.cineplexx.at
Comments: Specializes in screening movies in their original language - usually has a large selection of English-language movies.
- **Burg**
Address: Opernring 19, 1010 Vienna
Tel: +43 1 587 8406
Web: www.burgkino.at
- **De France**
Address: Schottenring 5 / Hessgasse 7, 1010 Vienna
Tel: +43 1 317 5236
Web: www.votivkino.at
- **English Cinema Haydn**
Address: Mariahilferstrasse 57, 1060 Vienna
Tel: +43 1 587 2262
Web: www.haydnkino.at
Comments: Specializes in screening movies in their original language - usually has a large selection of English-language movies.
- **Filmmuseum**
Address: Augustinerstrasse 1, 1010 Vienna
Tel: +43 1 533 7054
Email: office@filmmuseum.at
Web: www.filmmuseum.at
Comments: Shows movies in their original languages.
- **Imax Apollo - Das Kino Vienna**
Address: Gumpendorferstraße 63, 1060 Vienna
Tel: +43 1 587 9651
Web: www.imax-austria.at
- **Votive-Kino**
Address: Währingerstrasse 12, 1090 Vienna
Tel: +43 1 317 3571
Web: www.votivkino.at

Festivals

The city of Vienna is synonymous with music and dance. Many world-famous composers have lived here. The city’s concert halls and stages offer the whole range from classical to progressive sounds with end-to-end festivals the whole year through. From Opera to jazz, pop and rock, all types of concerts in all kinds of venues provide unforgettable live music experiences in Vienna. In a city that boasts Amadeus Mozart, Johann Strauss and Ludwig van Beethoven, it is no surprise to find venues hosting a festival tribute to the composers. “Wiesen” is highly popular, with the two-month long summer festival an eclectic mix of concert and music events attracting all ages and nationalities.

Vienna’s marathon takes place in May when the city’s central historical streets are closed off for the 42km run which finished at the Imperial Castle.

Vienna's Christmas Markets are also hugely popular with the city being transformed for the month before Christmas into a vast festive event with handcrafted goods and traditional food and music in abundance.

The open-air festival 'Donauinselfest' is also a favorite among locals and visitors. The festival is organized once a year and spreads all over the popular Danube Island. The festival, which takes place in June, has attracted over 3 million visitors - 20 stages ('isles') offer entertainment from pop, rock, jazz to hip-hop.

- **Vienna Jazz Festival**
Web: www.viennajazz.org
Comments: This festival is one of the biggest in Europe and takes place in June and July each year. Top bands fill venues from the Town Hall square to nightclubs and the State Opera House.
- **Ball Season**
Comments: The tradition of balls is deeply rooted in the Austrian History. The "*Fasching*" (Austrian Carnival) festival takes place between January and February, when balls are held nearly every weekend all over town. The most famous, expensive and glamorous is the "*Viennese Opernball*", which has been located in the Vienna State Opera since 1877. Its famous opening ceremony and exclusivity attracted global celebrities each year. Other famous balls include the "*lumenball*" a traditional flower ball which takes place in the festive halls of Vienna's city hall. The "*Zuckerbäckerball*" has an exquisite buffet at this ball organized by the master confectioners of the city in the halls of the modern Austria Center Vienna. "*Kaffeesiederball*" is a ball in honor of Vienna's favorite beverage: coffee.
- **Christkindlmärkte**
Comments: The famous Christmas markets ("*Christkindlmärkte*") almost take over Vienna from the end of November until Christmas Day. Small huts provide you with potential Christmas presents, food and most important hot punch and "*Glühwein*", heated sweetened wine. The biggest one is at the Rathausplatz, where people come to enjoy the tree with seals, the "*Herzerbaum*" ("Hearts tree") as well as the "Post office in the clouds". The Schönbrunn Castle, former house of the Austrian Emperors provides a perfect setting for a Christmas Village where daily festive concerts are held. Vienna's historic Spittelberg quarter boasts the city's most 'authentic' Christmas market.
- **Viennale**
Comments: Since 1960, Vienna's major film festival "*Viennale*" has been presenting international and Austrian films of high-quality. In the region of 200 films, documentaries and short films are broadcast in various venues across the city's historic district.
- **Lifeball**
Comments: Vienna's lifeball takes place in May in the City Hall. Started in 1993 as an AIDS charity event it has quickly become the biggest and most successful event of its kind throughout Europe. Lifeball, similar to the Regenbogenparade (Rainbow Parade) is one of the most spectacular and lively events in the city's calendar. Guest star appearances boost the events fundraising aims.

Places of Interest

Vienna is a city that prides itself in its culture, so it is no surprise to see advertisements and promotions across the city at all times of the year for events, places of interest and activities. Useful websites include:

- **About Vienna**
Web: www.aboutvienna.org
- **Vienna City Administration**
Web: www.wien.info

The city and its surrounding areas are steeped in history and you never have to go far to find traditional architecture. Many monuments and buildings are very well preserved and the country has a strong sense of heritage and historical identity. Austria also boasts

beautiful natural sights such as the Tyrol Alps region and the lakes and rivers that flow through the country.

- **Lake Neusiedel**
Comments: Lake Neusiedl is the largest steppe lake in Europe and is situated in the border region with Hungary. With an average water depth of just 1 meter, you can actually walk right through the lake. Lake Neusiedl is a famous destination for lovers of wind surfing and sailing. Lake Neusiedl is a protected wildlife sanctuary with up to 300 different species of birds living at the lake.
- **Wienerwald**
Comments: The Vienna Woods ("*Wienerwald*") covers over 1,000 square kilometers and is part of the northernmost parts of the Alpine chain. The woods stretch from the north-west of Vienna (Kahlenberg and Leopoldberg) to the south of it (Zoological Garden Lainz and Hermesvilla). There are extensive hiking trails and give spectacular views over the city.
- **Güssing Castle**
Web: www.guessing.at
Comments: Güssing Castle is a popular day-trip from the city. The stone castle was originally a wooden fortress – now a stunning stone castle it gives magnificent views over the south Burgenland landscape.
- **Dürnstein**
Web: www.duernstein.at
Comments: Dürnstein is a beautiful town, which lies on the banks of the River Danube in the centre of the Wachau valley. The traditional architecture and history of the town makes this a popular day-trip.
- **Prater Park**
Comments: Prater Park is one of the favorite places for the residents of Vienna to relax and have fun. The park is best known for its Ferris wheel - for 20 minutes, those on the ride enjoy breathtaking views of the city.

