

Welcome to Vienna!

A Guide for Expats

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Much of the information is subject to continuous change, so that no liability can be accepted for the accuracy of the information or consistency with actual local conditions.

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Please note for example the following references to:

1	MA 62 - Vienna Registration Service - Zentrale Meldeauskunft
M 4	Search field in the enclosed city map



■ PREFACE

Dear reader,

WELCOME TO VIENNA!

You have chosen to make our city your home. I am both pleased that you have decided to do so and proud that Vienna is able to offer you such an attractive environment.

Vienna is a very open-minded city that is full of opportunities and which is known throughout the world for its international character, dynamic economy and unusually high quality of life. The city on the Danube is talked about as much for being the seat of international organisations such as OPEC, the UN and the Atomic Energy Agency, as for being a global capital of culture.

International companies and their highly qualified staff play a major role in this success story. Together we have helped turn Vienna into a top international location and an economic hub between east and west. You bring know-how, growth and cosmopolitanism to Vienna and spread our city's reputation throughout the world.

It is very important to us that we help you settle into your life and work in Vienna as efficiently, pleasantly and profitably as possible. This Expat Guide should help you find your bearings in our city from the minute you arrive. If you have any questions, our Expat Center on Schmerlingplatz will of course also be pleased to help.

So for now, I wish you pleasant reading and all the very best for your time in Vienna!

Sincerely

A handwritten signature in black ink, reading 'Renate Brauner' with a long horizontal flourish at the end.

Deputy Mayor Renate Brauner

Councillor for Economic Affairs and Finance

5 WELCOME TO VIENNA



Dear reader,

Now that mobility has become a “must” for both companies and their employees, living and working abroad is an issue that is affecting ever increasing numbers of people. There are currently some 20,000 highly-qualified foreign employees working in Vienna. To help these expatriates and their families get off to the best start in their new home, the City of Vienna and the Vienna Business Agency have joined forces to establish the Expat Center Vienna.

Regardless of whether you are in Vienna for the first time, already have experience of living abroad or are preparing for your first major adventure – the Expat Center Vienna is your key contact point. It provides free advice and assistance on all issues relating to your professional and personal start in Vienna.

The Vienna Business Agency also provides support for your company. For more than 30 years it has been the first point of contact for Austrian and international investors wishing to set up business in Vienna.

Our team is always available to answer any questions you might have – you will find all the details in this brochure.

Sincerely

A handwritten signature in black ink, appearing to read 'G. Hirczi'.

Gerhard Hirczi,
Managing Director Vienna Business Agency



■ VIENNA

„Vienna - a city for life.“ is one of the City of Vienna's current slogans and indeed each year Vienna captivates visitors from all over the world. The city in the heart of Europe is famous for its history, musical tradition, wealth of superb sights and its incomparable atmosphere. Formerly an imperial residence and capital of a multi-ethnic empire, it is no coincidence that Vienna is today one of the **most visited cities in the world**.

However, this historic importance should not obscure the fact that Vienna is also **one of the most dynamic cities in Europe** with an extremely high level of economic output. As one of the four headquarters of the United Nations and home to a large number of other international organisations, such as the Organization of the Petroleum Exporting Countries (OPEC) and the Organization for Security and Cooperation in Europe (OSCE) Vienna also possesses great political importance.

Almost no other city in the world offers the same high quality of life as the Austrian capital. In recent years the internationally renowned Mercer survey of 221 cities has chosen Vienna as the **best place to live in**

the world five times in a row. Within the European Union Vienna is one of the five most prosperous regions and enjoys an excellent reputation as a city with a high standard of living, low crime rate and as a hub between East and West.

In addition, Vienna is also one of the **“greenest” cities** in the world. Approximately half the metropolitan area consists of parks, forests and other green spaces. Part of the internationally recognised Donau-Auen National Park is even located within the city boundaries. In the west of the city, the fringes of the Vienna Woods extend to the edges of the built up area. Not far from the city centre is the Prater, which with an area of 6 km² is the largest park in Vienna and almost twice the size of Central Park in New York.

ADMINISTRATION AND POLITICS

Vienna is both the capital of the Republic of Austria and one of the nine federal provinces. The city has approximately 1.7 million inhabitants and is growing fast. The Vienna metropolitan area is home to almost 2.5 million people, more than 25 percent of Austria's population.

The City of Vienna is subdivided into 23 districts. The first district (Inner City) comprises the historic centre where most of the municipal and national administrative buildings are situated. Municipal administration is carried out by the Vienna City Administration under the direction of the mayor.

Due to Vienna's dual function as a city and a federal province, the City Council also serves as the Vienna Provincial Parliament. Since the elections in 2010 Vienna has been ruled by a coalition government made up of the Social Democratic Party of Austria (SPÖ) and the Green Party. Since 1994 the position of Mayor of Vienna and also Governor of the Province of Vienna has been held by Michael Häupl (SPÖ). During the course of elections for the City Council the electorate of each municipal district also elect their District Councils, which are led by the District Chairperson.

