

Opening hours

Shops. Mostly Mo – Fr 8/9 a.m. to 6/7 p.m., Sa 8/9 to 4/5 p.m.; shopping centres and shops at big shopping malls have longer opening hours.

Banks. Mo – Wed 8/9 a.m. to 3 p.m., Thu 8/9 a.m. to 5.30 p.m., with lunch hour from 12.30 to 1.30 p.m.

Post offices. Mo – Fr 8 to 12 and 2 to 6 p.m., closed on Saturdays or open from 9 to 12 a.m., longer opening hours at train stations.

Holidays in Austria vary between the federal provinces. Find more information online, for example at the website www.austria.info.

Medical care

All **hospitals** in larger Austrian cities have emergency rooms open around the clock. All information regarding location etc. can be found on the website of the Federal Health Ministry (www.bmg.gv.at).

Emergency phone numbers. European emergency number 112, ambulance service 144, fire brigade 122, police 133

Pharmacies. Turns of nighttime and Sunday duty; closed pharmacies refer to the next pharmacy on duty. 24-hours emergency number: 1455.

Helpful links

Austria Tourism www.austria.info, **ÖBB** www.oebb.at, **Westbahn** www.westbahn.at, **Austrian automobile clubs ARBÖ** www.arboe.at and **ÖAMTC** www.oeamtc.at, **Vienna International Airport** www.viennaairport.com, **Foreign Ministry** www.bmeia.gv.at, **Vienna Public Transport** www.wienerlinien.at

This brochure does not claim to be complete. Further support in the respective language is provided by the free ECC-Net: Travel App of the European Consumer Centres Network, available at App stores of Apple and Android.

Contact

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www.europakonsument.at

Advice by phone
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Monday to Friday, 9 a.m. to 3 p.m.

Europakonsument Online
On www.europakonsument.at, current information to cross-border consumer topics in German and English language is provided. The Europakonsument newsletter reports about consumer topics related to Europe. If you are interested, simply register on our website and receive the latest news on a regular and free basis.

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Publisher Verein für Konsumenteninformation, Mariahilfer Straße 81, 1060 Wien,
ZVR-No. 389759993
Image Maxx-Studio/Shutterstock.com
Print Holzhausen Druck GmbH, 2120 Wolkersdorf
Printed in Austria



Co-funded by
the European Union



This brochure is part of the action 670702 – ECC-Net AT FPA which has received funding under a grant for an ECC action from the European Union's Consumer Programme (2014-2020).

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Traveling to Austria
The most important informations for tourists

Arrival

Even though Austria belongs to the Schengen area, it is still important to carry a valid passport during your journey. This especially applies to air travel, as many airlines have specific rules regarding necessary travel documents. Children need their own passport as well.

By plane

Austrian airports. Vienna Schwechat (VIE), Salzburg (SZG), Innsbruck (INN), Graz-Thalerhof (GRZ), Linz (LNZ) and Klagenfurt (KLU). In some cases it might be cheaper to fly to the nearby Slovakian capital Bratislava and then travel by bus to Austria. All airports are very well connected to the public transport system (bus, train) of the respective city.

Public transport from Vienna International Airport (VIE) to the city (all price indication based on the situation as of April 2015):

- **S-Bahn S7.** Tickets for local tariff, 4.40 €, about 25 minutes travel time
- **City Airport Train CAT.** Tickets from 11 €, about 16 minutes travel time. The passengers of some airlines can use the check-in service for their luggage at the train station "Wien Mitte".
- **Airport bus.** The ÖBB bus drives on three different routes from the airport to the city (last stops Schwedenplatz – Westbahnhof – Kagan). Tickets from 8 €; 20 to 50 minutes travel time, depending on the last stop.

Please note: For onward travel within Vienna, you need another ticket for the public transport!

Taxi. It is recommended to call the taxi company beforehand and specifically order an "airport taxi" for driving to and from the airport. The costs are about 25 € to 45 €. In most cases, it is less expensive to call for a taxi than take one already available at the airport.

By train

The rail network of the Austrian rail company "Österreichische Bundesbahnen" (ÖBB) covers the whole country and is also

supplemented off the railway tracks by busses. The private company "Westbahn" is another alternative for train passengers.

ÖBB tickets range from single tickets up to the "Österreichcard" which is valid for one year. Early bookers may get one of the cheap "SparSchiene" tickets. Please note: Those tickets cannot be cancelled or refunded and are only valid for a specific train connection on a certain date. Furthermore, there are combination tickets with which passengers can combine the train ticket with a cultural or other touristic offer at their destination (like a ticket for the zoo or a museum or ski areas). The ÖBB also has motorail trains, barrier-free trains and offers the possibility to travel with bicycles.

ÖBB tickets can be purchased online (www.oebb.at) and at booking offices and ticket machines at the train stations. Purchasing an ÖBB-ticket directly on the train is not possible. Westbahn tickets are available online, at tobacconists and directly on the train.

Good to know. Most of the Austrian federal provinces offer tourism cards with which tourists can visit sights, museums, theatres, restaurants and so on for a limited price or even for free. Also public transport can be used at a reduced rate. Ask for more information at tourist information points in the city, at train stations, at the airport or at your hotel.

By car

On Austrian motorways and speed roads, the obligation to pay a toll applies and is paid via a toll sticker, the Vignette (vehicles up to 3.5 tons), or GO-Box (more than 3.5 tons). On some streets, additional fees are requested. Find more information on the website of ASFINAG (<http://www.asfinag.at/maut/sonder-und-videomaut>).

The **Vignette** is available in Austria and neighbouring countries at the respective automobile clubs, tobacconists and gas stations. It has to be attached to the windscreen before crossing the border or driving on an Austrian motorway or speed road.

Maximum speed limits for cars and motorcycles:

- In local areas between the place name signs: 50 km/h
- Roads outside a city, town or village and speed roads: 100 km/h
- On motorways: 130 km/h

Emergency corridor ("Rettungsgasse"). In case of traffic jams on multilane roads it is obligatory to form a free lane between the cars in order to enable emergency services such as the police, fire brigades or rescue teams to drive through. Unauthorised usage of the emergency corridor is liable to prosecution!

The **maximum alcohol limit** in Austria is 0.5 per thousand.

Some cities have **short term parking zones** ("blue zones"). The respective maximum parking time is signposted at the beginning of every zone.

Zones with fees. Parking tickets can be purchased at gas stations and tobacconists as well as at ticket machines or with electronic services (text message or telephonic).

Zones without fees. Parking discs to mark the arrival time are available at tobacconists.

Accommodation

Hotels can be categorized by stars: from 1 star (simple hotel, bed and breakfast) up to 5 stars (luxury hotel). The prices depend on the season. In winter, hotels in ski areas are much more expensive than during the summer months. In popular cities like Vienna or Salzburg, the costs are higher around holidays.

Bed & breakfasts and camping sites build good alternatives to hotels, especially in rural areas.

Shopping

Currency

Euro (1 Euro = 100 Cent). Credit cards like MasterCard, Visa, American Express and Diners Club are highly accepted. Amounts of cash higher than 10.000 Euro have to be declared at customs.