Entertainment for Children in Vienna

- **Bogi Park**
Address: Gutheil-Schoder-Gasse 17, 1230 Vienna
Tel: +43 1 23 000 00
Web: www.bogipark.at
Hours: Daily 10am to 7pm
Comments: A wonderland for children aged one to 12, with a toddler's park for the little ones and a separate birthday world. Experienced childcare workers on site.
- **Children's Farm at the Wien Cobenzl Estate**
Address: 19, Am Cobenzl 96a, 1190 Vienna
Tel: +43 328 94 04 20
Email: office@landgutcobenzl.at
Web: www.landgutcobenzl.at
Hours: Daily March to October 9am to 7pm; November to February 10am to 5pm weekends and holidays only.
Comments: Guided tours offer a light-hearted glimpse behind the scenes of an organic farm. Visitors can learn more about animals, agriculture and nature, as well as the origins of the food we eat.
- **Family Fun**
Address: 22, Breitenleerstrasse 77, 1220 Vienna
Tel: +43 1 236 70 70
Email: office@familyfun.at
Web: www.familyfun.at
Comments: For children from one to 12 years of age: bouncing castles, giant slide, a climbing wall, soft mountain, 15 trampolines, bungee trampoline, climbing labyrinth, rodeo riding, mini karts, labyrinth, great birthday parties and toddler area.
- **Haus des Meeres (House of the Sea)**
Address: 6 EsterházyPark, Fritz-Grünbaumplatz 1, 1060 Vienna
Tel: +43 1 587 14 17
Email: office@haus-des-meeres.at
Web: www.haus-des-meeres.at
Hours: Open Friday to Wednesday 9am to 6pm; Thursday 9am to 9pm.

Comments: There are tropical fresh water and salt-water fish as well as fish from the Mediterranean and from Austrian lakes. In the House of the Tropics and the Croc-Park you can see free-flying birds and free-roaming apes, crocodiles, and other animal.

- **Marionetten Theater**
Address: Hofratsstrakt, 1130 Vienna
Tel: +43 1 817 3247
Web: www.marionettentheater.at
Comments: Kids and adults will enjoy the traditional puppet shows performed by the award winning Marionette Theater. The puppets themselves are works of art and worth seeing.
- **Minopolis**
Address: 22, Wagramer Strasse 2, at the Cineplex near Reichsbrücke
Tel: +43 1810 970 270
Web: www.minopolis.at
Comments: Europe's first and only permanent theme park with an entire city reduced to children's size. Streets, parks, cars, houses - it all looks just like the world of adults, only smaller.
- **Spanish Riding School**
Address: 1 Michaelerplatz, 1010 Vienna
Tel: +43 1 533 90 31
Web: www.srs.at
Comments: Children will be amazed at the performances or morning training of the famous "White Ballet". Children under three years of age cannot be admitted.
- **Theater der Jugend**
Address: Neubaugasse 38, 1070 Vienna
Tel: +43 1 521 10-0
Email: office@tdj.at
Web: www.tdj.at
Comments: Vienna's Youth Theater gives children the opportunity to participate in and view the art that is theatre.
- **Wiener Strassenbahnmuseum**
Address: Erdbergstrasse 109, 1030 Vienna
Tel: +43 1 790 941 800
Web: www.wiener-tramwaymuseum.org/wiener.htm
Hours: May to October Saturdays, Sundays and Bank holidays 9am to 4pm
Comments: Also known as the 'Vienna Streetcar Museum'. The museum boasts one of the world's largest collections of vintage vehicles - over 80 in all.

The following museums have interactive family and children's events. Details are on the respective websites:

- **Albertina**
Web: www.albertina.at
- **Belvedere**
Web: www.belvedere.at
- **House of Music**
Web: www.hdm.at
- **KunstHausWien**
Web: www.kunsthausewien.at
- **Leopold Museum - Kid's Studio**
Web: www.leopoldmuseum.org
- **Museum of Fine Arts**
Web: www.khm.at
- **MAK – Museum for Applied Arts**
Web: www.mak.at
- **MUMOK - Museum of Modern Art**
Web: www.mumok.at
- **Museum of Natural History**
Web: www.nhm-wien.ac.at

- **Technical Museum**
Web: www.technischesmuseum.at
- **ZOOM-Kindermuseum**
Web: www.kindermuseum.at

Nightlife in Vienna

Admissions and drink prices are usually reasonable. Late opening is common in the cities and in Vienna, you can party all night long. Vienna has no shortage of good establishments for a night out. Places to avoid however are generally in District 1, around Judengasse, Seitenstättengasse, Rabensteig, and Franz-Josefs-Kai. Most pubs and clubs around this area (known as the “Bermuda-Triangle”) have deteriorated in the last couple of years with underage drinking and a large number of brawls. Nightlife in Vienna generally takes off after 9pm.



Gamblers can have fun at over a dozen casinos around the country, including Vienna, Graz, Linz and Salzburg. There is an admission fee payable but you receive some gambling chips. Semiformal dress is required and opening hours are typically 3pm to midnight.

