

Travelling to



Austria

Slovenia

Croatia

Help and advice
for consumers
in Europe



ECC-Net

European Consumer Centres Network

Travelling to...

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Travelling to Austria



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 – Kargn). Tickets

from €8; 20 to 50 minutes travel time, depending on the last stop.

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.

*For onward travel within Vienna,
you need another ticket for the
public transport!*



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.

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:

www.asfinag.at/maut/sonder-und-videomaut

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.



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.

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.



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.

Opening hours



Shops. Mostly Mo – Fr 8/9 a.m. to 6/7 p.m., Sa 8/9 a.m. 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 p.m. to 1.30 p.m.

Post offices. Mo – Fr 8 a.m. to 12 p.m. and 2 p.m. to 6 p.m., closed on Saturdays or open from 9 a.m. 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.

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.

112 - European emergency number

144 - Ambulance service

122 - Fire brigade

133 - Police

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

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.

European Consumer Centre Austria

Mariahilfer Straße 81, 1060 Vienna
info@europakonsument.at

Advice by phone

Europa Hotline +43 1 588 77 81

Mo - Fr 9 a.m. to 3 p.m.

www.europakonsument.at



Travelling to Slovenia



Slovenia is part of the Schengen area.

By plane



Ljubljana Jože Pučnik Airport (LJU) is the only international airport in Slovenia and lies 27 km northwest of Ljubljana, near Spodnji Brnik. In some cases it is cheaper to land at neighbouring airports in Italy (Venice (VCE) – 230 km from Ljubljana, Treviso (TSF) – 230 km from Ljubljana, Trieste (TRS) – 130 km from Ljubljana), Croatia (Zagreb (ZAG) – 150 km from Ljubljana), or Austria (Klagenfurt (KLU) – 90 km from Ljubljana, Graz (GRZ) – 190 km from Ljubljana) and continue your journey to Slovenia by airport transfers.

Transport from Ljubljana Jože Pučnik Airport.

Bus. The bus runs from the airport to Kranj (fare: €1.80), to Ljubljana (fare: €4.10) and to Kamnik (fare: €2.70). The bus from the airport to Ljubljana runs Monday to Friday every hour on the hour from 5 a.m. to 8 p.m. On Saturdays, Sundays and holidays, it runs at 7 a.m., 10 a.m., 12 p.m., 2 p.m., 4 p.m., 6 p.m., and 8 p.m.. The journey takes about 40 minutes.

Airport transfers. These run from the airport to Ljubljana (fare: €9, the journey takes about 30 minutes), to Bled (€13, 30 minutes), to Bohinj (€28, 55 minutes), and to Kranjska Gora (€28, 55 minutes). You can buy your ticket from the driver, departures are adjusted according to plane landing times, and some require prior booking.

Taxi. Taxis are available in front of the airport building. A taxi from the airport to Ljubljana costs between €25 and €40.

Parking at the airport. You can park in the parking garage (€14/day) or on one of the two car parks (€12/day).

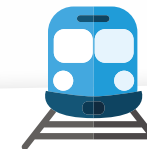
By train

Slovenian railway network covers the entire country. You can choose between single, return, and season tickets for any train and any day of the week. Advance tickets can be purchased up to two months before your journey. Tickets can be bought at railway stations

or at authorized travel agencies. If you buy them on the train, you pay a supplement of €2.50, unless you enter at a railway station where tickets cannot be bought.

You can continue your way to interesting tourist destinations by bus, for example from the Divača railway station to Škocjan Caves or from the railway station in Koper to other Slovenian coastal towns, such as Ankaran, Izola, Strunjan, Portorož, Piran. Motorail trains operate on the line between Bohinjska Bistrica and Nova Gorica. During some periods, Slovenian railways allow the transport of bicycles (the uniform price for transporting bicycles: €3.40). In winter, a free ski bus from Bohinjska Bistrica will take you to the Vogel Ski Resort or to the

lower cable car station. Take a ride back in history with the heritage trains, which run between Celje and Podčetrtek, and between Bohinjska Bistrica and Nova Gorica.



