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Directory

TRANSPORT

AIR

Vienna is well connected to the rest of the world and can be reached by no-frill and full-frill airlines. Bratislava, Slovakia's capital, only 60km east of Vienna, is a highly feasible alternative to flying into Austria. To find a flight online, try the following:

Expedia (www.expedia.com/www.expedia.co.uk) Lists major airline flights from the UK and USA; the earlier you book the better.

Flight Centre (www.flightcentre.com) Respected operator handling direct flights, with sites for Australia, New Zealand, the UK, the USA and Canada.

Last Minute (www.lastminute.com) One of the better sites for last minute deals, including hotels.

Flycheapo (www.flycheapo.com) No-frills website for no-frill airlines.

Opodo (www.opodo.co.uk) UK-based company with excellent deals for European destinations.

BOOKINGS ONLINE

Flights, tours and train tickets can be booked online at www.lonelyplanet.com/travel_services.

Airlines

Air Berlin (☎ 701 26 888; www.airberlin.com)

Air France (Map pp254–5; ☎ 502 22-2400; www.airfrance.com; 01, Kärntner Strasse 49)

Alitalia (Map pp254–5; ☎ 505 17 07; www.alitalia.com; 01, Kärntner Ring 2)

Austrian Airlines (Map pp252–3; ☎ 05 17 89; www.aa.com; 10, Fontanastrasse 1)

British Airways (Map pp254–5; ☎ 7956 7567; www.britishairways.com; 01, Kärntner Ring 10)

German Wings (☎ 820 24-0554; www.germanwings.com)

KLM (☎ 0900-359 556; www.klm.com)

NIKI (☎ 701 26 888; www.flyniki.com)

Sky Europe (☎ 998 555 55; www.skyeurope.com)

Swiss (Map pp254–5; ☎ 0810-810 840; www.swiss.com; 01, Marc-Aurel-Strasse 4)

Airports

20km southwest of the city centre at Schwechat is **Vienna International Airport** (flight inquiries ☎ 7007 22233; www.viennaairport.com). Facilities include a handful of restaurants and bars, banks and ATMs, money-exchange counters, a supermarket, a post office, car rental agencies and a 24-hour left-luggage counter. Getting to or from the airport is possible using the following transport options:

Bus Link (☎ 05 17 17; www.oebb.at; one-way/return €6/11, children under six free, children 6-15 €3/5.50; from Westbahnhof ☎ 5am-11pm, from Südbahnhof ☎ 5.15am-11.15pm, from Schwedenplatz ☎ 5am-11.30pm, from UNO City ☎ 6.35am-6.35pm, every 30 min) The Westbahnhof service calls in at Wien Südbahnhof station.

C&K Airport Service (☎ 444 44; www.ck-airportservice.at; one-way €27, up to four persons) C&K car service is a better, cheaper option than a taxi as its rates are fixed. On arrival at the airport, head to its stand to the left of the exit hall; when leaving Vienna, call ahead to make a reservation.

City Airport Train (CAT; ☎ 252 50; www.cityairporttrain.com; return adult/child €16/9, booked online €15/8; ☎ 5.38am-11.08pm, every 30 min) Departs from Wien-Mitte; luggage check-in facilities and boarding card issuing service.

Schnellbahn 7 (☎ 05 17 17; www.oebb.at; one-way €3, €1.50 with city transport passes; ☎ 4.32am-9.56pm Mon-Sat, every 30 min) Cheapest way to get to the airport; departs from Wien Nord and passes through Wien-Mitte.

Airport Letisko Bratislava (☎ 0421 2 4857 3353; www.airportbratislava.sk), serving Bratislava, is connected to Vienna's International Airport by 11 buses daily (one-way/return €9/16).

THINGS CHANGE...

The information in this chapter is particularly vulnerable to change. Check directly with the airline or a travel agent to make sure you understand how a fare (and ticket you may buy) works and be aware of the security requirements for international travel. Shop carefully. The details given in this chapter should be regarded as pointers and are not a substitute for your own careful, up-to-date research.

CLIMATE CHANGE & TRAVEL

Climate change is a serious threat to the ecosystems that humans rely upon, and air travel is the fastest-growing contributor to the problem. Lonely Planet regards travel, overall, as a global benefit, but believes we all have a responsibility to limit our personal impact on global warming.

Flying and climate change

Pretty much every form of motorized travel generates CO₂ (the main cause of human-induced climate change) but planes are far and away the worst offenders, not just because of the sheer distances they allow us to travel, but because they release greenhouse gases high into the atmosphere. The statistics are frightening: two people taking a return flight between Europe and the US will contribute as much to climate change as an average household's gas and electricity consumption over a whole year.

Carbon offset schemes

Climatecare.org and other websites use 'carbon calculators' that allow travellers to offset the level of greenhouse gases they are responsible for with financial contributions to sustainable travel schemes that reduce global warming – including projects in India, Honduras, Kazakhstan and Uganda.

Lonely Planet, together with Rough Guides and other concerned partners in the travel industry, support the carbon offset scheme run by climatecare.org. Lonely Planet offsets all of its staff and author travel.

For more information check out our website: www.lonelyplanet.com.

BICYCLE

Vienna is easily handled by bicycle – over 700km of cycle tracks crisscross the city, making it a breeze to avoid traffic, but not always pedestrians. Many one-way streets do not apply to cyclists; these are indicated by a bicycle sign with the word *ausgen* alongside it. The Walking & Cycling Tours chapter offers two cycle tour suggestions for the city (p113 and p115), while popular cycling areas include the 7km path around the Ringstrasse, the Donauinsel (Danube Island), the Prater and along the Donaukanal (Danube Canal).

Hire bikes from any of the following:

Copa Cagrana Rad und Skaterverleih (Map pp252–3; ☎ 263 52 42; www.fahrradverleih.at in German; 22, Am Kaisermühlendamm 1; 1hr/½-/full-day rental from €4.80/14.40/24; ☎ 9am-6pm Mar & Oct, 9am-8pm Apr & Sep, 9am-9pm May-Aug) Also has roller blades for hire (from €6 per hour).

Pedal Power (☎ 729 72 34; www.pedalpower.at; 02, Ausstellungsstrasse 3; 1hr/½-/full-day rental €5/17/27; ☎ 8am-7pm Apr-Oct) Also offers tours of the city; see p52 for more information. Child seats and helmets are €4 extra a piece.

Vienna City Bike (☎ 0810-50 05 00; www.citybikewien.at in German; 1st hr free, 2nd hr €1, 3rd hr €2, 4th hr and above €4) Blue and yellow bicycles provided by the City of Vienna to promote cycling in the city; currently 45 bike

stands are scattered throughout the city. A credit card or a bank card from an Austrian bank is required to rent bikes; just swipe your card in the machine and follow the instructions (in a number of languages). If neither suits, a Tourist Card, available from **Royal Tours** (Map pp254–5; ☎ 710 46 06; 01, Herrengasse 1-3; ☎ 9-11.30am, 1-6pm) for €2 per day, allows tourists to rent bicycles without using a credit card. A lost bike will set you back €600.

Bicycles can be carried on carriages marked with a bike symbol on the S-Bahn and U-Bahn from 9am to 3pm and after 6.30pm Monday to Friday, after 9am Saturday and all day Sunday for half the adult fare. It's not possible to take bikes on trams and buses.

BOAT

The Danube is a traffic-free access route for arrivals and departures from Vienna. Eastern Europe is the main destination; **Twin City Liner** (Map pp254–5; ☎ 588 80; www.twincityliner.com; 01, Schwedenplatz; one way/return from €15/30; ☎ 8am-4.30pm) connects Vienna with Bratislava in 1¼ hours from June to October while **DDSG Blue Danube** (Map pp254–5; ☎ 588 80; www.ddsg-blue-danube.at; 01, Friedrichstrasse 7; one way/return €79/99; ☎ 9am-6pm Mon-Fri) links Budapest with Vienna April to October.

The Danube is connected to the Rhine by the River Main tributary and the Main-Danube canal in southern Germany; imaginatively named ships like the *MS Sound of Music* and *MS River Empress* cruise along this route, from Amsterdam to Budapest, between May and November. Bookings can be made through **Noble Caledonia** (☎ 020-7752 0000; www.noble-caledonia.co.uk) in Britain and **Uniworld** (☎ 1-800-360 9550; www.uniworld.com) in the USA.