Bars

Some recommended bars include:

- **Babu**
Address: Stadtbahnbögen 181-184, 1090 Vienna
Tel: +43 699 1175 4072
Web: www.babu.at
Comments: Situated in the archways underneath the elevated tracks of the U6 subway line, this bar is among the spots for Vienna's in-crowd and is worth visiting for the unusual setting alone. Good bar and good for international cuisine.
- **Felixa**
Address: Gumpendorfer Straße 5, 1060 Vienna
Tel: +43 1 4035 393
Web: www.why-not.at
Hours: Sunday to Thursday 6pm to 3am; Friday and Saturday 6pm to 4am.
Comments: Classy gay bar with great selection of wine, cocktails and snacks.
- **Planters Bar**
Address: Zelinkagasse 4, 1010 Vienna
Tel: +43 1 533 3393 15
Email: office@plantersclub.com
Web: www.plantersclub.com/set.htm
Comments: A wonderfully designed old colonial style interior, with a large range of cocktails, rum and cigars. Extremely popular with both the Viennese and expats.

Nightclubs

- **A Danceclub**
Address: Handelskai 94-96, 1200 Vienna

Tel: +43 1 253 0800
Email: office@a-danceclub.at
Web: www.a-danceclub.at
Comments: Two dance floors by the banks of the Danube

■ **Club Habana**

Address: Mahlerstraße 11, 1010 Vienna
Tel: +43 1 513 2075
Web: www.clubhabana.at
Hours: Daily 8pm to 5am
Comments: Latin and Salsa dance music, for lovers of all things Latin

■ **Flex**

Address: Abgang Augartenbrücke, 1010 Vienna
Tel: +43 1 533 7525
Email: office@flex.at
Web: www.flex.at
Hours: Daily 8pm to 4am
Comments: A loud and lively club in an old bunker. Lots of Drum 'n' Bass.

■ **Passage**

Address: Corner of Babenbergerstrasse, 1010 Vienna
Tel: +43 1 961 8800
Web: www.sunshine.at/neu/index.php?l=clubshow&id=2&menu=club&act=2
Comments: A lively club built in an underpass below the city.

For listings of bars, nightclubs and casinos in Vienna, check out the following websites:

■ **Diskotheek**

Web: www.diskotheek.at

■ **World Best Bars**

Web: www.worldsbestbars.com/city/vienna/index.htm

■ **Frommer's**

Web: www.frommers.com/destinations/vienna/68_indnight.html

■ **Kasbah**

Web: www.kasbah.com/vitalstats/entertainment/bars_and_clubs/austria_austria_1.htm

■ **Hotels Austria**

Web: www.hotels-austria.com/vienna-info/wien-practnightlife.htm

■ **Vienna City Administration**

Web: www.wien.info/en/lifestyle-scene

■ **About Vienna**

Web: www.aboutvienna.org/best_adresses/nightlife.htm

Casinos

■ **Casino Admiral Prater**

Address: Perspective Straße 14, 1020 Vienna
Tel: +43 1 729 1551
Email: info@casinoadmiral.at
Web: www.casinoadmiral.at
Comments: Europe's largest casino

■ **Casino Vienna**

Address: Palais Esterházy, Kärntner Straße 41, 1010 Vienna
Tel: +43 1 512 4836
Web: www.casino.at
Hours: Daily 3pm to 3am (until 4am Friday and Saturday)
Comments: Players must be over 18 years of age and have photo ID. Jackets must be worn by men and these can be hired if necessary.

■ **Montesino**

Address: Guglgasse 11, 1110 Vienna
Tel: +43 1 990 4729

Web: www.montesino.at

Comments: Specializes in poker and has a poker school

Sports

There are excellent sports facilities in Austria, both for the novice or the professional enthusiast.

Popular participation sports and activities include hiking, mountain climbing, paragliding, skiing, cycling, horse riding and fishing.



Skiing is generally slightly cheaper than in France or Switzerland. Vorarlberg and

Tyrol are the most popular areas, although there is also skiing in Salzburg, Upper Austria and Carinthia. Equipment can always be hired in resorts. The season starts in December and lasts well into April in some of the higher resorts. The Semmering mountains are popular for short skiing trips, as they are situated just an hour's drive from Vienna and many locals go for the weekend. The resort is called *Stuhleck* and has around 24 kilometers of trails.

Walking and mountain climbing are popular. Paths are marked with direction indicators. Tyrol province has many mountain guides and mountaineering schools; these are listed in the *Mountains* booklet from the tourist office.

Spa resorts offer a relaxing break. There are many of these throughout the country, either in towns of which the names are prefixed by the word *Bad* (bath; for example Bad Ischl) or in the larger hotels that offer such services under the name of Beauty and Wellness programs.

Popular spectator sports include football (soccer), basketball, handball and horseracing. In Vienna, there are two premier league football teams: SK Rapid Wien play matches at Gerhard Hanappi Stadion and FK Austria Memphis play their matches at Franz-Horr Stadion. The Austrian national team generally plays their home games at the Ernst Happel Stadion.

Horse racing is held at the Prater (at Trabrennbahnplatz). The season runs from April to November and the Vienna Derby takes place on the third Sunday in June.

Sporting Events

Austria's world dominance in skiing makes it no surprise that the country hosts several of the events along the skiing FIS sporting calendar, such as St Anton and Hahnenkamm/Kitzbühel. The most famous ski jump competition is the "*Vierschanzentournee*", which takes place at two different venues in Austria in early

January; Innsbruck and Bischofshofen in Salzburg. Although not famous on the international circuit, it is one of the most watched events in Austria and the atmosphere is worth the visit even if you are not interested in ski-jumping.

Tickets for sporting events are available online.