INTERNATIONAL ORGANISATIONS BASED IN VIENNA

UN

United Nations (since 1979) with numerous affiliated organisations, such as:

IAEA – The International

Atomic Energy Agency

UNHCR – United Nations High

Commissioner For Refugees

UNIDO – United Nations Industrial

Development Organisation

UNCITRAL – United Nations Commission

on International Trade

UNPA – United Nations

Postal Administration

OPEC – Organization of the Petroleum

Exporting Countries (since 1965)

OSCE – Organization for Security and

Co-operation in Europe (since

1995 as the successor to the

CSCE)

ICPDR – International Commission for

the Protection of the Danube River

(since 1998)

IPI – International Press Institute

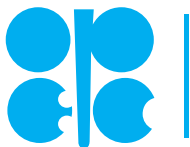
(since 1950)

FRA – European Union Agency for

Fundamental Rights (since 2007)

IIP – International Institute for Peace





Organization of the Petroleum Exporting Countries

The Organization of the Petroleum Exporting Countries (OPEC) is a permanent, intergovernmental Organization, created at the Baghdad Conference on September 10–14, 1960, by Iran, Iraq, Kuwait, Saudi Arabia and Venezuela. The five Founding Members were later joined by nine other Members: Qatar (1961); Indonesia (1962) — suspended its membership from January 2009; Libya (1962); United Arab Emirates (1967); Algeria (1969); Nigeria (1971); Ecuador (1973) — suspended its membership from December 1992–October 2007; Angola (2007) and Gabon (1975–1994).

The OPEC Secretariat is the executive organ of the Organization of the Petroleum Exporting Countries. Located in Vienna, it also functions as the Headquarters of the Organization, in accordance with the provisions of the OPEC Statute.

The Secretariat was originally established in 1961 in Geneva, Switzerland. In April 1965, the 8th (Extraordinary) OPEC Conference approved a Host Agreement with the Government of Austria, effectively moving the Organization's headquarters to the city of Vienna on September 1, 1965.





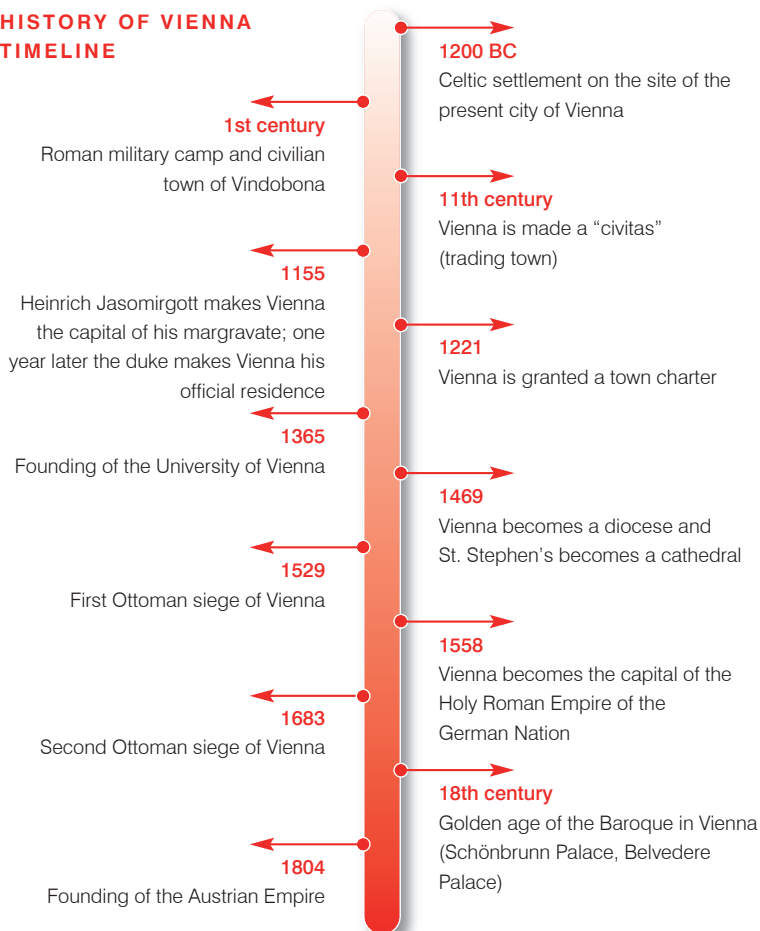
Organization of the Petroleum Exporting Countries
Helferstorferstrasse 17, A-1010
Vienna, Austria
+43 1 211 12/0