For boat trips through the Wachau region northwest of Vienna see the Excursions chapter (p205).

BUS

Vienna has no central bus station; your arrival destination will depend on which company you're travelling with.

Eurolines (Map pp262–3; www.eurolines.com; ☎ 798 29 00; www.eurolines.at; 03, Erdbergstrasse 202; 🕒 6.30am–8.30pm Mon–Fri, 6.30–11am & 4.30–8.30pm Sat & Sun) has basically tied up the bus routes connecting Austria with the rest of Europe. Its main terminal is at the U3 U-Bahn station Erdberg but some buses stop at Südbahnhof, on Arsenalstrasse (Map pp262–3).

Post buses (☎ 711 01; www.postbus.at in German; information line 📞 7am–8pm) are Austria's regional buses and basically go everywhere regional trains don't.

CAR & MOTORCYCLE

Driving

A car is the best way to see the many of the sights mentioned in the Excursions chapter but in Vienna itself it's best to stick with the excellent public transport system. The city is riddled with one-way streets (the Innere Stadt is a veritable rabbit-warren of these), the Viennese are aggressive drivers at the best of times, parking is difficult and/or expensive in the centre and speeding trams (which have priority) are never far away. Note that vehicles must wait behind trams when they stop to pick up or set down passengers and Austrians drive on the right.

Always carry proof of ownership of a private vehicle and your driver's licence. EU licences are accepted in Austria while all other nationalities require a German translation or an International Driving Permit

(IDP). Third-party insurance is a minimum requirement in Europe: you'll need proof of this in the form of a Green Card.

The blood-alcohol limit in Austria is 0.05%. Speed limits are 50km/h in built-up areas, 100km/h on country roads (*Bundesbahn*) and 130km/h on the autobahn. On some country roads speed is restricted to 70km/h. Crash helmets are compulsory on motorcycles and children under the age of 14 and/or shorter than 1.5m must have a special seat or restraint.

A motorway tax (*Vignette*) is imposed on all autobahn travel; 10 day/two month/year passes cost €7.60/21.80/72.60. They're available from most petrol stations; note that hired cars come with a year *Vignette*.

Hire

For the lowest rates, organise car rental before departure. Holiday Autos (www.holidayautos.com) offers highly competitive rates, as does easyCar (www.easycar.com).

All the big names in car hire are present in Austria (and have desks at the airport) and advanced reservations can be made online:

Avis (Map pp254–5; ☎ 0800 0800 87 57; www.avis.at; 01, Opernring 3–5; 🕒 7am–6pm Mon–Fri, 8am–2pm Sat, 8am–1pm Sun)

Denzeldrive (Map pp262–3; ☎ 050105 4000; www.denzeldrive.at in German; 03, Erdbergstrasse 189–193; 🕒 7am–7pm Mon–Fri, 8am–2pm Sat & Sun)

Europcar (Map pp254–5; ☎ 714 67 17; www.europcar.at in German; 01, Schuberting 9; 🕒 7.30am–6pm Mon–Fri, 8am–1pm Sat, 8am–noon Sun)

Hertz (Map pp254–5; ☎ 512 86 77; www.hertz.at; 01, Kärntner Ring 17; 🕒 7.30am–6pm Mon–Fri, 9am–3pm Sat & Sun)

Rates start at around €60 per day but decrease for longer rentals. Check extra charges before signing an agreement; Collision Damage Waiver (CDW) is an additional charge starting at around €22 per day, theft protection another €7 to €8 and drivers under the age of 25 are often required to pay an additional €4 to €5 per day.

The minimum age for renting is 19 for small cars and 25 for prestige models and a valid licence of at least a year is required. If you plan to drive across the border, especially into Eastern Europe, let the rental company know beforehand and double-check any add-on fees.

Parking

Districts 1–9 and 20 are pay-and-display short-stay parking zones (*Kurzparkzone*) where a parking voucher (*Parkschein*) is required; other districts are general parking zones, but also contain some *Kurzparkzone*, mainly on the larger streets (look for blue signs circled in red with a single diagonal line). *Parkscheine* come in 30/60/90 minute lots (€0.40/0.80/1.20) and can be purchased from most *Tabakladen* (tobacconists), banks, train stations and Wiener Linien ticket offices. A free 10-minute voucher is also available. To validate a voucher, just cross out the appropriate time, date and year and leave it on your dashboard. The parking restrictions are in force from 9am to 7pm Monday to Friday (maximum 1½ hours parking) in the Innere Stadt and from 9am to 8pm Monday to Friday (maximum two hours) in other districts. Traffic wardens are quite vigilant and eager to hand out fines (€20 to €170).

The MuseumsQuartier, Südbahnhof and Westbahnhof all sport private parking garages, as does the Ringstrasse; expect to pay anything between €2 and €5 per hour.

Automobile Associations

Two automobile associations serve Austria. Both provide free 24-hour breakdown service to members and have reciprocal agreements with motoring clubs in other countries; check with your local club before leaving. If you're not entitled to free assistance, you'll incur a fee for call outs which varies depending on the time of day. These are the two associations:

ARBÖ (Map pp260–1; 24-hr emergency assistance ☎ 123, office ☎ 891 21-0; www.arboe.at in German; 15, Mariahilfer Strasse 180; 🕒 8am–6pm Mon–Fri, 9am–noon Sat)

ÖAMTC (Map pp254–5; 24-hour emergency assistance ☎ 120, office ☎ 711 99-0; www.oeamtc.at; 01, Schuberting 1–3; 🕒 8am–6pm Mon–Fri, 9am–1pm Sat)

PUBLIC TRANSPORT

Vienna has a comprehensive and unified public transport network that is one of the most efficient in Europe. Flat-fare tickets are valid for trains, trams, buses, the underground (U-Bahn) and the S-Bahn regional trains. Services are frequent and you rarely have to wait more than 10 minutes. Public transport starts around 5am or 6am; buses

(with the exception of night buses) and trams finish between 11pm and midnight and S-Bahn and U-Bahn services between 12.30am and 1am.

Transport maps are posted in all U-Bahn stations and at many bus and tram stops. Free maps and information pamphlets are available from **Wiener Linien** (☎ 7909-100; www.wienerlinien.at in German; information line 📞 6am–10pm Mon–Fri, 8.30am–4.30pm Sat & Sun), located in nine U-Bahn stations. The Karlsplatz, Stephansplatz and Westbahnhof information offices are open 6.30am to 6.30pm Monday to Friday and 8.30am to 4pm Saturday and Sunday. Those at Schottentor, Praterstern, Floridsdorf, Landstrasse, Philadelphiabrücke and Erdberg are closed on weekends.

Tickets & Passes

Tickets and passes can be purchased at U-Bahn stations – from automatic machines (with English instructions and change) and occasionally staffed ticket offices – and in *Tabakladen*. Once bought, tickets need to be validated before starting your journey (except for weekly and monthly tickets); look for small blue boxes at the entrance to U-Bahn stations and on buses and trams. Just pop the end of the ticket in the slot and wait for the 'ding'. It's an honour system and ticket inspection is infrequent, but if you're caught without a ticket you'll be fined €62, no exceptions.

Tickets and passes are as follows:

Single Ticket (*Einzelfahrschein*) – €1.50; good for one journey, with line changes; costs €2 if purchased on trams and buses (correct change required)

Strip Ticket (*Streifenkarte*) – €6; four single tickets on one strip

24-Hour Ticket (*24 Stunden Wien-Karte*) – €5; 24 hours unlimited travel from time of validation

72-Hour Ticket (*72 Stunden Wien-Karte*) – €12; 72 hours unlimited travel from time of validation

Eight-day Ticket (*8-Tage-Karte*) – €24; valid for eight days, but not necessarily eight consecutive days; punch the card as and when you need it

Weekly Ticket (*Wochenkarte*) – €12.50; valid Monday through Sunday only

Monthly Ticket (*Monatskarte*) – €45; valid from the 1st of the month to the last day of the month

Vienna Shopping Card (*Wiener Einkaufskarte*) – €4; for use between 8am and 8pm Monday to Saturday; only good for one day after validation

The Vienna Card (*Die Wien-Karte*) – €16.90; 72 hours of unlimited travel from time of validation plus discounts; see Discount Cards (p225) for more information

Children aged six to 15 travel for half-price, or for free on Sunday, public holidays and during Vienna school holidays (photo ID necessary); younger children always travel free. Senior citizens (women over 60, men over 65) can buy a €2 ticket that is valid for two trips; inquire at transport information offices.