- **Vienna Ticket Office**
Web: www.viennaticketoffice.com/sport_en.php

Selected highlights include:

- **FIS Men's and Women's Alpine Skiing World Cup - Hahnenkammrennen**
Web: www.hahnenkamm.com
Comments: Held each year in late January this is one of the biggest events in the Austrian sporting calendar. The most glamorous of ski events the competitors face the tough super G, downhill and slalom contests at Hahnenkamm. Probably the toughest event on the FIS calendar, the Kitzbühel event is legendary. Spectators can watch for free or for a better view pay for seats around the finish area.
- **Austrian Golf Open**
Web: www.austrian-golfopen.com
Comments: In September, this PGA European Tour fixture attracts some of the world's top golfers. With a lucrative EUR 1 million in prize money, competition at the Diamond Country Club in Atzenbrugg is fierce.
- **Ironman Austria**
Web: www.ironmanaustria.com
Comments: The largest triathlon event in Europe this takes place in and around the Worthersee lake in Klagenfurt. The event takes place each July. Spectating is free.
- **Air and Style**
Web: www.air-style.com
Comments: Some of the world's best snowboarders come here for its music and boarding showcase event. Set in spectacular scenery, it takes place annually in February.
- **Vienna City Marathon**
Web: www.vienna-marathon.com
Comments: Free to participate but runners must register in advance. Attracting thousands of runners each April this event kicks off in Wagramer Strasse and ends in Heldenplatz. The event also has a half-marathon, fun run and junior marathon.

Sports facilities in Vienna

Golf Clubs

The golf courses around the Vienna area are overbooked, so playing a round of golf at short notice is often difficult. Many golf clubs have waiting lists for membership. A list of golf clubs available throughout the country can be found online at the Links Golf website.

- **Links Golf**
Web: www.linksgolf.co.uk/index/austria.htm

Golf courses near Vienna include:

- **Danube Golf Süßenbrunn**
Address: Weingartenallee 22, 1220 Vienna
Tel: +43 1 256 8282-0
Email: golf@gcwien-sb.at
Web: www.clubdanube.at
Comments: Located about 15 kilometers northeast of Vienna.
- **Golf Club Schloss Schönborn**
Address: Schönborn 4, 2013
Tel: +43 2267 2863, 2267 2879
Email: golfclub@gcschoenborn.com

Web: www.gcschoenborn.com

Comments: Impressive 27 hole course 40 km (25miles) to the north east of Vienna.

- **Golf Spillern**
Address: Wiesenerstraße 100, 2104 Spillern
Tel: +43 2266 812 11
Email: gcspillern@golf.at
Web: www.gcspillern.at

Tennis Clubs

A list of tennis clubs and courts can be found in the Yellow Pages.

- **Yellow Pages**
Web: www.herold.at

Courts in Vienna include:

- **Tennis Club TK Eden**
Address: 7 An der Schanze, 1210 Vienna
Tel: +43 1 259 7222
Email: office@better-tennis.at
Web: www.better-tennis.at
- **Tennis Club Marswiese**
Address: 57A Neuwaldeggerstrasse, 1170 Vienna
Tel: +43 1 489 7172
Email: rezeption@marswiese.at
Web: www.marswiese.at
- **Tennispoint Vienna**
Address: Baumgasse corner Nottendorfergasse, 1030 Vienna
Tel: +43 1 79 999 97
Fax: +43 1 799 40 58
Email: tennis.point.vienna@tpv.at
Web: www.tennispoint.at

Swimming Pools

- **Amalienbad**
Address: Reumannplatz 23, 1100 Vienna
Tel: +43 607 4747
Web: www.wien.gv.at/freizeit/baeder/uebersicht/hallenbaeder/amalienbad.html
- **Krapfenwaldbad**
Address: Krapfenwaldgasse 65-73, 1190 Vienna
Tel: +43 1 3201 501
Web: www.wien.gv.at/freizeit/baeder/uebersicht/sommerbaeder/krapfenwaldbad.html
- **Schafbergbad**
Address: Josef-Redl-Gasse 3, 1180 Vienna
Tel: +43 1 479 1593
Web: www.wien.gv.at/freizeit/baeder/uebersicht/sommerbaeder/schafbergbad.html
- **Thermalbad**
Address: Kurbadstrasse 14, 1100 Vienna
Tel: +43 1 680 09-9600
Email: thermalbad@oberlaa.at
Web: www.oberlaa.at

Ice Skating

- **Albert Schultz Eishalle**
Address: Attemsgasse 1, 1220 Vienna
Tel: +43 1 204 85 80
Web: www.wien.gv.at/freizeit/sportamt/sportstaetten/eisanlagen/schulz-halle.html
Comments: Will be closed for renovation until August 2011.

- **Wiener Eislaufverein**
Address: Lothringerstrasse 22, 1130 Vienna
Tel: +43 1 713 69553-0
Web: www.wev.or.at
Comments: Season is from 23 October to 6 March (subject to change by season, but approximately these dates).

Fitness Centers

There are a great number of fitness clubs available in Vienna. For a comprehensive list, refer to the Fitness-Center website.

- **Fitness-Center**
Web: www.fitness-center.at

Fitness clubs include:

- **Aktiv-Center**
Address: Seidengasse 32, 1070 Vienna
Tel: +43 1 523 1233
Web: www.aktiv-center.at
- **BodyStyle Fitness Studio**
Address: Webgasse 35, 1060 Vienna
Tel: +43 1 596 2815
Web: www.bodystyle-fitness-studio.at
Comments: Also a branch at Breite Gasse.
- **Holmes Place**
Address: Wagramerstrasse 17-19 (IZD-Tower), 1220 Vienna
Tel: +43 1 263 8989
Email: info@v2.holmesplace.at
Web: www.holmesplace.at
Comments: There are also 2 other fitness centres in the city. In 2009, Holmes Place also acquired the premises of Elixir, the up-market fitness centres in Millenium Place and Hutteldorf. Holmes Place also has 75 locations worldwide.
- **John Harris Fitness Center**
Address: Strohbachgasse 7-9, 1050 Vienna
Tel: +43 1 544 1212
Web: www.johnharris.at
Comments: There are 6 centers in Vienna and 3 in other parts of the country.
- **U4 Fitness**
Address: Schönbrunnerstrasse 222-228, 1120 Vienna
Tel: +43 1 813 9314
Email: office@U4-Fitness.at
Web: www.u4-fitness.at