*Slovenian Railways offer discounts
for children, groups and on weekends.
You can also buy international tickets
InterRail Slovenia and Eurail Slovenia.*

By car

In order to use motorways and express roads, drivers of motor vehicles up to 3.5 tonnes must buy a vignette. Drivers of motor vehicles over 3.5 tonnes have to pay a road toll.

A vignette can be purchased in Slovenia or in neighbouring countries; see sales points at www.dars.si/vsebinska/prodajnamesta.aspx?id_menu=392. You can buy annual, monthly or weekly vignettes. Motorcyclists can buy annual, half-yearly or weekly vignettes. A vignette must be affixed onto the windscreen.

The maximum permissible speed for cars and motor-cycles:

- speed limit in urban areas: 50 km/h
- speed limit outside urban areas: 90 km/h
- express road speed limit: 110 km/h, and motorway speed limit: 130 km/h

Rescue lane. In the event of traffic congestion, vehicles on the right must position themselves as close to the right-hand outer line of the lane as possible; the vehicles in the overtaking lane must do the same on the left side of their lane. There must be enough space for emergency vehicles to pass between the queuing lanes.

The maximum permitted blood-alcohol content is 0.24 mg per litre of exhaled air. Young drivers (under 21 years of age or drivers who have a driving license for less than 2 years) must have no alcohol in their body. If your car breaks down, call 1987 for roadside assistance and towing (AMZS).

Parking and transportation in Ljubljana.

Parking fees: from €0.60 per hour to €1.20 per hour. Time-limited parking spaces – **parking machines and metres:** from €0.40 per hour to €0.70 per hour.

Urban public transport.

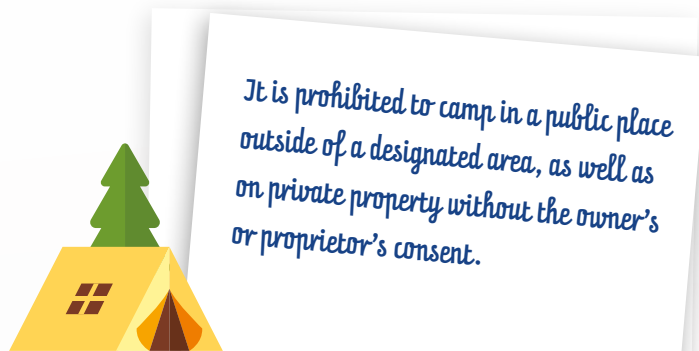
Urbana Card. The Urbana card facilitates payment for Ljubljana city bus trips (the card is priced at €2.00, a single journey fare is €1.20 – it allows you to transfer as many busses as you need in the period of 90 minutes). The Urbana card can also be used to pay for a ride in the Ljubljana Castle funicular, some parking fees as well as the services of the Ljubljana City Library.

Bicikelj. You can rent a bike to ride around Ljubljana. The Bicikelj system is comprised of 32 bicycle stands, which are located approximately 300 to 500 metres apart. The first hour of use is free of charge.



For information on accommodations see the Slovenian Tourist Board's website: www.slovenia.info/si/Nas-tanitve.htm?where_to_stay=0&lng=1&redirected=1. In addition to hotels, motels, hostels, private rooms, apartments, and guesthouses, you can also find information on campsites, tourist farms, mountain lodges, cabins, and vineyard cottages. On the website, you can search for available themed accommodation (specialized accommodation for cyclists and hikers, Slovenian natural spa hotels, Ski Wellness, Houses of Tradition, overnight stays in castles and mansions) and tourist accommodations, which emphasizes the importance of coexistence with nature, for example ecological tourist farms.

Hotels and camps are rated from one to five stars; motels, boarding houses, guesthouses, apartments, holiday homes and rooms are rated from one to four stars and farms with accommodation from one to four apples. Prices depend on the season; in the summer, the prices are the highest in Ljubljana and the coast, as well as in Bled and Bohinj.