Buses

Buses go everywhere, including inside the Innere Stadt, and either have three digits or a number followed by an 'A' or 'B'. Very logically, buses connecting with a tram service often have the same number, eg bus 38A connects with tram 38, bus 72A with tram 72.

Night Buses

Vienna's comprehensive Nightline service takes over when trams, buses and the U-Bahn stop running. Twenty-three routes cover much of the city and run every half hour from 12.30am to 5am. Schwedenplatz, Schottentor and the Staatsoper are starting points for many services; look for buses and bus stops marked with an 'N'. All transport tickets are valid for Nightline services.

S-Bahn

S-Bahn trains, designated by a number preceded by an 'S', operate from train stations and service to the suburbs or satellite towns. If you're travelling outside of Vienna, and outside of the ticket zone, you'll probably have to purchase an extension; check on maps posted in train stations.

Trams

There's something romantic and just plain good about travelling by tram, even though they're slower than the U-Bahn. Vienna's tram network is extensive and it's the perfect way to view the city on the cheap (see p53 for suggestions for touring the city by tram). Trams are either numbered or lettered (eg 1, 44, J, D) and services cover the city centre and some suburbs.

U-Bahn

The U-Bahn is a quick and efficient way of getting around the city. There are five lines, U1 to U6 (there is no U5); the U2 line is currently being extended and by 2008 will run to the Ernst-Happel-Stadion in the Prater and by 2009 to Aspernstrasse in the eastern reaches of the Donaustadt district. Platforms have timetable information and signs showing the different exits and nearby facilities. The whole U-Bahn system is a nonsmoking zone.

TAXI

Taxis are reliable and relatively cheap by Western European standards. City journeys are metered; flag fall costs €2.50 from 6am to 11pm Monday to Saturday and €2.60 any other time, plus a small per km fee. A small tip is expected; add on about 10% to the fare. Taxis are easily found at train stations and taxi stands all over the city, or just flag them down in the street. To order one call ☎ 31 300, 60 160 or 40 100. Don't count on taxis taking credit cards.

TRAIN

Like much of Europe, Austria's train network is a dense web reaching the country's far-flung corners. The system is fast, efficient, frequent and well used. **Österreichische Bundesbahn (ÖBB; Austrian Federal Railway;** 24hr information ☎ 05 17 17; www.oebb.at) is the main operator, and has information offices all of Vienna's main train stations. Tickets can be purchased at ticket offices or on the train, but the latter will normally cost a little extra. Reservations incur a minimum fee of €3.40, and are recommended for travel on weekends.

Vienna's three main train stations are Westbahnhof, Südbahnhof and Franz-Josef-Bahnhof. **Westbahnhof** (Map pp260–1; information office ☎ 5am-midnight) services trains to Western and northern Europe and western Austria and is connected to Vienna's public transport system by U-Bahn and tram. **Südbahnhof** (Map pp262–3; information office ☎ 5am-midnight) services trains to Italy, the Czech Republic, Slovakia, Hungary and Poland and has tram and bus stops. **Franz-Josefs-Bahnhof** (Map pp258–9) handles regional and local trains, including trains

to Tulln, Krems and the Wachau region. All three stations have left-luggage lockers (24 hours; €2 to €3.50), ATMs, currency-exchange counters, post offices and plenty of places to grab a snack. They usually close their doors from around 1am to 4am.

Smaller stations include **Wien Mitte** (Map pp254–5), **Wien Nord** (Map pp258–9) and **Meidling** (Map pp260–1). All have U-Bahn stops and the former two have connections to the airport.

TRAVEL AGENTS

Restplatzbörse (Map pp254–5; ☎ 580 850; www.restplatzboerse.at, German only; 01, Opernring 3–5; ☎ 9am–7pm Mon–Fri, 10am–1pm Sat) Specialises in bargain flights and has 10 outlets across Vienna, including one at the airport.

Österreichisches Verkehrsbüro (Map pp254–5; ☎ 588 00-775; www.verkehrsbuero.at in German; 04, Friedrichstrasse 7; ☎ 9am–5pm Mon–Fri) Major national agency organises everything under the sun.

STA Travel (Map pp254–5; ☎ 401 48-6000; www.statravel.at in German; 04, Rilkeplatz 2; ☎ 9am–6pm Mon–Fri) STA has discounted flights for students. The staff is helpful, friendly and speaks English. There are four branches in Vienna.

PRACTICALITIES

ACCOMMODATION

Accommodation alternatives in the Sleeping chapter are separated into district groupings, and ordered by budget (lowest to highest). The average price for a double room in the Innere Stadt is around €150, but there are cheaper rooms in the surrounding districts. Peak season is June to September, Christmas and New Year, and Easter; expect high prices and a lack of availability at popular times. Over winter, rates can drop substantially and many places offer discounts and specials for longer stays. Some, especially the five-star hotels, offer special weekend rates, or 'two nights for the price of one' packages. It's definitely worth inquiring about cheaper rates before signing on the dotted line. Prices quoted in the Sleeping chapter are summer rates.

Note that reservations are binding and compensation may be claimed by the hotel if you do not take a reserved room, or by you if the room is unavailable.

BOOK ACCOMMODATION ONLINE

For more accommodation reviews and recommendations by Lonely Planet authors, check out the online booking service at www.lonelyplanet.com. You'll find the true, insider lowdown on the best places to stay. Reviews are thorough and independent. Best of all, you can book online.

BUSINESS

Vienna is Austria's business hub and a traditional stepping stone between Eastern and Western Europe. It's also a major conference location, something Vienna's promotional machine pushes; the city's conference capabilities are seen as one of its five USPs (Unique Selling Points). For more information on conferences and conventions, contact the Vienna Convention Bureau (☎ 211 14; www.vienna.convention.at), which is part of the Vienna Tourist Board.

The Austrian Business Agency's (Österreichische Wirtschaftswerbungs) website, www.aba.gv.at/en/pages, is a good introductory point for starting a business in the country as it has contact listings and general information. Helpful organisations in Vienna include:

American Reference Center (Map pp258–9; ☎ 405 30 33; www.usembassy.at; 08, Schmidgasse 14; ☎ 8.30am–5pm Mon–Fri) Reference centre linked to the US embassy, with publications in English about or from the USA. It's a resource for people undertaking research and not for the general public; appointments are necessary.

American Chamber of Commerce (Map pp258–9; ☎ 319 57 51; www.amcham.or.at; 09, Porzellangasse 35; ☎ 9am–noon Mon–Fri) Offers a directory of American companies in Austria for a small fee.

British Embassy Commercial Section (Map pp262–3; ☎ 716 13 6161; www.britishembassy.at; 03, Jauresgasse 12; ☎ 9am–1pm, 2–5pm Mon–Fri) Holds a directory of British companies operating in Austria.

Hours

Hours are similar to the rest of Europe:

Banks 8am or 9am to 3pm Monday to Friday, with extended hours until 5.30pm on Thursday. Many smaller branches close from 12.30pm to 1.30pm for lunch.

Cafés 7am to midnight.

Post Offices 8am to noon and 2pm to 6pm Monday to Friday; some also open 8am to noon Saturday. The **main post office** (Map pp254–5; 01, Fleischmarkt 19) is open 24 hours, and branches at Westbahnhof, Südbahnhof and Franz-Josefs-Bahnhof have extended hours.

Pubs and Clubs Opening times vary; close is normally between midnight and 4am throughout the week.

Restaurants Generally 11am to 3pm and 6pm to midnight.

General Office Hours 8am to 3.30pm, 4pm or 5pm Monday to Friday.

Shops Normally open 9am to 6pm Monday to Friday and until 5pm Saturday. Some have extended hours on Thursday or Friday until 9pm.

Supermarkets 7.30am or 8am to 6pm or 7pm Monday to Friday, till 5pm Saturday. Closed Sunday.