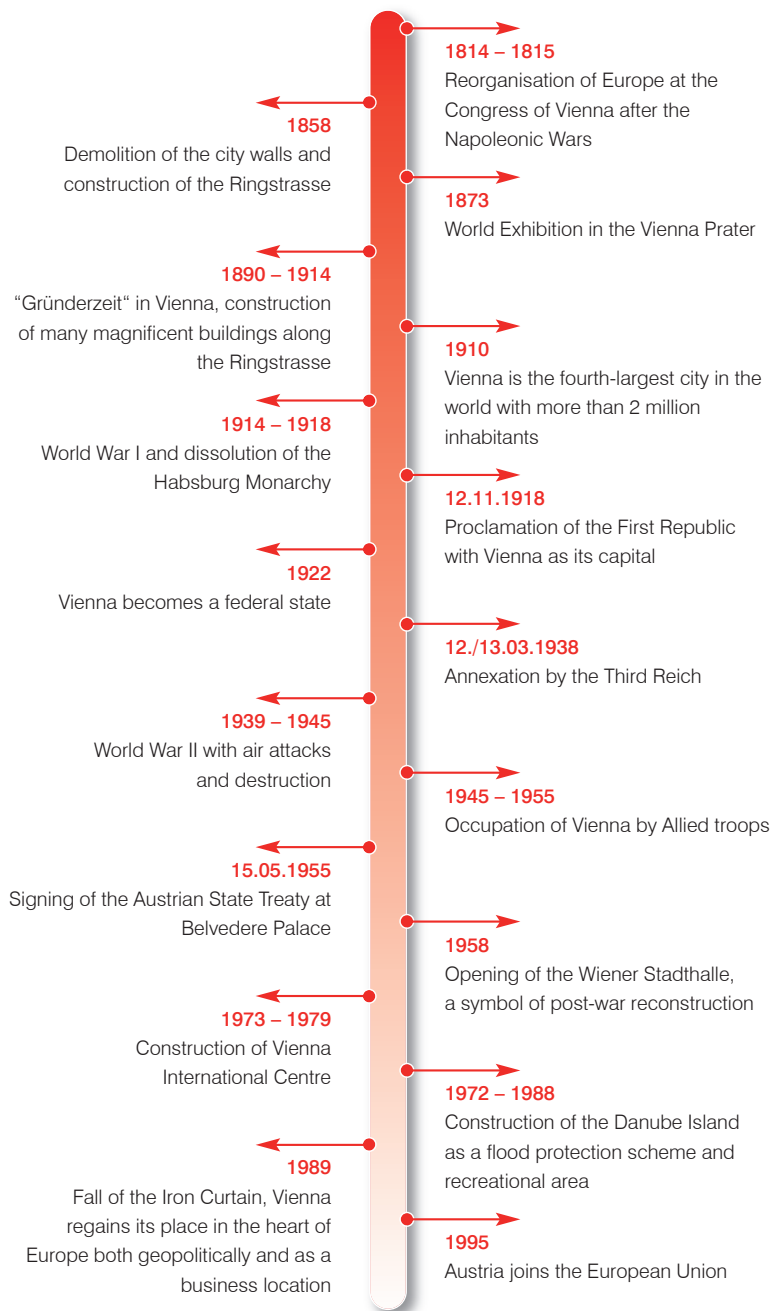
www.opec.org

WELCOME TO VIENNA 10



HISTORY OF VIENNA TIMELINE







■ VIENNA AS A BUSINESS LOCATION

While until 1989 Vienna was located near the Iron Curtain and on the fault line between the Eastern and Western power blocs, it is this position at the gates of East Central Europe which today makes the city so attractive as a base for the activities of international corporations in CEE. Vienna is now a commercial hub at the heart of the new Europe.

Vienna offers a unique blend of tradition, culture and quality of life with all the attributes of a top business location. The central location in the heart of Europe, close economic ties and proximity to the growth markets of Central and Eastern Europe, a highly skilled workforce, high productivity, a research and technology-friendly climate as well as its exceptional quality of life combined with stable political and economic conditions are crucial factors in international competition which speak for themselves.

Vienna is a highly productive and internationally attractive business location and in terms of its economic performance is one of the most successful cities in Europe. Although a mere fifth of the Austrian popu-

lation live in Vienna, the city generates approximately one third of Austria's total economic output.

Vienna also scores high marks as a reasonably-priced office location. Office rents in Vienna are considerably lower than in Hong Kong, London, Frankfurt, Zurich, Moscow and New York but also very competitive in comparison with locations in Central and Eastern Europe.

CEE HUB

Vienna is also the perfect location for international corporate headquarters: Around 200 leading international companies steer their activities in CEE from the Austrian capital.

The importance of Vienna International Airport for European air traffic to Eastern and Central Europe must also be mentioned in this context. No European capital is more than three hours away by plane.

Vienna also gets high marks from business as a tax location. Compared with the rest of Europe, the metropolis on the Danube offers an extremely favourable business environment and attractive conditions.

■ VIENNA BUSINESS AGENCY

For over 30 years, the Vienna Business Agency has been the first contact point for international investors wishing to locate their business in Vienna.

The Vienna Business Agency offers a comprehensive portfolio of services ranging from professional consultation for entrepreneurs, business founders and investors to the targeted award of grants and subsidies as well as the provision and development of suitable land and worldwide location marketing for the business region Vienna. The Agency also assists with the establishment of the special business infrastructure needed for technology parks and even whole factories.