Currency



Euro (EUR 1 = 100 Cents). Most shops accept credit cards. All travellers carrying €10,000 or more in cash are required to report this amount to customs.

Opening hours



Shops. Generally Mo - Fr from 8 a.m. to 7 p.m., on Saturdays from 8 a.m. to 1 p.m. Shops in shopping centres have longer opening hours, from Mo - Sa until 8/9 p.m. They are also open on Sundays until 3 p.m.

Banks. Generally Mo - Fr from 8/8:30 a.m. to 4:30/5 p.m.

(mostly with a lunch break). You can withdraw money 24 hours per day at ATMs across Slovenia.

Post offices. Generally Mo - Fr from 8 a.m. to 6/7 p.m., on Saturdays from 8 a.m. to 12/1 p.m.

Holidays and work-free days in Slovenia. 1 January (New Year), 8 February (Prešeren Day), Easter Sunday and Easter Monday, 27 April (Day of Uprising Against Occupation), 1 and 2 May (Labour Day), 25 June (Statehood Day), 15 August (Assumption of Mary) 31 October Reformation Day), 1 November (Remembrance Day), 25 December (Christmas), 26 December (Independence Day).

Most museums and galleries are closed on Mondays and some offer free admission on the first Sunday of each month.

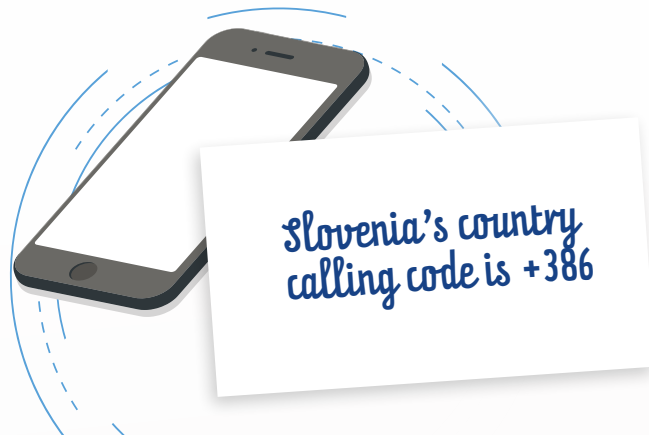
Emergency medical assistance is organized in all major Slovene towns, namely at hospitals, healthcare centres and stations. Teams of ambulances and teams with a motorcycle ambulance work in the field. For more information see the Ministry of Health's website www.mz.gov.si.

Emergency phone numbers.

112 - notification centre, medical assistance, firefighters, veterinary help, emergency services

113 – police

Pharmacies. Generally Mo - Fr from 7/8 a.m. to 7/8 p.m., on Saturdays from 8 a.m. to 1 p.m. Pharmacies are closed on Sundays and holidays. A list of on-call pharmacies can be found on the Slovene Chamber of Pharmacies' website: www.lzs.si.



Helpful links

Slovenian Tourist Board www.slovenia.info

Ljubljana Jože Pučnik Airport www.lju-airport.si

Slovenian Railways www.slo-zeleznice.si

Automobile Association of Slovenia www.amzs.si

Ministry of Foreign Affairs www.mzz.gov.si

Ljubljana City Public Transport www.lpp.si



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European Consumer Centre Slovenia

Kotnikova 5, 1000 Ljubljana

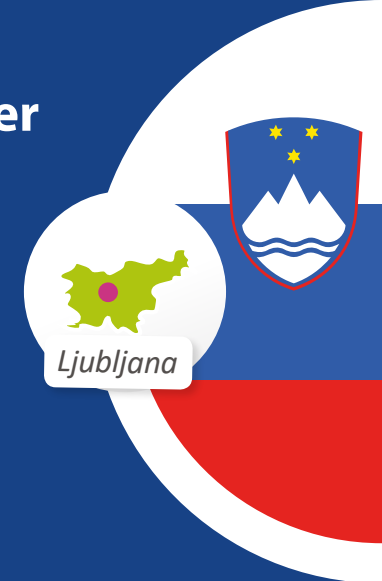
epc.mgrt@gov.si

Advice by phone

+386 (0)1 400 3729

Mo - Fr 9 a.m. to 3 p.m.

www.epc.si





Travelling to Croatia



Croatia is a member of the European Union, but not part of the Schengen area, so you will need a valid visa or a valid passport when you travel to Croatia.