Sports for Children in Vienna

- **Bowling Center Floridsdorf**
Address: Pitkagasse 4, 1210 Vienna
Tel: +43 1 271 4051
Email: office@bowlingcenter.at
Web: www.bowlingcenter.at
Comments: Offers 30 lanes with automatic scoring and smoking/non-smoking sections as well as a restaurant. Cumberland location offers similar conditions on 12 lanes.
- **Hohe-Wand-Wiese (Skiing in the Wienerwald)**
Address: Mauerbachstrasse 174-184, 1140 Vienna
Tel: +43 676 424 09 71
Email: office@schischule-wien.at
Web: www.schischule-wien.at

Comments: Skiing in the city of Vienna is more beautiful than you would think. This slope features a 400 meters ski lift. It relies on real snow therefore it is necessary to go in winter as artificial snow is not used at this site.

- **Minigolfanlage im Prater (Miniature Golf)**
Address: Prater Parzellenummer 152, 1020 Vienna
Tel: +43 1 729 1515
Email: office@dallisman.at
Web: www.dallisman.at/Prater_MiniGolf153.htm
- **Sport & Fun @ Dusika**
Address: 2, Engerthstraße 267-269, 1020 Vienna
Tel: +43 1 726 56 50
Web: www.sportundfun.at
Comments: Children can choose from street soccer, beach volleyball, street ball, table tennis, or inline hockey. Open Monday to Saturday 2pm to 7pm, Sundays and public holidays 10am to 7pm; summer Monday to Friday 12pm to 8pm, closed on the weekend. Also at Ottakring and Stadlau.

Tourist Information Offices

In Vienna

- **Austrian National Tourist Board**
Address: Margaretenstrasse 1, 1040 Vienna
Tel: +43 1 588 66 0
Web: www.austria-tourism.at
- **Vienna City Administration**
Address: Obere Augartenstrasse 40, 1025 Vienna
Tel: +43 1 245 55
Email: info@wien.info
Web: www.wien.info
Hours: Open daily 9am to 7pm.

Overseas

The Austrian National Tourist Board has offices in the following countries:

- **Australia**
Address: 1st Floor, 36 Carrington Street, Sydney, NSW 2000
Tel: +61 2 9299 3621
Email: info@antosyd.org.au
Web: www.austria.info/au
- **Belgium**
Address: Avenue Louise 209a, 1050 Brussels
Tel: +32 2 642 2212
Email: bruessel@austria.info
Web: www.austria.info/be
- **Brazil**
Address: Av. Dr. Cardoso de Melo 1340/71, 04548-004 São Paulo
Tel: +55 11 30 44 99 44
Email: informacion@austria.info
Web: www.austria.info/br
- **China**
Address: 2280 Beijing Sunflower Tower, 37 Maizidian Stret, Chaoyang District, 100026 Beijing
Tel: +86 10 8527 5045
Email: office@aodili.cn
Web: www.austria.info/cn
- **Czech Republic**
Address: Österreich Werbung, PO Box 738, 111 21 Prague 1

Tel: +420 2222 12057
Email: info@austria.info
Web: www.austria.info/cz

■ **Denmark**

Postal Address: PO Box 1087, 1008 Copenhagen
Tel: +45 3373 0880
Email: austria@austria.info
Web: www.austria.info/dk

■ **France**

Address: Maison de l'Autriche, 6 Avenue Pierre 1^{er} de Serbie, 75116 Paris
Tel: +33 1 5383 9530
Email: autriche@austria.info
Web: www.austria.info/fr

■ **Germany**

Address: Klosterstrasse 64, 10179 Berlin
Tel: +49 30 219 1480
Email: deutschland@austria.info
Web: www.austria.info/de

■ **India**

Address: 85, Jor Bagh, New Delhi 110003
Tel: +91 98 1004 5992
Email: mukharji@vsnl.com
Web: www.austria.info/in

■ **Italy**

Address: Via Boccaccio 4, 20123 Milan
Tel: +39 2 467 5191
Email: Fritz.Bauer@austria.info
Web: www.austria.info/it

■ **Japan**

Address: Akasaka- Dori Post Office, Minato-Ku, Tokyo 1070052
Tel: +81 3 3582 2233
Email: owtyo@antoty.com
Web: www.austria.info/jp

■ **Netherlands**

Postal Address: PO Box 94285, 1090 GG Amsterdam
Tel: +31 20 4684 791
Email: werner.fritz@austria.info
Web: www.austria.info/nl

■ **Spain**

Postal Address: PO Box 8366, 28080 Madrid
Tel: +34 91 542 6832
Email: Christian.jochum@austria.info
Web: www.austria.info/es

■ **Sweden**

Postal Address: Box 24187, 104 51 Stockholm
Tel: +46 8 412 1075
Email: stockholm@austria.info
Web: www.austria.info/se

■ **Switzerland**

Address: Zurlindenstrasse 60, 8036 Zürich
Tel: +41 44 457 1050
Email: zuerich@austria.info
Web: www.austria.info/ch

■ **United Arab Emirates**

Postal Address: PO Box 214050, Dubai
Tel: +971 4 321 8861
Email: Klaus.ehrenbrandtner@austria.info
Web: www.austria.info/ae

Austria

- **United Kingdom**
Address: 9-11 Richmond Buildings off Dean Street, London W1D 3HF
Tel: +44 20 7440 3830
Email: london@austria.info
Web: www.austria.info/uk
- **United States**
Address: 120 West 45th Street, 9th Floor, New York, NY 10036
Tel: +1 212 944 68 85
Email: travel@austria.info
Web: www.austria.info/us