Key services provided to international investors and people thinking about locating their business in Vienna at a glance:

- Information about right of residence, trade law and tax law
- Arranging office and conference rooms during the start-up phase
- Help with administrative matters
- Help finding personnel and premises
- Information about offices, land, business parks and networking communities in Vienna
- Consulting services on all aspects of financing and funding
- Establishing contact to public institutions, special interest groups (chambers), bank, lawyers or tax advisors
- Integration and building of relationships within the Viennese business community

The staff at the Vienna Business Agency

are here to assist investors and provide competent and comprehensive consulting and support services and develop individual solutions for businesses settling in Vienna. A powerful team of regional experts and project managers will assist companies and investors from the very moment they express their interest in the business location Vienna. Vienna Business Agency consulting services are professional and tailored to your specific needs. They are provided free of charge and on a confidential basis.

Your contact for your successful start in Vienna:

Sabine Ohler
Head of International Services
Tel: +43 (0)1 4000 86199
ohler@vba.at

CONGRESS CITY VIENNA

Vienna is one of the world's leading destinations for congresses and conventions and has been topping the international statistics for years. In 2012 Vienna hosted 195 major international congresses.

Further Information: vienna.convention.at



■ CHECKLIST BEFORE YOU MOVE TO VIENNA

☐ **Personal Documents**

Put together all the personal documents that you will need, such as

- ☐ Passport
- ☐ Birth certificate
- ☐ Marriage certificate
- ☐ Insurance card
- ☐ Driving license
- ☐ Certificates and references

and obtain any necessary documents that you do not yet have.

☐ **Residence Permits**

Pages 19 – 25

Information regarding residence permits and entry requirements.

☐ **Jobs and Recruiting**

Page 41

Find a job in Vienna.

☐ **Family and Childcare, Education**

Pages 55 – 57

Find suitable schools and childcare centres in Austria. Before you leave, organise all necessary

☐ Birth certificates

- ☐ Confirmation of school attendance and
- ☐ Certificates and school reports.

☐ **Housing** Pages 42 – 45

Find a place to live in Vienna and choose the perfect location for your new home.

☐ **De-Register in your Home Country**

Notify the authorities in your home country of your forthcoming relocation (e.g. residence registration authority, schools).

☐ **Relocation and Removal Companies** Pages 26 – 27

Organise your move to Vienna.

☐ **Other**

Take important

- ☐ Certificates of vaccination
- ☐ Prescriptions etc. with you from home,

Make arrangements for the import of your

- ☐ vehicles and comply with quarantine regulations that will enable you to bring your
- ☐ Pets.

■ CHECKLIST AFTER YOU ARRIVE IN VIENNA

☐ **Compulsory Registration**

Pages 14 – 18

Register with the relevant residence registration authority within three days of moving into your new flat in Vienna.

☐ **Health** Pages 58 – 60

Register with the relevant social insurance institution and apply for a social insurance number and your e-card. If you are an employee, your employer will do this for you.

☐ **Banking, Taxes, Insurance, Legal Advice and Notaries**

Pages 29 – 31

Open a bank account, obtain information about tax consultants, insurance companies and lawyers.

☐ **Household** Pages 46 – 51

Organise your household. Get in touch with the world with a broadband Internet con-

nection, phone home and have all your waste removed.

☐ **Transport and Driving Licence**

Pages 51 – 54

Check whether your driving license is valid or obtain a new driving license in Austria.

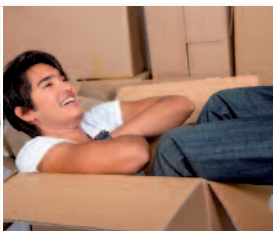
☐ **Learn German** Page 63

Although many Austrians can speak one or more foreign languages, a knowledge of German will be a huge advantage. Take the opportunity to learn German at one of the many educational institutions.

☐ **Culture and Leisure** Pages 64 – 79

Enjoy the extensive range of cultural and leisure activities in a city with one of the highest standards of living in the world. Fall under the spell of a cosmopolitan city with a grandiose history and timeless dynamism.





■ COMPULSORY REGISTRATION

REGISTRATION DEADLINE

According to the Austrian Registration Act anyone who moves into a new or different place of residence must register/de-register with the residence registration authority within 3 days of moving into their new home. This registration ensures that you will receive mail and be able to secure certain rights (e.g. voting rights for EU citizens, residents parking permit etc.).

DOCUMENTS

To register you must fill in a residence registration form („Meldezettel“) and if you are living in rented accommodation have the form signed by your landlord. This residence registration form can be obtained from all registration service centres at the municipal district offices or can be downloaded from the Internet free of charge. The relevant links can be found on the Expat Center website.

You will also need your birth certificate and passport. If you hold dual or multiple citizenships, you must present all docu-

ments which show your identity, place of birth and nationality.

WHERE TO REGISTER

You can register at any of the Vienna registration service centres at the municipal district offices. You are not bound to register at the registration service centre in the district in which you live. Once you have registered, you will receive a **residence registration certificate for your place of residence**.