Centres

The Vienna International Airport has a number of business centres; the **Airport VIP Business Centre** (☎ 7007 23300/400/406; www.viennaairport.com), the **Danube Aviator Club** (☎ 01 7007 23300; www.viennaairport.com) and the **Vienna Airport World Trade Center** (☎ 7007 36000; www.world-trade-center.at). The **NH Vienna Airport** (☎ 701 510; www.nh-hotels.com) also has conference facilities. The **Regus Business Centre** (Map pp254–5; ☎ 53 712-0; www.regus.com; 01, Schottenring 16) can provide office rental and business services.

CHILDREN

For more years than anyone would care to remember, the Viennese had the reputation of loving their dogs more than their children. This attitude has thankfully changed in recent times, and now children are given more reign to just be kids. Facilities have also improved, with new trams easily accessible for buggies or prams (the older ones, however, are a nightmare); the U-Bahn and buses are also parent friendly. Children receive discounts on public transport (p221), some restaurants have children's menus and often children under 12 can stay in their parents' hotel room free of charge. Breast-feeding in public is a common sight and nappy changing ruffles few feathers. There's even an information centre, the WienXtra-Kinderinfo (p231), for parents and their offspring. Baby-sitters for visitors are however hard to arrange; the

best idea is to check with the hotel you're staying at.

An increasing number of Vienna's museums, attractions and theatres cater to children and feature exhibitions and events specifically aimed at the little 'uns; places such as the Kunsthistorisches Museum (p73) and the Albertina (p63) have children's programs over the summer months. The city boasts three children's museums – Zoom (p77), Schönbrunn Kindermuseum (p102) and Minopolis (p83) – and there is plenty of outdoor space for running off excess energy. The Prater (p79) has wide-open playing fields, playgrounds and a fun-fair, and Lainzer Tiergarten (p99) and the Donauinsel (p82) are popular with families seeking for fresh air. Swimming pools are dotted across the length and breadth of the city and offer free access to children under 15 over the summer school holidays.

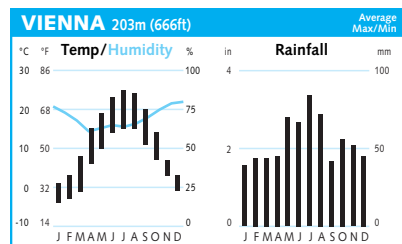
The Sights and Entertainment chapters feature more options, and we've included a 'Top Picks for Children' (p82) in the Sights chapter.

For helpful travelling tips, pick up a copy of Lonely Planet's *Travel with Children* by Cathy Lanigan.

CLIMATE

Austria falls within the central European climatic zone, though the eastern part of the country (where Vienna is situated) has a Continental Pannonian climate, characterised by a mean temperature in July that hovers around 20°C and annual rainfall usually under 800mm.

The differences in temperature between day and night and summer and winter are greater here than in the west of the country. July and August can be very hot, and a hotel with air-conditioning would be an asset at this time. Winter is surprisingly



cold, especially in January, and you would need to bring plenty of warm clothing. Damp maritime winds sometimes sweep in from the west, and the *Föhn*, a warm wind from the south, is not an uncommon occurrence throughout the entire year. The average rainfall is 710mm per year, with most falling between May and August, causing the Danube to flood in recent years.

COURSES

Many places offer German courses, and they can usually offer the option of accommodation for the duration of the course. These are two of the better-known course providers:

Berlitz (Map pp254–5; ☎ 0820-820 082; www.berlitz.at; 01, Graben 13; ☎ 8am-8pm Mon-Fri) Offers a range of private, intensive and evening courses and has four offices in Vienna.

Inlingua Sprachschule (Map pp254–5; ☎ 512 22 25; www.inlingua.at; 01, Neuer Markt 1; ☎ 9am-6pm Mon-Fri) Courses run for a minimum of two weeks, and can either be taken during the day or at night. Classes are limited to eight students; individual tuition is also available.

Check the *Gelbe Seiten* (Yellow Pages) under *Sprachschulen* (language schools) for more listings.

See the Eating chapter for cooking courses (p128).

CUSTOMS

Theoretically there is no restriction on how much you can bring into Austria from other EU states. However, to ensure these goods remain for personal use, guideline limits are 800 cigarettes (25 cigarettes if entering by car or ship), 200 cigars, 1kg tobacco, 10L of spirits, 90L of wine, 110L of beer and 20L of other alcoholic beverages. The same quantity can be taken out of Austria, as long as you are travelling to another EU country.

For duty-free purchases made outside the EU, you may bring 200 cigarettes or 50 cigars or 250g tobacco, plus 2L of wine and 1L of spirits into Austria. Items such as weapons, drugs (both legal and illegal), meat, animal products and certain plant material are subject to stricter customs control.

DISCOUNT CARDS

The Vienna Card (*Die Wien-Karte*; €16.90) allows three days unlimited travel on the public transport system (including night buses) and provides discounts at selected museums, cafés, *Heurigen* (wine taverns), restaurants and shops across the city, and on guided tours and the CAT (p218). The discount usually amounts to 5% to 10% off the normal price, or a free gift. It can be purchased at Tourist Info Wien (p231), many hotels, and at Wiener Linien ticket offices (p221).

ELECTRICITY

The voltage used in Vienna and throughout Austria is 220V. Sockets are the round two-pin type, which are standard throughout most of Continental Europe. North American 110V appliances will need a transformer if they don't have built-in voltage adjustment.

EMBASSIES

The Austrian Foreign Ministry website (www.bmaa.gv.at) has a complete list of embassies and consulates.

Australia (Map pp254–5; ☎ 506 740; www.australian-embassy.at; 04, Mattiellistrasse 2)

Canada (Map pp254–5; ☎ 531 38 3000; www.kanada.at; 01, Laurenzerberg 2)

Czech Republic (Map pp260–1; ☎ 899 581 11; www.mzv.cz/vienna; 14, Penzingerstrasse 11-13)

France (Map pp254–5; ☎ 502 75 200; www.consulfrance-vienne.org; 01, Wipplingerstrasse 24-26)

Hungary (Map pp254–5; ☎ 537 80 300; kom@huembvie.at; 01, Bankgasse 4-6)

Italy (Map pp262–3; ☎ 713 56 71; www.ambvienna.esteri.it; 03, Ungargasse 43)

Slovakia (Map pp252–3; ☎ 318 90 55; www.vienna.mfa.sk; 19, Armbrustergasse 24)

Slovenia (Map pp254–5; ☎ 585 22 40; vdu@gov.si; 01, Nibelungengasse 13)

Switzerland (Map pp262–3; ☎ 795 05-0; www.eda.admin.ch/wien; 03, Prinz-Eugen-Strasse 7)

UK (Map pp262–3; ☎ 716 130; www.britisheembassy.at; 03, Jauresgasse 12)

USA (Map pp254–5; ☎ 319 39; www.usembassy.at; 4th fl, Hotel Marriott, 01, Gartenbaupromenade 2-4)

EMERGENCY

In case of emergency, dial the following:

Ambulance (Rettung) ☎ 144

Doctor (Ärzte-Notdienst) ☎ 141

Fire (Feuerwehr) ☎ 122

Police (Polizei) ☎ 133

Women's Emergency Line (Frauennotruf) ☎ 71 719

GAY & LESBIAN TRAVELLERS

Vienna is a city that is reasonably tolerant towards gays and lesbians, more so than the rest of Austria, and gay bashing is virtually unknown here (in contrast to the situation in ostensibly more gay-tolerant cities such as Amsterdam or Berlin). The situation is improving all the time; the restricting federal statute 209, which set the consenting age for sex between men at 18 (it is 14 for heterosexuals) was repealed in 2003. There is no set age of consent for lesbian sex, apparently because the legislators decided there was no discernible difference between mutual washing of bodily parts and intimate sexual contact. While lesbians welcome the lack of legislation, they see this as a typical (male) denial of female sexuality.

Information on the *Schwulesbische Szene* (gay and lesbian scene) is quite comprehensive. The Vienna Tourist Board produces the handy *Queer Guide*, a booklet listing gay bars, restaurants, hotels and festivals, and the *Gay Guide*, a city map with gay locations marked. Both are freely available at the Tourist Info Wien office (p231), from the organisations listed below and at many gay and lesbian *Lokale* (bars). *Xtra* (www.xtra-news.at, in German), a free monthly publication, is an additional supplement packed with news, views and listings. For online resources, try www.gayboy.at, www.rainbow.or.at and www.gaynet.at which can provide further information and up-to-date news on events.