Appendix

Foreign Embassies in Austria

Andorra	Address: Karnthner Ring 2A/13, 1010 Vienna; Tel: +43 1 961 0909; Fax: +43 1 961 0909 50; Email: amb.andorra@prioritytelecom.biz
Australia	Address: Mattiellistraße 2-4, 1040 Vienna; Tel: +43 1 506 740; Fax: +43 1 504 1178; Email: austemb@aon.at; Web: www.australian-embassy.at
Belgium	Address: Wohllebengasse 6, 1040 Vienna; Tel: +43 1 502 070; Fax: +43 1 502 0711; Email: vienna@diplobel.fed.be; Web: www.diplomatie.be/vienna
Bosnia-Herzegovina	Address: Tivoligasse 54, 1120 Vienna; Tel: +43 1 811 855 529; Fax: +43 1 811 8569 29; Email: bihembassyvienna@diplomats.com
Brazil	Address: Pestalozzigasse 4/1, 1010 Vienna; Tel: +43 1 512 0631, +43 1 512 0623; Fax: +43 1 513 8374; Email: mail@brasilemb.at, konsular@brasilemb.at, secom@brasilemb.at
Bulgaria	Address: Schwindgasse 8, 1040 Vienna; Tel: +43 1 505 3113, +43 1 505 0637, +43 1 505 2557, +43 1 505 6444; Fax: +43 1 505 1423; Email: amboffice@embassybulgaria.at
Canada	Address: Laurenzerberg 2, 3rd Floor, 1010 Vienna; Tel: +43 1 531 38 3000; Fax: +43 1 531 38 3321; Email: vienn@international.gc.ca, Web: www.Austria.gc.ca
China	Address: Metternichgasse 4, 1030 Vienna; Tel: +43 1 714 314 948, +43 1 714 314 949; Fax: +43 1 713 6816; Email: chinaemb_at@mfa.gov.cn; Web: www.chinaembassy.at
Croatia	Address: Heuberggasse 10, 1170 Vienna; Tel: +43 1 485 9524; Fax: +43 1 480 2942; Email: croemb.bec @ mvpei.hr; Web: http://at.mfa.hr
Cyprus	Address: 20, Parkring, 1010 Vienna; Tel: +43 1 513 0630; Fax: +43 1 513 0632; Email: embassy2@cyprus.vienna.at
Czech Republic	Address: Penzingerstrasse 11-13, 1140 Vienna; Tel: +43 1 899 58111; Fax: +43 1 894 1200; Email: Vienna@embassy.mzv.cz; Web: www.mzv.cz/vienna
Denmark	Address: Führichgasse 6, 1010 Vienna; Tel: +43 1 512 7904; Fax: +43 1 513 8120; Email: vieamb@um.dk; Web: www.ambwien.um.dk/de
Estonia	Address: Wohllebengasse 9/13, 1040 Vienna; Tel: +43 1 50 377 61; Fax: +43 1 50 377 61 20; Email: embassy@estwien.at; Web: www.estemb.at
Finland	Address: Gonzagagasse 16, 1010 Vienna; Tel: +43 1 531 590; Fax: +43 1 535 5703; Email: sanomat.wie@formin.fi; Web: www.finnland.at
France	Address: Technikerstraße 2, 1040 Vienna; Tel: +43 1 502 750; Fax: +43 1 502 75 168; Email: presse@ambafrvienna.at; Web: www.ambafrance-at.org
Germany	Address: Metternichgasse 3, 1030 Vienna; Tel: +43 1 711 540; Fax: +43 1 713 8366; Email: info@wien.diplo.de; Web: www.wien.diplo.de
Greece	Address: Argentinierstraße 14, 1040 Vienna; Tel: +43 1 506 150; Fax: +43 1 505 6217; Email: gremb@griechischebotschaft.at; Web: www.griechische-botschaft.at
Iceland	Address: Naglergasse 2/3/8, 1010 Vienna; Tel: +43 1 533 2771; Fax: +43 1 533 2774; Email: icedel.vienna@utn.stjr.is; Web: www.iceland.org/at
India	Address: Kärntner Ring 2, 2nd Floor, 1015 Vienna; Tel: +43 1 505 8666; Fax: +43 1 505 9219; Email: indemb@eoivien.vienna.at; Web: www.indianembassy.at
Ireland	Address: Rotenturmstraße 16-18, 5th Floor, 1010 Vienna; Tel: +43 1 715 4246; Fax: +43 1 713 6004; Email: viennaembassy@dfa.ie; Website: www.embassyofireland.at
Israel	Address: Anton-Frank-Gasse 20, 1180 Vienna; Tel: +43 1 476 46 500; Fax: +43 1 476 46 555; Email: admin-sec@vienna.mfa.gov.il, consular@vienna.mfa.gov.il; Web: www.vienna.mfa.gov.il