Information about the Vienna registration service centres can be obtained from telephone-number

+43 (0)1 4000 76449 and online from

wien.gv.at/verwaltung/meldeservice/

The addresses of the Vienna registration service centres can be obtained from wien.gv.at/verwaltung/meldeservice/stellen.html.

Addresses and Opening Hours

**MA 62 – Vienna Registration Service –
Zentrale Meldeauskunft** **1** M 4

1070 Vienna, Wimbergergasse 14 – 16

Mon – Fri 8.00 – 15.30

Thu 8.00 – 17.30

Relocation Services cover a broad spectrum of activity:

- Orientation
- Homesearch
- Immigration
- School and Kindergarten search
- Settle- in Service
- Departure Service
- and much more



Regardless of the problem at hand, or the challenges you may face in your new environment don't hesitate to contact us - let us help you and we'll find the perfect solution!

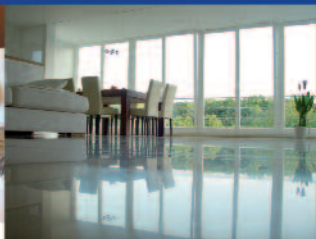
Moving Service: SOBOLAK International is able to organize Moving Services worldwide.

- Door to Door Moving Services
- Packaging
- Administrative Service
- Worldwide Service
- Storage

Simply give us a call or send us an email. Whatever the query we're glad to be of assistance.



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IS CELEBRATING
ITS 40 YEAR
ANNIVERSARY!**



SOBOLAK
INTERNATIONAL



Moving • Relocation

A-2100 Leobendorf/Vienna/Austria, Stockerauer Str. 161
Telefon/phone: +43/2262/691-0 Fax: +43/2262/66915
email: office@sobolak.com www.sobolak.com



Addresses and Opening Hours of the Registration Service at the Municipal District Offices

District	Address	Opening Hours	Search Box
1st District	1010 Vienna, Wipplingerstraße 8 Tel: +43 (0)1 4000-01000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	2 L 6
2nd District	1020 Vienna, Karmelitergasse 9 Tel: +43 (0)1 4000-02000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	3 K 6
3rd District	1030 Vienna, Karl-Borromäus-Platz 3 Tel: +43 (0)1 4000-03000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	4 M 7
4th District	1050 Vienna, Rechte Wienzeile 105 Tel: +43 (0)1 4000-04000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	5 N 5
5th District	1050 Vienna, Rechte Wienzeile 105 Tel: +43 (0)1 4000-05000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	6 N 5
6th District	1070 Vienna, Hermannngasse 24 - 26 Tel: +43 (0)1 4000-06000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	7 M 4
7th District	1070 Vienna, Hermannngasse 24 - 26 Tel: +43 (0)1 4000-07000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	8 M 4
8th District	1010 Vienna, Wipplingerstraße 8 Tel: +43 (0)1 4000-08000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	9 L 6
9th District	1090 Vienna, Wilhelm-Exner-Gasse 5 Tel: +43 (0)1 4000-09000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	10 K 5
10th District	1100 Vienna, Laxenburger Straße 43 - 45 Tel: +43 (0)1 4000-10000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	11 P 6
11th District	1110 Vienna, Enkplatz 2 Tel: +43 (0)1 4000-11000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	12 P 8
12th District	1120 Vienna, Schönbrunner Straße 259 Tel: +43 (0)1 4000-12000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	13 O 3

District	Address	Opening Hours	Search Box
13th District	1130 Vienna, Hietzinger Kai 1 - 3 Tel: +43 (0)1 4000-13000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	14 O 2
14th District	1130 Vienna, Hietzinger Kai 1 - 3 Tel: +43 (0)1 4000-14000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	15 O 2
15th District	1150 Vienna, Gasgasse 8 - 10 Tel: +43 (0)1 4000-15000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	16 N 4
16th District	1160 Vienna, Richard-Wagner-Platz 19 Tel: +43 (0)1 4000-16000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	17 L 3
17th District	1170 Vienna, Elterleinplatz 14 Tel: +43 (0)1 4000-17000	Mon, Tue, Wed, Fri 8.00 – 13.00 Afternoons by appointment Thu 8.00 – 17.30	18 K 3/4
18th District	1180 Vienna, Martinstraße 100 Tel: +43 (0)1 4000-18000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	19 J 4
19th District	1190 Vienna, Gatterburggasse 14 Tel: +43 (0)1 4000-19000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	20 H 5
20th District	1200 Vienna, Brigittaplatz 10 Tel: +43 (0)1 4000-20000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	21 J 6
21st District	1210 Vienna, Am Spitz 1 Tel: +43 (0)1 4000-21000	Mon – Fri 8.00 – 15.30 Thu 8.00 – 17.30	22 F 7
22nd District	1220 Vienna, Schrödingerplatz 1 Tel: +43 (0)1 4000-22000	Mon, Tue, Wed, Fri 8.00 – 13.00 Afternoons by appointment Thu 8.00 – 17.30	23 H 10
23rd District	1230 Vienna, Perchtoldsdorfer Straße 2 Tel: +43 (0)1 4000-23000	Mon, Tue, Wed, Fri 8.00 – 13.00 Afternoons by appointment Thu 8.00 – 17.30	24





ANMELDEBESCHEINIGUNG FOR CITIZENS OF THE EUROPEAN ECONOMIC AREA AND SWITZERLAND

Citizens of the EEA (all 28 EU states + Iceland, Norway, Liechtenstein) and Switzerland who due to their nationality do not require any further residency or work permit are additionally required to register with Municipal Department 35 within four months of entering Austria if they intend to stay in the country for more than three months.