Events to look out for on the gay and lesbian calendar include the Regenbogen Parade (Rainbow Parade), the Life Ball, Wien ist Andersrum and Identities (Vienna's Queer Film Festival); the City Calendar (p9) has more details. Bars, venues and clubs are listed throughout the Entertainment chapter.

Organisations

Homosexuelle Initiative Wien (HOSI); Map pp258–9; ☎ 216 66 04; www.hosiwien.at in German; 02, Novaragasse 40; ☎ from 8pm Tue, from 7pm Wed, from 5.30pm Thu, from 9pm Fri) HOSI is a politically minded gay and lesbian centre with regular events.

Rosa Lila Villa (Map pp260–1; www.villa.at in German; 06, Linke Wienzeile 102) Probably the best organisation in Vienna for information, the Rosa Lila Villa has telephone counselling, a small library with books in English, and advice and information on what's on offer in the city. The **lesbian centre** (☎ 586 81 50; lesbenberatung@villa.at; ☎ 5–8pm Mon, Wed & Fri) is on the ground floor, and the **gay men's centre** (☎ 585 43 43; schwulenberatung@villa.at; ☎ 5–8pm Mon, Wed & Sat) is on the 1st floor.

HOLIDAYS

The Viennese take their holiday time seriously; and the entire city basically shuts down on public holidays. The only establishments remaining open are bars, cafés and restaurants, and even some of these refuse to open their doors. Museums like to confuse things – some stay closed while others are free. The big school break is July and August; most families go away during this time so you'll find the city is a little quieter, but the downside is that a high percentage of restaurants and entertainment venues close. Consult the City Calendar (p9) for details on festivals and events.

Public holidays are:

New Year's Day (Neujahr) 1 January

Epiphany (Heilige Drei Könige) 6 January

Easter Monday (Ostermontag)

Labour Day (Tag der Arbeit) 1 May

Ascension Day (Christi Himmelfahrt) sixth Thursday after Easter

Whit Monday (Pfingstmontag) sixth Monday after Easter

Corpus Christi (Fronleichnam) second Thursday after Pentecost

Assumption (Maria Himmelfahrt) 15 August

National Day (Nationalfeiertag) 26 October

All Saints' Day (Allerheiligen) 1 November

Immaculate Conception (Mariä Empfängnis) 8 December

Christmas Day (Christfest) 25 December

St Stephen's Day (Stephanitag) 26 December

INTERNET ACCESS

Vienna is well geared to travellers wishing to stay in touch via email while on holiday. Many of the main streets leading away from the city centre outside the Gürtel are lined with cheap, albeit slightly grungy, call centres doubling as internet cafés. The centre of the city is less stocked, but by no means a desert; **BigNet**, with branches at Hoher Markt (Map pp254–5; ☎ 533 29 39; 01, Hoher Markt 8) and Kärntner Strasse (Map pp254–5; ☎ 503 98 44; 01, Kärntner Strasse 61) has internet access for €5.90 per hour from 9am to 11pm, and **Speednet Café** (www.speednet-café.com) has a branch lurking at the back of Westbahnhof (Map pp260–1; ☎ 892 56 66; 15, Europlatz, Westbahnhof; ☎ 7am–midnight Mon–Sat, from 8am Sun) and also in the Innere Stadt (☎ 532 57 50; 01, Morzinplatz 4; ☎ 8am–midnight Mon–Fri, 10am–midnight Sat & Sun) and in Landstrasse (☎ 218 46 8640; 04, Landstrasse Hauptstrasse 92; ☎ 8am–10pm Mon–Fri, 10am–10pm Sat & Sun). Free access is available at Café Florianihof (p141), Flex (p164) and rhiz (p164; free after 9pm), but there aren't many terminals. Bücherei Wien (p91) also has free internet access; just turn up with your passport and log on.

All top hotels have plugs for connecting your laptop to the Internet, but as yet it's not possible to organise an ISP in Austria for a short period (minimum contracts run for 12 months). AOL's access number in Vienna is ☎ 071-891 50 52, Compuserve's ☎ 071-891 51 61 and EUnet's ☎ 899 330.

There are almost 200 wireless connections – WLAN hotspots – in Vienna; for a complete list search for 'public internet access' on www.wien.gv.at/english.

MAPS

For most purposes, the free *Stadtplan* (city map) provided by the tourist office will be sufficient. It shows bus, tram and U-Bahn routes, has a separate U-Bahn plan and lists major city-wide sights. It also has a blow-up of the Innere Stadt. For a street index, you'll need to buy a map. Freytag & Berndt's 1:25,000 fold-out map, available at most book stores, is very comprehensive, but its *Buchplan Wien* (scale 1:20,000) is the Rolls Royce of city maps and is used by locals.

MEDICAL SERVICES

EU and EEA (European Economic Area) nationals receive free emergency medical treatment, although payment may have to be made for medication, private consultations and nonurgent treatment. To receive treatment, you'll need to present a European Health Insurance Card (called the ecard in Austria) to take advantage of reciprocal health agreements in Europe; arrange one before leaving home. Nothing, however, beats having full health insurance.

If you're staying a long time in Vienna it would facilitate matters if you get a certificate from the health insurance office, the **Gebietskrankenkasse** (Map pp252–3; ☎ 601 22-0; www.wgk.at in German; 10, Wienerbergstrasse 15-19; ☎ 7.30am–2pm Mon–Wed & Fri, 7.30am–4pm Thu). This office can also tell you the countries that have reciprocal agreements with Austria (the USA, Canada, Australia and New Zealand don't).

Emergency Rooms

The following hospitals (*Krankenhäuser*) have emergency rooms open 24 hours a day, seven days a week:

Allgemeines Krankenhaus (Map pp258–9; ☎ 404 00; 09, www.akh.wien.at; Währinger Gürtel 18-20)

Lorenz Böhler Unfallkrankenhaus (Map pp258–9; ☎ 331 10; www.ukhboehler.at, in German; 20, Donaueschingenstrasse 13)

Unfallkrankenhaus Meidling (Map pp252–3; ☎ 601 50-0; 12, Kundratstrasse 37)

If you require a pharmacy (*Apotheke*) after hours, dial ☎ 1550 (German speaking).

METRIC SYSTEM

The metric system is used. Like other Continental Europeans, Austrians indicate decimals with commas and thousands with points. You will sometimes see meat and cheese priced per *Dag*, which is an abbreviation referring to 10g (to ask for this quantity say '*Deca*').

MONEY

Austria's currency is the euro, which is divided into 100 cents. There are coins for one, two, five, 10, 20 and 50 cents, and €1

and €2. Notes come in denominations of €5, €10, €20, €50, €100, €200 and €500.

See the Quick Reference (inside front cover) for exchange rates at the time of going to press. For the latest rates, check out www.oanda.com.

ATMs

Bankomats (ATMs), which accept credit, debit and Eurocheque cards, are never very far away in Vienna – just look for a neon sign with two green and blue stripes sticking out from a bank facade. **Bankomats** can also be found in the main train stations and at the airport.

Check with your home bank before travelling to see how much the charge is for using a **Bankomat** in Vienna; normally there's no commission to pay at the Austrian end.

Changing Money

Banks are the best places to exchange cash, but it pays to shop around as exchange rates and commission charges can vary a little between them. Normally there is a minimum commission charge of €2 to €3.50 so try to exchange your money in large amounts to save on multiple charges.

There are plenty of exchange offices in the Innere Stadt, particularly around Stephansplatz and on Kärntner Strasse. Westbahnhof also has one (☎ 7am-10pm), as does Südbahnhof (☎ 6.30am-10pm). Commission charges are around the same as banks, but quite often their exchange rates are uncompetitive.

American Express (Map pp254-5; ☎ 515 400-40; vienna@axrep.at; 01, Kärntner Strasse 21-23; ☎ 9am-5.30pm Mon-Fri, 10am-3pm Sat) exchanges cash as well as travellers cheques (Amex travellers cheques for free, cheques of other institutions incur a small charge). It also has a travel section and financial services, and will hold mail (not parcels) free of charge for up to one month for customers who have an American Express card.