Austria

Italy	Address: Rennweg 27, 1030 Vienna; Tel: +43 1 712 5121; Fax: +43 1 713 9719; Email: ambasciata.vienna@esteri.it ; Web: www.ambvienna.esteri.it
Japan	Address: Heßgasse 6, 1010 Vienna; Tel: +43 1 531 920; Fax: +43 1 532 0590; Email: info@embjp.at ; Web: www.at.emb-japan.go.jp
Latvia	Address: Stefan Esders Platz 4, 1190 Vienna; Tel: +43 1 403 3112; Fax: +43 1 403 31 1227; Email: embassy.austria@mfa.gov.lv
Lebanon	Address: Oppolzergasse 6/3, 1010 Vienna; Tel: +43 1 533 8821, +43 1 533 8822; Fax: +43 1 533 4984; Email: embassy.lebanon@inode.at
Lithuania	Address: Lowengasse 47, 1030 Vienna; Tel: +43 1 718 5467; Fax: +43 1 718 5469; Email: amb.at@urm.lt ; Web: www.at.mfa.lt
Luxembourg	Address: Sternwartestraße 81, 1180 Vienna; Tel: +43 1 478 2142; Fax: +43 1 478 2144; Email: francois.berg@mae.etat.lu
Macedonia	Address: Maderstrasse 1/10, 1040 Vienna; Tel: +43 1 524 8756; Fax: +43 1 524 8753; Email: macembassy@24on.cc
Malta	Address: Opernring 5/1, 1010 Vienna; Tel: +43 1 586 5010, +43 1 586 5020; Fax: +43 1 5865 0109; Email: maltaembassy.vienna@gov.mt
Moldova	Address: Löwengasse 47/10, 1030 Vienna; Tel: +43 1 961 1030; Fax: +43 1 961 1030/34; Email: vienna@moldmission.at
Netherlands	Address: Opernring 5/7, 1010 Vienna; Tel: +43 1 589 39; Fax: +43 1 589 39 265; Email: wen-public@minbuza.nl ; Web: www.mfa.nl/wen
New Zealand	Address: Salesianergasse 15/3, 1030 Vienna; Tel: +43 1 318 8505; Fax: +432 2327 7940; Email: nzpm@aon.at
Norway	Address: Reisnerstraße 55-57, 1030 Vienna; Tel: +43 1 715 6692; Fax: +43 1 712 6552; Email: emb.vienna@mfa.no ; Web: www.norwegen.or.at
Poland	Address: Hietzinger Hauptstraße 42c, 1130 Vienna; Tel: +43 1 870 1500; Fax: +43 1 870 1522 2; Email: wieden.amb.sekretariat@msz.gov.pl ; sekretariat@botschafttrp.at ; Web: www.wien.polemb.net
Portugal	Address: Opernring 3, 1010 Vienna; Tel: +43 1 586 7536; Fax: +43 1 586 7536 99; Email: portugal@portembassy.at
Romania	Address: Prinz-Eugen-Straße 60, 1040 Vienna; Tel: +43 1 505 3227, +43 1 503 8940, 505 1628; Fax: +43 1 504 1462; Email: ambromviena@ambrom.at ; Web: http://viena.mae.ro
Russia	Address: Reisnerstraße 45-47, 1030 Vienna; Tel: +43 1 712 1229, +43 1 713 8622; Fax: +43 1 712 3388; Email: info@rusemb.at ; Web: www.austria.mid.ru
Serbia	Address: Rennweg 3, 1030 Vienna; Tel: +43 1 713 2595, +43 1 713 2596, +43 1 712 1205, +43 1 7126 488, +43 1 713 4277; Fax: +43 1 713 2597; Email: ambasada@scg-diplomat.at , ambasada@yugoslavia.at
Slovakia	Address: Armbrustergasse 24, 1190 Vienna; Tel: +43 1 318 9055 200; Fax: +43 1 318 9055 208; Email: emb.vieden@mzv.sk ; Web: www.vienna.mfa.sk
Slovenia	Address: Nibelungengasse 13, 1010 Dunaj, Vienna; Tel: +43 1 586 1309; Fax: +43 1 586 1265; Email: vdu@gov.si
South Africa	Address: Sandgasse 33, 1190 Vienna; Tel: +43 1 320 6493; Fax: +43 1 328 3790; Email: adminacc@saembvie.at , vienna.admin@foreign.gov.za ; Web: www.saembvie.at
South Korea	Address: Gregor Mendel Strasse 25, 1180 Vienna; Tel: +43 1 478 1991; Fax: +43 1 478 1013; Email: mail@koreaemb.at
Spain	Address: Argentinierstraße 34, 1040 Vienna; Tel: +43 1 505 5788; Fax: +43 1 505 5788 125; Email: embespat@mail.mae.es
Sweden	Address: Obere Donaustraße 49-51, 1025 Vienna; Tel: +43 1 217 530; Fax: +43 1 217 53 370; Email: ambassaden.wien@foreign.ministry.se ; Web: www.swedenabroad.com/wien
Switzerland	Address: Prinz-Eugen-Straße 7, 1030 Vienna; Tel: +43 1 795 050; Fax: +43 1 795 0521;

Austria

	Email: vertretung@vie.rep.admin.ch ; Web: www.eda.admin.ch/wien
Turkey	Address: Prinz-Eugen-Strabe 40, Vienna; Tel: +43 1 505 7338, +43 1 505 7330; Fax: +43 1 505 3660
Ukraine	Address: Naaffgasse 23, Vienna; Tel: +43 1 479 7172 11; Fax: +43 1 479 7172 47; Email: info@ukrem.at ; Web: www.ukremb.at
United Kingdom	Address: Jauresgasse 12, 1030 Vienna; Tel: +43 1 716 130; Fax: +43 1 716 13 2999; Email: chancery@britishembassy.at ; Web: www.ukinaustria.fco.gov.uk/en
United States	Address: Boltzmanngasse 16, 1090 Vienna; Tel: +43 1 313 390; Fax: +43 1 310 0682; Email: embassy@usembassy.at ; Web: www.usembassy.at

The contact information above is subject to changes without previous notice.