Information and advice about confirmation of registration can be obtained from the

Customer Service Centre of Municipal Department 35

1200 Vienna, Dresdner Straße 93 **25** J 7

Service Hotline: +43 (0)1 4000 3535

Fax: +43 (0)1 4000 99 35220

Opening Hours:

Mon, Tue, Fri 8.00 – 12.00

Thu 8.00 – 12.00 and 15.30 – 17.00

service@ma35.wien.gv.at

Useful Links:

migration.gv.at

zuwanderer.wien.at

einwanderung.wien.at

staatsbuergerschaft.wien.at

standesamt.wien.at



■ RESIDENCE PERMITS

ENTRY AND RESIDENCE IN AUSTRIA

The crucial factors here are how long you wish to stay and where you are from. Are you only staying for a short period or do you want to stay longer? Are you an EU citizen, Swiss or a third-country national? The following information provides you with an overview of this topic.

The links and relevant forms can be found on the Expat Center website:
expatcenter.at



VISA: FOR A SHORT-TERM STAY

Third-country nationals usually need a visa for a short stay in Austria (e.g. to visit relatives, holidays). Citizens of some countries, however, may stay in Austria for up to three months without a visa.

Attention: In principle you are not allowed to work with a visa (except for business travellers). Some exceptions apply to foreign workers on limited contracts (= seasonal workers).

Visa Categories:

Type A: Flight Transit Visa

Type C: Travel Visa

Type D: Residence Visa

Visas may only be issued by the competent Austrian authorities abroad or in an extremely small number of exceptional

cases by certain border checkpoints, never however, by another domestic authority. A visa may only be extended within Austria in very specific exceptional cases.

RESIDENCE TITLE: TIME LIMITED RIGHT OF SETTLEMENT AND RESIDENCE PERMIT FOR A LONG-TERM STAY

Third-country nationals [citizens of countries which do not belong to either the European Union or the European Economic Area (EEA)], who wish to remain in Austria for **more than six months** **require a residence title** (unless they have a right of residence under EU law)

Citizens of an EU state, an EEA state or Switzerland do not require a residence title. They must merely apply for confirmation of registration from the responsible authority within four months of entering Austria:

Switzerland is neither a member of the EU nor the EEA and is thus a third-country. However, as Switzerland is linked to the EEA by a series of bilateral agreements, Swiss citizens enjoy the same status as EEA citizens in many areas.

Citizens of Croatia are subject to certain restrictions with regard to access to the Austrian labour market.



PURPOSE OF STAYS

1. Residence Titles for the Purposes of Employment:

- “Red-White-Red Card” (grants a time-limited right of settlement and right to employment with a specific employer anywhere in Austria)
- “Blue Card EU” (grants a time-limited right of settlement and the right to employment with a specific employer anywhere in Austria)
- “Red-White-Red Card plus” (grants a time-limited right of settlement and unrestricted access to the labour market)
- “Permit for Time-Limited Right of Settlement” (grants a time-limited right of settlement; self-employment without restriction, employment only possible with an additional document issued by the Public Employment Service Austria)
- “Long-Term Resident – EC” (after 5 years of continuous residence and compliance with Module 2 of the Integration Agreement; documents the permanent leave to remain and includes the right to unrestricted access to the labour market)
- “Long-Term Resident – Family Member” (after 5 years of continuous residence and compliance with Module 2 of the Integration Agreement; documents the permanent leave to remain and includes the right to unrestricted access to the labour market)
- Limited Leave to Remain
- Rotational Workers (AMS-Dokument required: Confirmation of Guaranteed Work or Employment Permit as a rotational worker, no AMS document is required where § 18 para. 3 (2) Employment of Foreign Nationals Act applies)
- Secondment Workers (AMS Document required: Confirmation of Guaranteed Work or Employment Permit as a Secondment Worker; employment longer than 6 months)
- Self-Employed Persons (if the alien has a contract to carry out a certain job for longer than 6 months; the AMS may be involved)
- Artist (self-employed or employed; activity is largely determined by the artistic activity which suffices to cover the individual's living costs; Declaration of liability permissible; in the case of employment: AMS Document required: Confirmation of Guaranteed Work or Employment Permit as an Artist)
- Special Cases of Salaried Employment (for professions which are exempt from the provisions of the Foreign Nationals

Employment Act, proof of the exceptional circumstances is required)

- Research Workers (where there is a hosting agreement with a certified research institute)

2. Education

Residence Permit - Student

- for degree programmes and university training/university level courses at a university, university of applied sciences, accredited private university, teacher training university, or recognised private teacher training university, a recognised private study course or recognised course of study at a private university (Universities Act 2005)
- for university courses that do not exclusively serve the learning of a language
- declaration of liability permissible
- in the case of a visa extension: a transcript of grades is required

Note:

Gainful employment is governed by the provisions of the Employment of Foreign Nationals Act (AuslBG). The employment must not have a negative impact on the student's academic success.