Credit Cards

Visa, EuroCard and MasterCard are accepted a little more widely than American Express and Diners Club, although a sur-

prising number of shops and restaurants refuse to accept any credit cards at all. Plush shops and restaurants will usually accept cards, though, and the same applies for hotels. Train tickets can be bought by credit card in main stations.

To report lost or stolen credit cards, call the following:

American Express ☎ 0800 900 940

Diners Club ☎ 501 35 14

MasterCard ☎ 0800 218 235

Visa ☎ 0800 200 288

NEWSPAPERS & MAGAZINES

English-language newspapers are widely available in Vienna, usually late in the afternoon of the day on which they're published. The first to hit the stands are the *Financial Times* and the *International Herald Tribune*. *USA Today*, *Time*, *Newsweek*, the *Economist* and most British newspapers are also easy to find. You'll find most titles sold at newsstands and pavement sellers, particularly around the main train stations and at U-Bahn stations on the Ringstrasse.

Of the several German-language daily newspapers available, the magazine-size *Neue Kronen Zeitung* has the largest circulation by a long shot despite its sensationalist slant and lack of hard news. Serious papers include *Der Standard* and *Die Presse*; the former usually takes a stance on the left-hand side of the fence, the latter on the right. For entertainment listings and on-the-button political and social commentary, the winner hands down is Vienna's own *Der Falter*. This weekly publication comes out on Wednesday and is only in German, but the listings are quite easy to decipher. *City* is a cheaper, slimmed-down *Der Falter*, with none of the politics and less listings coverage. *Augustin*, Vienna's version of the *Big Issue*, is partially produced and sold by the homeless who receive a portion of the sales. Vienna's only home-grown paper in English, *Austria Today* (www.austriatoday.at), is only available online.

Austrian newspapers are dispensed from bags attached to pavement posts on weekends, and rely on the honesty of readers to pay for the copies they take.

POST

Austria's postal service (www.post.at) is reliable and easy to use. Post offices are commonplace, as are bright yellow postboxes. Stamps can also be bought at *Tabakladen*. Sending letters (up to 20g) within Austria or Europe costs €0.55 and worldwide €1.25. The normal weight limit for letter post (*Briefsendung*) is 2kg; anything over this limit will be sent as a package (from €4 within Austria, from €11.80 anywhere else). Up to 20kg can be sent via surface mail (*Erdwegpakete*).

Poste restante is *Postlagernde Briefe* in German; address letters *Postlagernde Sendungen* rather than post restante. Mail can be sent care of any post office and is held for a month; a passport must be shown on collection.

The following post offices have longer hours:

Franz-Josefs-Bahnhof Post Office (Map pp258-9; 09, Althanstrasse 10; ☎ 7am-8pm Mon-Fri, 9am-2pm Sat & Sun)

Main Post Office (Map pp254-5; ☎ 0577 677 1010; 01, Fleischmarkt 19; ☎ 6am-10pm)

Südbahnhof Post Office (Map pp262-3; 10, Wiedner Gürtel 1b; ☎ 7am-8pm Mon-Fri, 9am-2pm Sat & Sun)

Westbahnhof Post Office (Map pp260-1; 15, Europlatz; ☎ 7am-10pm Mon-Fri, 9am-8pm Sat & Sun)

RADIO

State-run stations include Ö1 (87.8 and 92 FM), which provides a diet of highbrow music, literature and science, and Ö3 (99.9 FM), a commercial outfit with pop music. Radio Wien (89.9 and 95.3 FM) is another state-run station, as is FM4 (103.8 FM). FM4 is the pick of the crop for alternative music and topical current affairs; it broadcasts in English from 1am to 2pm and has news on the hour in English from 6am to 7pm.

SAFETY

You'd be hard pressed to find a safer capital city in Europe than Vienna. At night it's not uncommon to see women walking home alone or elderly people walking dogs or using public transport. Tourists normally only experience petty crime, such as pickpocketing (especially at the

Naschmarkt) or the very rare money scam (which have been reported around Westbahnhof).

There are, however, a few places to avoid, especially at night. Karlsplatz station and U6 Gumpendorfer Strasse are well-known spots for drugs and drug addicts, as is the Prater and Praterstern. Südtirolerplatz and the S-Bahn and tram stations along Margareten and Wieder Gürtel can be quite unnerving after dark.

TELEPHONE

Austria's country code is ☎ 0043, Vienna's is ☎ 01. Free phone numbers start with ☎ 0800 or 0810, while numbers starting with ☎ 0900 are pay-per-minute. When calling from overseas drop the zero in the Vienna code; ie the number for Vienna's main tourist office is ☎ 0043 1 211 14 555. When calling a Vienna number from within Vienna, the Vienna code is not required; however, when calling Vienna from elsewhere in Austria (or from a mobile) the code needs to be used. Directory assistance is available on ☎ 11 88 77 and international assistance on ☎ 0900 11 88 77.

Telekom Austria (☎ 0800-100 100; www.telekom.at in German) is Austria's main telecommunications provider and maintains a variety of public telephones throughout Vienna. These take either coins or phonecards and a minimum of €0.20 is required to make a local call. Many post offices have phone booths where both international and national calls can be made; rates are cheaper from 6pm to 8am Monday to Friday, and on weekends. Another option is call centres; they're generally found in the outlying districts and offer very competitive phone-call rates.

To reverse the charges (ie call collect), you have to call a freephone number to place the call. Some of the numbers are listed below (ask directory assistance for others):

Australia ☎ 0800 200 202

Ireland ☎ 0800 200 213

New Zealand ☎ 0800 200 222

South Africa ☎ 0800 200 230

UK ☎ 0800 200 209

USA (AT&T) ☎ 0800 200 288

USA (Sprint) ☎ 0800 200 236

Mobile Phones

Austria's network works on GSM 1800, and is compatible with GSM 900 phones (*Handy* in German), but generally not with systems from the USA or Japan. *Handy* numbers start with 0699, 0676, 0664, 0660 and 0650. The major *Handy* networks – Drei, One, A-1 and T-Mobile – sell SIM cards with €10 worth of calls for €39. Teling, a smaller operator, has SIM cards for €30 with €30 worth of calls. Refill cards can be purchased from supermarkets and Trafik (a chain of tobacconists) for €20 or €40. Reciprocal agreements with overseas providers do exist, but its best to check with your local network before leaving home. Also, confirm your phone is unlocked before buying an Austrian SIM card; your home network will do this.

Phoncards

There's a wide range of local and international phoncards. You can save money and avoid messing around with change by buying a phoncard (*Telefon-Wertkarte*); they come in various denominations, some of which give you extra calls for your money.

TELEVISION

Austria's state-run channels, ÖRF1 and ÖRF2, are never going to win any international broadcasting awards. ÖRF1 has sitcoms (both American and European), plenty of sport, dubbed movies (including *Colombo* almost every Sunday night) and a mixture of game, cooking and dating shows. ÖRF2 is more cultured, and regularly features documentaries, black-and-white Austrian movies, talk shows, operas, and unwatchable Alpine folk-music shows.

Many homes (and hotels) have satellite or cable and can pick up a whole host of TV channels from Germany and elsewhere, plus MTV, Eurosport, CNN, NBC and ATV, Austria's first domestic cable/satellite station.

TIME

Austrian time is on Central European time, one hour ahead of GMT/UTC. If it's noon in Vienna it is 6am in New York and Toronto, 3am in San Francisco, 9pm in Sydney and

11pm in Auckland. Clocks go forward one hour on the last Saturday night in March and back again on the last Saturday night in October.

Note that in German *halb* is used to indicate the half-hour before the hour, hence *halb acht* (half eight) means 7.30, not 8.30.

TIPPING

Tipping is part of everyday life in Vienna; tips are generally expected at restaurants, bars (even ordering a beer at the bar normally incurs a tip), cafés and in taxis. In service establishments, it's customary to round up smaller bills (to the nearest 50 cents or euro) when buying coffee or beer, and to add 10% to the bill for full meals; taxi drivers will expect around 10% extra. Tips are handed over at the time of payment: add the bill and tip together and pass it over in one lump sum. It doesn't hurt to tip workers, hairdressers, hotel porters, cloakroom attendants, cleaning staff and tour guides a euro or two.

If you think the service stinks, voice your disapproval by not tipping.