By plane



The most important International airports in Croatia are: Zagreb (ZAG), Rijeka (RJK), Split (SPU), Dubrovnik (DBV) and Zadar (ZAD). All airports are very well connected with neighboring bigger cities by public bus transportation. On this link you can find relevant information about all Croatian airports and airfields, locations of airports, bus timetables and basic information such as transfer

of passengers: www.croatianairports.com

Taxi. Taxi stands right next to the exit of the airport. The costs depend on the individual rate of each taxi company and also on the region in which you are located. We recommend you to ask for the price before entering the taxi and to make sure that the taxi meter is turned on. Good to know: some taxi companies have the same prices for driving at night and during the day and do not have extra charges for luggage transport. Before you decide to use specific taxi company it is good to check transport conditions with the taxi driver.

By train

The rail network of the Croatian rail company “Hrvatske željeznice” (HŽ) covers the whole country and is also supplemented off the railway tracks by busses.

HŽ tickets range from single tickets up to the tickets which are valid for one year. Children up to 6 years may use the train free of charge. Additionally, children above 6 years and students with valid student identity cards are also eligible for special discounts. Young people up to 20 years travelling in groups (at least 6 people) through Croatia, Slovenia, Serbia and Austria have 70% discount for single and return tickets. Also,

there are special discounts for family tickets when more than 3 and less than 10 family members are travelling together. Other discounts can be found on HŽ web-page: www.hzpp.hr/pogodnosti?p=320&mp=346.

Please note: Most of the tickets may be cancelled or refunded in case they are returned before the beginning of the trip (extra charges might be deducted from the amount paid depending of the time of cancellation), however, e-tickets as well as tickets bought according to some special tariffs cannot be cancelled or refunded. Furthermore, there are combination tickets which passengers can combine with a cultural or other touristic offer at their destination (like a ticket for the museum, concerts, theaters and spa). HŽ also

has motorail trains, barrier-free trains and offers the possibility to travel with bicycles.

HŽ tickets can be purchased online, at booking offices and ticket machines at the train stations. Please note:

e-tickets cannot be cancelled or replaced. Purchasing a HŽ-ticket directly on the train is also possible.

For any other information regarding transport, there are tourist information points available in every larger city, at train stations, at the airport or at your hotel.



Most of Croatian cities offer tourism cards with which tourists can visit sights, museums, theatres, restaurants and so on for a limited price or even for free.

By car

On Croatian motorways and speed roads, the obligation to pay a toll applies and is paid on designated toll stations. Toll charges are payable in cash (domestic currency, EURO is accepted only in exceptional circumstances), credit or debit cards or using the Electronic Toll Payment (ETC). ETC is a method of contactless payment without the intervention of a cashier which is carried out using an ETC device positioned on the windshield of the vehicle and an antenna on the toll lane. There are seasonal ETCs as well as ones that last all around the year offering significant discount (21,74% for annual and 33.48% for seasonal discount)

to its users when paying toll charges.

The purchasing price of an ETC device is 122,00 HRK and is paid when ordering the service. You can also buy the ETC device on toll stations. Find more information on the website of Croatian Motorways Ltd. and Rijeka-Zagreb Motorway PLC: www.hac-onc.hr/en/toll-payment.

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: 90 km/h
- On speed roads and roads intended exclusively

- for motor vehicles: 110 km/h
- On motorways: 130 km/h

Emergency corridor. In case of traffic jams on multi-lane 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. Unauthorized usage of the emergency corridor is liable to prosecution!