Residence Permit – School Pupil School Pupil

- state-run schools
- private school with public status
- statute school – a private school with public status and an organisational statute pursuant to § 14 para. 2(b) of the Private Schools Act, which does not correspond to any type of state school, e.g. Waldorf, Montessori and Pestalozzi schools
- certified non-school educational establishment

- non-regularly enrolled pupil at a state-run school or a private school with public status, provided a residence permit is being issued for the first time
- regularly enrolled “student” at a state-run school or a school with public status for people in employment
- declaration of liability permissible
- in the case of a visa extension: a transcript of grades is necessary the pupil must switch from non-regular enrolment to regular enrolment

Note:

Gainful employment is governed by the provisions of the Employment of Foreign Nationals Act (AuslBG). The employment must not have a negative impact on the student's academic success.

Residence Permit Social Service Worker

- Issued for a maximum period of 1 year (cannot be extended)
- for work carried out for a non-party political, non-profit organisation and which is not subject to the Employment of Foreign Nationals Act
- the work is not carried out for the purpose of pecuniary gain
- obligatory declaration of liability from the organisation for which the individual is working

3. Family Reunion

- “Red-White-Red Card plus” (grants a time-limited right of settlement and unrestricted access to the labour market)
- “Permit for Time-Limited Right of Settlement” (grants a time-limited right of settlement, self-employment without restriction, employment only possible



with an additional document issued by the AMS)

- Residence Title "Family Member" (for members of the nuclear family of Austrians who do not have freedom of movement; grants the right to settle and unrestricted access to the labour market)
- "Permit for Time-Limited Right of Settlement – Family Members" (for other family members of Austrians who do not have freedom of movement; time-limited right of settlement, no access to the labour market)

Links to the relevant authorities and forms can be found on the Expat Center website, expatcenter.at, under the menu item "Obligation to Register".

Residence titles are issued in the form of a **card** (bank card format).

Validity

Time-limited residence titles are usually issued for a period of **12 months**. However, there are a number of exceptions:

- The residence title "Blue Card EU" is issued for a period of two years, unless the employment contract is for a shorter period (in which case, the residence title will be issued for the duration of

the employment plus three months).

- If an application is made for a residence title for a shorter period, it will only be issued for the period requested.
- If an applicant's passport expires in less than twelve months time, the residence title will only be issued for the validity period of the passport.
- If in the case of family reunification the residence title of the third-country spouse or parent who has taken up residence in Austria is valid for less than twelve months, the residence title of the family member will be limited to the shorter period.
- Certain residence titles ("Red-White-Red – Card plus", "Permit Granting Time-Limited Right to Settle", "Permit Granting Time-Limited Right to Settle – Family Member", "Permit For Time-Limited Right of Settlement - Except for Gainful Employment" and Residence Title "Family Member") are issued for a period of three years, if the third-country national has fulfilled Module 1 of the Integration Agreement and has been legally and continuously resident in Austria for two years.

The residence titles "**Long-Term Resident – EC**" and "**Long-Term Resident – Family Member**" are issued for a five year period.

However, the limited validity of the card does not alter the right of residence for an indefinite period.

The **validity** of a residence title commences on the date of issue. If an application for extension is made in good time and the residence title is granted, a person is legally and continuously resident in Austria.

GRANTING OF RESIDENCE TITLES - FIRST-TIME APPLICATION

Filing an Application From Abroad

First-time applications must be made to the Austrian consular representation (embassy, consulate) abroad prior to entering Austria. Which particular consular representation is responsible for processing the application depends on the applicant's domicile.

The Austrian consular representation will forward the application to the relevant authorities in Austria who will then examine the application to see whether it meets the requirements for the granting of a residence title.

If the applicant is eligible for a residence title, the Austrian consular representation will be informed. Where applicable (i.e. if applicants are subject to visa requirements) the Austrian consular representation will be instructed to issue a visa. The applicant may then travel to Austria with this visa and collect his or her residence title.

For information about which third-country nationals may enter Austria without a visa, please see the website of the Federal Ministry of the Interior (bmi.gv.at)

Filing an Application in Austria

The following groups may file a first-time application in Austria:

- Dependants of Austrians, EEA citizens and Swiss citizens who are permanently resident in Austria and who after legal entry and during legal residence have not claimed the right to reside for more than three months granted to them under EU Community law or under the Agreement on the Freedom of Movement between the EU and Switzerland.





"Family members" (nuclear family) are spouses, civil partners and unmarried minors (including adoptive and step-children). Spouses must be aged 21 or over when applying.