TOILETS

Around 330 public toilets are scattered throughout Vienna, of which over 90 are wheelchair accessible. If they're attended, a small fee is required to use them, normally around €0.50. The toilet block on Graben (p58), designed by Adolf Loos, is an *Jugendstil* (Art Nouveau) masterpiece and worth visiting even if you don't have to go. The Rathaus Information Office (opposite) produces a handy *Toiletten-Stadtführer* city map with toilets marked on it. Remember, *Damen* is for women and *Herren* is for men, although sometimes it's hard to tell which is which; some bars and cafés either hide the markings behind posters and graffiti, or don't even bother to give an indication.

TOURIST INFORMATION

Airport Information Office (☎ 8.30am-9pm) Located in the arrivals hall.

Jugendinfo (Map pp254-5; ☎ 1799; www.jugendinfo.wien.at in German; 01, Babenbergerstrasse 1; ☎ noon-7pm Mon-Sat) Jugendinfo is tailored to those aged between 14 and 26, and has tickets for a variety of

events at reduced rates for this age group. Staff can tell you about events around town, and places to log onto the internet.

Niederösterreich Werbung (Map pp254-5; ☎ 536 100; www.niederosterreich.at; 01, Fischhof 3/3; ☎ 8.30am-5pm Mon-Thu, until 4pm Fri) Provides information on Niederösterreich (Lower Austria), the province surrounding Vienna.

Rathaus Information Office (Map pp254-5; ☎ 525 50; www.wien.gv.at; 01, Rathaus; ☎ 8am-6pm Mon-Fri) The City Hall provides information on social, cultural and practical matters, and is geared as much to residents as to tourists. There's an info-screen with useful information.

Tourist Info Wien (Map pp254-5; ☎ 211 14; www.wien.info; 01, Albertinaplatz; ☎ 9am-7pm) Vienna's main tourist office, with a ticket agency, hotel booking service, free maps, and every brochure under the sun.

WienXtra-Kinderinfo (Map pp254-5; ☎ 4000 84 400; www.kinderinfowien.at; 07, Museumsplatz 1; ☎ 2-7pm Tue-Thu, 10am-5pm Fri & Sat) Marketed firstly at children (check out the knee-high display cases), then their parents, this child-friendly tourist office has loads of information on kids activities and a small indoor playground.

TRAVELLERS WITH DISABILITIES

Vienna is fairly well geared for people with disabilities (*Behinderte*), but not exceptionally so. Ramps are common but by no means ubiquitous; most U-Bahn stations have wheelchair lifts but trams and buses don't (though buses can lower themselves for easier access and the newer trams have doors at ground level); many, but once again not all, traffic lights 'bleep' to indicate when pedestrians can safely cross the road.

The tourist office can give advice and information. Its detailed booklet *Vienna for Visitors with Disabilities*, in German or English, provides information on hotels and restaurants with disabled access, plus addresses of hospitals, medical equipment shops, parking places, toilets and much more. Send an email (info@wien.info) for more details.

Organisations

Bizeps (Map pp260-1; ☎ 523 89 21; www.bizeps.at, in German only; 07, Kaiserstrasse 55/3/4a; ☎ appointments only 10am-4pm Mon-Thu, 10am-1pm Fri) A centre providing support and self-help for people with disabilities.

Faktor i (Map pp260-1; ☎ 274 92 74; www.faktori.wuk.at, in German only; 05, Rechte Wienzeile 81; ☎ 1-5pm Mon & Tue, 9am-7pm Thu, information line ☎ 9am-5pm Mon & Tue, 9am-1pm Wed, 9am-7pm Thu) Faktor i is aimed at offering information to young people with disabilities.

VISAS

Visas for stays of up to three months are not required for citizens of the EU, the EEA (European Economic Area), much of Eastern Europe, Israel, USA, Canada, the majority of Central and South American nations, Japan, Korea, Malaysia, Singapore, Australia or New Zealand. All other nationalities require a visa. The Ministry of Foreign Affairs website, www.bmaa.gv.at, has a list of Austrian embassies where you can apply.

If you wish to stay longer you should simply leave the country and re-enter. EU nationals can stay indefinitely, but are required by law to register with the local magistrate's office (*Magistratisches Bezirksamt*) if the stay exceeds 60 days.

Austria is part of the Schengen Agreement which includes all EU states (minus Britain and Ireland) and Switzerland. In practical terms this means a visa issued by one Schengen country is good for all the other member countries and a passport is not required to move from one to the other. Things are a little different for the 10 EU member states which joined in 2004; a passport is still required to move in and out of these countries, but check with your local embassy for more up-to-date information.

WOMEN TRAVELLERS

Overall, Vienna is a very safe city and women travellers should experience no special problems. Attacks and verbal harassment are less common than in many countries. However, normal caution should be exercised in unfamiliar situations.

The **Frauen Büro** (Map pp254-5; ☎ 4000 83 515; 08, Friedrich-Schmidt-Platz 3; ☎ 8am-4pm Mon-Fri) has loads of pamphlets and brochures (mostly in German) on women's issues and can help with many problems you may have. A 24-hour hotline for women is the *Frauennotruf* (Women's Emergency Line; ☎ 71 719).

WORK

EU nationals can work in Austria without a work permit or residency permit, though as intending residents they need to register with the police.

Non-EU nationals need both a work permit and a residency permit, and will find it pretty hard to get either. Inquire (in German) about job possibilities via local Labour Offices; look under 'Arbeitsmarkt-service' in the White Pages for the closest office. The work permit needs to be applied for by your employer in Austria. Applications for residency permits must be applied

for via the Austrian embassy in your home country.

Teaching is a favourite of expats; look under 'Sprachschulen' in the *Gelbe Seiten* for a list of schools. Outside that profession (and barkeeping), you'll struggle to find employment if you don't speak German. There are some useful job websites:

www.ams.or.at (in German) Austria's Labour Office

www.jobfinder.at (in German) Directed towards professionals

www.jobpilot.at (in German) Another for professionals

www.virtualvienna.net Aimed at expats, with a variety of jobs, including UN listings

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Language ■

Language

It's true – anyone can speak another language. Don't worry if you haven't studied languages before or that you studied a language at school for years and can't remember any of it. It doesn't even matter if you failed English grammar. After all, that's never affected your ability to speak English! And this is the key to picking up a language in another country. You just need to start speaking.



Learn a few key phrases before you go. Write them on pieces of paper and stick them on the fridge, by the bed or even on the computer – anywhere that you'll see them often.

You'll find that locals appreciate travellers trying their language, no matter how muddled you may think you sound. So don't just stand there, say something! If you want to learn more German than we've included here, pick up a copy of Lonely Planet's user-friendly *German Phrasebook*.

SOCIAL Meeting People

Hello.
Guten Tag.
Goodbye.
Auf Wiedersehen.
Please.
Bitte.
Thank you (very much).
Danke (schön).
Yes/No.
Ja/Nein.
Do you speak English?
Sprechen Sie Englisch?
Do you understand (me)?
Verstehen Sie (mich)?
Yes, I understand (you).
Ja, ich verstehe (Sie).
No, I don't understand (you).
Nein, ich verstehe (Sie) nicht.

Could you please ...?
Könnten Sie ...?
repeat that
das bitte wiederholen
speak more slowly
bitte langsamer sprechen
write it down
das bitte aufschreiben

Going Out

What's on ...?
Was ist ... los?
locally
hier

this weekend
dieses Wochenende
today
heute
tonight
heute Abend

Where are the ...?
Wo sind die ...?
clubs
Klubs
gay venues
Schwulen- und Lesbenkneipen
restaurants
Restaurants
pubs
Kneipen

Is there a local entertainment guide?
Gibt es einen Veranstaltungskalender?