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

Most of the larger cities in Croatia have **parking zones with fees**. The respective maximum parking time is

signposted at the beginning of every zone. The ticket has to be attached to the windscreen of the car at the time of the parking. You can buy the parking ticket on ticket machines which can be found in every zone as well as with electronic services (text message).



In case you do not pay the parking ticket, you will be obliged to pay the daily ticket for the entire day!

When you want to book accommodation in Croatia, you can choose between **hotels**, (all types, from small family hotels, bed and breakfast to luxury hotels), **private accommodation** – apartments and rooms and also, if you prefer more adventurous type of stay, you can go and visit various **camp**s on the coast as well as on the continent. Today most campsites are

privately owned, resulting in more diverse and higher quality camping facilities. Also, **many camps** have mobile-homes and **bungalows**.

Prices are higher during summer season (from middle of June – middle of September) and during holidays (Christmas, Easter...)

Other than the famous coast, tourists are discovering the continental part of the country where you can book an accommodation in different kinds of family farms and enjoy the benefits of rural tourism.



Currency



Croatian Kuna, HRK, (1 euro is approximately 7,5 HRK). Credit cards such as MasterCard, Visa, American Express and Diners card are highly accepted. Amounts of cash higher than 10.000 Euro have to be declared at customs.

Opening hours



Shops. Mostly Mo - Sa from 8/9 a.m. to 8 p.m., Sunday from 9 a.m. to 1/3 p.m., or closed, shopping malls Mo - Sun from 9/10 a.m. to 9. p.m.

Banks. Mo – Fr from 9 a.m. to 7 p.m., Saturday from 9 a.m. to 1/2 p.m.

Post office. Mo – Fr from 8 a.m. to 7/8 p.m., Saturday from 8 a.m. to 1/2 p.m.

Holidays. Croatia has a lot of public and religious holidays, find more information online, for example on the link:

www.visit-croatia.co.uk/index.php/events-croatia/public-holidays-croatia

All large cities have hospitals and emergency rooms around the clock. Find more information online, for example on the link: www.moveoneinc.com/blog/re-locations/enmedical-services-croatia

Emergency phone numbers.

The country code of Croatia is 00385, which you should type if calling from a foreign mobile phone.

112 – emergency number

192 – police

193 – fire brigade,

194 – ambulance

195 – search and rescue at the sea

1987 – road assistance

1 4640 800 – HAK Croatian automobile club

Pharmacies. Mostly open from Mo – Fr from 8/9 a.m. to 7.p.m., on Saturday from 8/9 a.m. to 2 p.m., each large city has one or two pharmacies which are on regular duty during night time and Sunday.

For example regular duty pharmacies in Zagreb are located in following addresses: Trg bana J. Jelačića 3(+38514816198), Ilica 301,(+38513750321), Ozaljska 1 (+3853097586), Grižanska 4 (+3852992350), Av.V.Holjevca 22 (+3856525425), opening hours 24/7.

Helpful links

Croatia Tourism www.croatia.hr

Croatian Railways Passenger Transport HŽPP
www.hzpp.hr

ZET Zagreb Electric Tram www.zet.hr

Zagreb Bus Station AKZ www.akz.hr

Croatian Automobile Club HAK www.hak.hr

Zagreb International Airport

www.zagreb-airport.hr

Ministry of Foreign and European Affairs

www.mvep.hr

European Consumer Centre Croatia

Ulica grada Vukovara 78,
10000 Zagreb

ecc-croatia@mingo.hr

Advice by phone


+385 1 610 97 44

Mo - Fr, 9 a.m. to 3 p.m.

www.ecc-croatia.hr



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**Do you need information about your consumer rights in Europe?
You are facing a problem with a trader in another EU country, Iceland or Norway?**

**We are here to help you – free of charge,
cross-border and out-of-court!**

November 2016

**Help and advice
for consumers
in Europe**



European Consumer Centres Network

For more information, don't hesitate to
contact the **European Consumer Centre**
in your country of residence:

[www.ec.europa.eu/consumers/solving_consumer
disputes/non-judicial_redress/ecc-net/index_en.htm](http://www.ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net/index_en.htm)

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