Austrian Embassies Abroad

Australia	Address: 12 Talbot Street, Forrest, ACT 2603; Tel: +61 2 6295 1533; Fax: +61 2 6239 6751; Email: canberra-ob@bmeia.gv.at; Web: www.austria.org.au
Belgium	Address: Place du Champ de Mars 5, 1050 Brussels; Tel: +32 2 289 0700; Fax: +32 2 513 6641; Email: bruessel-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/bruessel.html
Bosnia-Herzegovina	Address: Dzidzikovac 7, 71000 Sarajevo; Tel: +387 33 279 400, +387 33 279 419; Fax: +387 33 668 339; Email: sarajewo-ob@bmeia.gv.at
Brazil	Address: SES, Av. das Nacoes, Quadra 811, Lote 40, CEP 70426-900 Brasilia DF; Tel: +55 61 3443 3111; Fax: +55 61 3443 5233; Email: brasilia-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/brasilia.html
Bulgaria	Address: Boulevard Zar Oswoboditel 13, Ulica Schipka 4, 1000 Sofia; Tel: +359 2 932 9032; Fax: +359 2 981 0567; Email: sofia-ob@bmeia.gv.at
Canada	Address: 445 Wilbrod Street, Ottawa, Ontario K1N 6M7; Tel: +1 613 789 1444; Fax: +1 613 789 3431; Email: ottawa-ob@bmeia.gv.at; Web: www.austro.org
China	Address: Jian Guo Men Wai, Xiu Shui Nan Jie 5, 100600 Beijing; Tel: +86 10 653 22 061; Fax: +86 10 653 21 505; Email: peking-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/peking.html
Croatia	Address: Radnicka cesta 80, 9 Stock, Zagreb Tower, 10000 Zagreb; Tel: +385 1 488 1050; Fax: +385 1 483 4461; Email: agram-ob@bmeia.gv.at
Cyprus	Address: 34, Dimosthenous Severi Avenue, 1st Floor, Office 101, Nicosia; Postal Address: PO Box 23961, 1687 Nicosia; Tel: +357 22 410 151; Fax: +357 22 680 099; Email: nicosia-ob@bmeia.gv.at
Czech Republic	Address: Viktora Huga 10, 15115 Prague 5; Tel: +420 257 090 511; Fax: +420 257 316 045; Email: prag-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/prag.html
Denmark	Address: Sølundsvej 1, 2100 Copenhagen; Tel: +45 3929 4141; Fax: +45 3929 2086; Email: kopenhagen-ob@bmeia.gv.at
Estonia	Address: Vambola 6, 10114 Tallinn; Tel: +372 627 8740; Fax: +372 631 4365; Email: tallinn-ob@bmeia.gv.at
Finland	Address: Unioninkatu 22, 00130 Helsinki; Tel: +358 9 68 1860-0; Fax: +358 9 66 5084; Email: helsinki-ob@bmeia.gv.at
France	Address: 6 Rue Fabert, 75007 Paris; Tel: +33 1 4063 3063; Fax: +33 1 4555 6365; Email: paris-ob@bmeia.gv.at; Web: www.amb-autriche.fr
Germany	Address: Stauffenbergstraße 1, 10785 Berlin; Tel: +49 30 202 870; Fax: +49 30 229 0569; Email: berlin-ob@bmeia.gv.at; Web: www.bmeia.gv.at/index.php?id=69789&L=0
Greece	Address: 4 Vasilissis Sofias, 10674 Athens; Tel: +30 210 7257 270; Fax: +30 210 7257 292; Email: athen-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/athen.html
Hungary	Address: Benczur utca 16, 1068 Budapest; Tel: +36 1 479 7010; Fax: +36 1 352 8795; Email: budapest-ob@bmeia.gv.at; Web: www.austrian-embassy.hu
India	Address: Ep-13, Chandergupta Marg, Chanakyapuri, New Delhi 110021; Tel: +91 11 2419 2700; Fax: +91 11 2688 6929; Email: new-delhi-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/new-delhi.html
Ireland	Address: 15 Ailesbury Court Apartments, 93 Ailesbury Road, Dublin 4; Tel: +353 1 269 4577, +353 1 269 1451; Fax: +353 1 283 0860; Email: dublin-ob@bmeia.gv.at
Israel	Address: Beit Crystal, 12 Rehov Hahilazon, Ramat Gan, 52522 Tel Aviv; Tel: +972 3 612 0924; Fax: +972 3 751 0716; Email: tel-aviv-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/tel-aviv.html
Italy	Address: Via G. Pergolesi 3, 00198 Rome; Tel: +39 06 844 0141; Fax: +39 06 854 3286; Email: rom-ob@bmeia.gv.at; Web: www.bmeia.gv.at/index.php?id=66411&L=15
Japan	Address: 1-1-20 Moto Azabu, Minato-ku, Tokyo 106-0046; Tel: +81 3 3451 8281; Fax: +81 3 3451 8283; Email: tokio-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/tokio.html

Austria

Latvia	Address: Elizabetes iela 21a, 4th Floor, appt. 11, 1010 Riga; Tel: +371 6721 6125; Fax: +371 6721 6126; Email: riga-ob@bmeia.gv.at
Lebanon	Address: Avenue Charles Malek, Tabaris 812 Bldg., 8th Floor, Tabaris, Achrafieh, Beirut; Tel: +961 1 21 7360, +961 1 21 7412, 21 7491; Fax: +961 1 21 77 72; Email: beirut-ob@bmeia.gv.at
Lithuania	Address: Gaono 6, 01131 Vilnius; Tel: +370 5 266 0580; Fax: +370 5 279 1363; Email: wilna-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/wilna.html
Luxembourg	Address: 3 rue des bains, 1212 Luxembourg; Tel: +352 47 1188; Fax: +352 46 3974; Email: luxemburg-ob@bmeia.gv.at; Web: www.bmeia.gv.at/botschaft/luxemburg.html
Macedonia	Address: Mile Popjordanov 8, 1000 Skopje; Tel: +389 2 3083 400, +389 2 083 700, +389 2 3084 984; Fax: +389 2 3083 150, +389 2 3083 350; Email: skopje-ob@bmeia.gv.at
Malta	Address: Whitehall Mansions, 3rd Floor, Ta Xbiex Seafront, Ta Xbiex, Valletta; Tel: +356 23 27 90 00; Fax: +356 21 31 74 30; Email: valletta-ob@bmeia.gv.at
Mexico	Address: Sierra Tarahumara 420, Colonia Lomas de Chapultepec, 11000 Mexico; Tel: +52 55 5251 0806; Fax: +52 55 5245 0198; Email: mexiko-ob@bmeia.gv.at; Web: www.embajadadeaustria.com.mx
Monaco	(Consulate) Address: Monte-Carlo Palace, 7 boulevard des Moulins, 98000 Monaco; Tel: +377 9330 2300; Fax: +377 9216 0454; Email: cons-autriche@monaco.mc
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The contact information above is subject to changes without previous notice.