PRACTICAL Numbers & Amounts

1 eins
2 zwei
3 drei
4 vier
5 fünf
6 sechs
7 sieben
8 acht
9 neun
10 zehn
11 elf
12 zwölf
13 dreizehn

14 vierzehn
15 fünfzehn
16 sechzehn
17 siebzehn
18 achtzehn
19 neunzehn
20 zwanzig
21 einundzwanzig
22 zweiundzwanzig
30 dreißig
40 vierzig
50 fünfzig
60 sechzig
70 siebzig
80 achtzig
90 neunzig
100 hundert
1000 tausend

Days

Monday Montag
Tuesday Dienstag
Wednesday Mittwoch
Thursday Donnerstag
Friday Freitag
Saturday Samstag
Sunday Sonntag

Banking

I'd like to ...
Ich möchte ...
cash a cheque
einen Scheck einlösen
change money
Geld umtauschen
change some travellers cheques
Reiseschecks einlösen

Where's the nearest ...?
Wo ist der/die nächste ...? m/f
automatic teller machine
Geldautomat
foreign exchange office
Geldwechselstube

Post

I want to send a ...
Ich möchte ... senden.
parcel ein Paket
postcard eine Postkarte

I want to buy a/an...
Ich möchte ... kaufen.
aerogram ein Aerogramm
envelope einen Umschlag
stamp eine Briefmarke

Phones & Mobiles

I want to make a ...
Ich möchte ...
call (to Singapore)
(nach Singapur) telefonieren
reverse-charge/collect call (to Singapore)
ein R-Gespräch (nach Singapur) führen

I want to buy a phonecard.
Ich möchte eine Telefonkarte kaufen.

Where can I find a/an ...?
Wo kann ich ... kaufen?
I'd like a/an ...
Ich hätte gern ...
adapter plug
einen Adapter für die Steckdose
charger for my phone
ein Ladegerät für mein Handy
mobile/cell phone for hire
ein Miethandy
prepaid mobile/cell phone
ein Handy mit Prepaidkarte
SIM card for your network
eine SIM-Karte für Ihr Netz

Internet

Where's the local Internet café?
Wo ist hier ein Internet-Café?

I'd like to ...
Ich möchte ...
check my email
meine E-Mails checken
get Internet access
Internetzugang haben

Transport

What time does the ... leave?
Wann fährt ... ab?
boat das Boot
bus der Bus
train der Zug

What time does the plane leave?
Wann fliegt das Flugzeug ab?

What time's the ... bus?
Wann fährt der ... Bus?
first erste
last letzte
next nächste

Where's the nearest metro station?
Wo ist der nächste U-Bahnhof?

Are you free? (taxi)
Sind Sie frei?
 Please put the meter on.
Schalten Sie bitte den Taxameter ein.
 How much is it to ...?
Was kostet es bis ...?
 Please take me to (this address).
Bitte bringen Sie mich zu (dieser Adresse).

FOOD

breakfast	Frühstück
lunch	Mittagessen
dinner	Abendessen
eat	essen
drink	trinken

Can you recommend a ...?
Können Sie ... empfehlen?
 bar/pub **eine Kneipe**
 café **ein Café**
 coffee bar **eine Espresso-Bar**
 restaurant **ein Restaurant**
 local speciality **eine örtliche Spezialität**

What's that called?
Wie heisst das?
 Is service included in the bill?
Ist die Bedienung inbegriffen?

For more detailed information on food and dining out, see the Eating chapter, p117.

EMERGENCIES

It's an emergency!
Es ist ein Notfall!
 Call the police!
Rufen Sie die Polizei!
 Call a doctor/an ambulance!
Rufen Sie einen Arzt/Krankenwagen!
 Could you please help me/us?
Könnten Sie mir/uns bitte helfen?
 Where's the police station?
Wo ist das Polizeirevier?

HEALTH

Where's the nearest ...?
Wo ist der/die/das nächste ...?
 (night) chemist **(Nacht) Apotheke**
 dentist **Zahnarzt**
 doctor **Arzt**
 hospital **Krankenhaus**

I need a doctor.
Ich brauche einen Arzt.

Symptoms

I have (a) ...
Ich habe ...
 diarrhoea **Durchfall**
 fever **Fieber**
 headache **Kopfschmerzen**
 pain **Schmerzen**

Busch'n – green wreath or branch, hung over the door of wine taverns

BZÖ – Alliance for the Future of Austria (political party)

Christkindlmarkt – Christmas market

Dag – abbreviation for 10g

Damen – women

Denkmal – memorial

Einbahnstrasse – one-way street

Eingang, Eintritt – entry

Fahrplan – timetable

Fahrrad – bicycle

Feiertag – public holiday

Fiaker – horse and carriage

Flakturm, Flaktürme (pl) – flak tower

Flohmarkt – flea market

Flugpost – air mail

Föhn – hot, dry wind that sweeps down from the mountains, mainly in early spring and autumn

FPÖ – Freedom Party (political party)

FKK (Freikörperkultur) – free body culture

Gästehaus – guesthouse, perhaps with a restaurant
Gasthaus, Gasthäuser (pl) – inn or restaurant, without accommodation

Gasthof – inn or restaurant, usually with accommodation

Gelbe Seiten – Yellow Pages

Glühwein – mulled wine

Haltestelle – bus or tram stop

Hauptbahnhof – main train station

Hauptpost – main post office

Herren – men

Heuriger, Heurigen (pl) – wine tavern

Jugendherberge – youth hostel

Jugendstil – Art Nouveau

Kellner/Kellnerin – waiter/waitress

Konsulat – consulate

Krankenhaus, Krankenhäuser (pl) – hospital

Krügerl – 500mL glass of beer

Kurzparkzone – short-term parking zone

Lokal, Lokale (pl) – bar or pub

Luxuszimmer – luxury rooms

Maut – toll (or indicating a toll booth); also Viennese dialect for a tip (gratuity)

Melange – Viennese version of cappuccino

Mensa, Mensen (pl) – university cafeteria

Menü – meal of the day; the menu (ie food list) is called the *Speisekarte*

Mehrwertsteuer – MWST, value-added tax

Münze – coins

ÖAMTC – national motoring organisation

ÖAV – Austrian Alpine Club

ÖBB – Austrian federal railway

ÖVP – Austrian People's Party (political party)

Parkschein – parking voucher

Pension, Pensionen (pl) – B&B guesthouse

Pfarrkirche – parish church

Polizei – police

Postamt – post office

Prolos – Viennese word for working class

Radverleih – bicycle rental

Rathaus – town hall

Ruhetag – 'rest day', on which a restaurant is closed

Saal, Säle (pl) – hall or large room

Sacher Torte – rich chocolate cake with layers of apricot jam

Sammlung – collection

Säule – column, pillar

Schiff – ship

Schloss – palace or stately home

Schrammelmusik – popular Viennese music for violins, guitar and accordion

Schwulesbische Szene – gay and lesbian scene

Selbstbedienung (SB) – self-service (restaurants, laundries etc)

SPÖ – Social Democrats (political party)

Sprachschulen – language schools

Stadtheurigen – basic wine taverns or multilevel cellars

Stammlokal – regular watering hole

Studentenheime – student residences

Szene – scene (ie where the action is)

Tabak/Tabakladen – tobacconist(s)

Tagesteller/Tagemenü – the set meal or menu of the day in a restaurant

Telefon-Wertkarte – phonocard

Tierpark/Tiergarten – animal park/zoo

Tor – gate

Urlaub – holiday

U-Bahn – underground rail network

Viertel – 250mL glass (drinks); also a geographical district (quarter)

Vignitte – motorway tax

Wanderung – hiking

Wien – Vienna

Wiener Schmah – the dark, self-deprecating Viennese sense of humour

Wiener Werkstätte – workshop established in 1903 by Secession artists

Wäscherei – laundry

Würstelstand – sausage stand

Zahnarzt, Zahnärzte (pl) – dentist

Zimmer frei/Privat Zimmer – private rooms (accommodation)

Zeitung – newspaper

GLOSSARY

Abfahrt – departure (trains)

Achterl – 125mL glass of wine

Ankunft – arrival (trains)

Altwaren – second-hand goods

Apotheke, Apotheken (pl) – pharmacy

Ausgang – exit

Autobahn – motorway

Bahnhof – train station

Bankomat – ATM

Bauernmarkt, Bauernmärkte (pl) – farmers market

Besetzt – occupied, full (ie no vacancy)

Bezirk, Bezirke (pl) – (town or city) district

Beisl, Beisl (pl) – Viennese term for beer house

Biedermeier – 19th-century art movement in Germany and Austria; decorative style of furniture from this period

Briefsendung – letter; item sent by letter post

Briefmarken – stamps

Bundesbahn – country roads

Buschenshank – family-run wine taverns located in semi-rural areas on the city outskirts

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