- Foreigners no later than six months after the end of their legal settlement in Austria, providing they required no permit or documentation for such settlement under the terms of this federal law
- Foreigners no later than six months after the loss of their Austrian citizenship or Swiss citizenship or citizenship of an EEA country
- Children within six months of their birth if § 23 sec. 4 NAG applies. If a first-time application is made for a child in accordance with § 23 sec. 4 NAG within six months of the child's birth, it is not necessary to submit a copy of a valid travel document if the child does not yet have one
- Foreigners who themselves are entitled to enter the country without a visa, during the permissible visa-free stay.

Note:

The filing of an application does not entitle the applicant to overstay a visa-free period.

GENERAL REQUIREMENTS FOR GRANTING A RESIDENCE TITLE**Adequate Means of Subsistence**

A residence title may only be granted if the applicant has a regular income so that he or she will not have to take recourse to public funds (federal, provincial, municipal) during his or her stay. Income is deemed to be sufficient if it is at least equal to the ceiling at which supplementary benefit may no longer be claimed.

The following ceilings for supplementary benefit have applied since 1 January 2014:

- For single persons: 857,73 euros
- For married couples: 1.286,03 euros
- An additional 132,34 euros for each child

Supplementary benefit or welfare benefits that can only be claimed after a residence title has been granted do not count as income.

Health Insurance

During his or her stay in Austria the foreign national must have health insurance coverage that covers "all risks" and provides benefits in Austria.

Accommodation

The foreign national must provide evidence of a legal title to accommodation (e.g. by presenting a tenancy agreement) that is regarded as adequate for the size of his or her family by local standards.

Free accommodation that can be terminated at any time and without prior notification does not fulfil this requirement as the foreign national has no claim to the provision of the accommodation.

No Threat to Public Order or Safety

The stay may not endanger public order or safety or Austria's relations with other states.

Contact Details:**Ministry of the Interior**

PO Box 100, 1014 Vienna,
Hotline: +43 (0)1 53 126-3557/2744
Superior Authority
(Residence Title)

Customer Service Centre**Municipal Department 35**

1200 Vienna, Dresdner Straße 93 **26** J 7

Service Hotline: +43 (0)1 4000 3535

Mon, Tue, Fri, 8.00 – 12.00

Fax: +43 (0)1 4000 99 35220

Thu 8.00 – 12.00 and 15.30 – 17.00

service@ma35.wien.gv.at

HELP Service Center

Useful information about the European Union and dealing with Austrian authorities

Ballhausplatz 1 /

Entrance Schauflegasse

1014 Vienna

Hotline: 0800-222-666

service@bka.gv.at

Mon – Fri 9.00 – 17.00

Sources, Editorial Status November 2013:

Ministry of the Interior and the City of Vienna, Municipal Department 35





■ RELOCATION SERVICES

A large number of relocation companies are available to advise and assist you with your move to Vienna. As well as providing logistical support with moving your furniture and other household goods, many relocation companies will also help with dealing with authorities, finding a house, and choosing schools and childcare facilities...

Many removal firms specialise in the transport of household goods such as furniture. These companies also assist with clearing out and cleaning homes in the event of a new move. Furthermore, many companies offer complex specialised transport services, for example, for expensive musical instruments or particularly valuable items of furniture. A large number of these companies are based in Vienna and, in some cases, have specialised in particular destinations. The staff at the Expat Center will be pleased to help you find a suitable removal firm.





■ WORK PERMITS

Anyone wishing to take up employment in Austria in accordance with the Employment of Foreign Nationals Act requires a work permit. In addition to working for an employer, the definition of employment also includes training schemes such as apprenticeship training, and parasubordinate employment such as a freelance employment contract.

RESIDENCE TITLES THAT DO NOT REQUIRE AN EMPLOYMENT PERMIT

If you have a residence title “Long-Term Resident – EC”, “Time-Limited Right of Settlement – Unrestricted” or a “Permanent Residence Card” you may take up employment without any further requirements.

EMPLOYMENT PERMIT

If you do not have one of the aforementioned residence titles, your future employer must apply to the relevant regional office of the Public Employment Service Austria (AMS) for an employment permit for you. This is restricted to a specific workplace

and a specific job and is valid for a maximum period of one year from the date of issue. If the application is turned down, the employer may appeal against the decision. Only if the permit is granted may the employer employ you at the company.

WORK PERMIT

A work permit is issued if in the last 14 months you have been lawfully employed in Austria for a total of 52 weeks and have a permit granting you a time-limited right of settlement. The work permit entitles you to take up any employment in the federal province for which the work permit was issued (the one in which you were last employed). Applications for a work permit must be made to the relevant regional office of the Public Employment Service Austria (AMS). Work permits are issued for a period of 2 years.

EXEMPTION CERTIFICATE

An exemption certificate entitles you to work in any Austrian federal province without any restrictions. To qualify for an exemption certificate you must hold a valid permit granting you a time-limited right of settlement. Appli-

cations for an exemption certificate must be made to the relevant regional office of the Public Employment Service Austria (AMS). Exemption certificates are issued for a period of 5 years. In order to qualify for an exemption certificate you must have been employed within Austria for at least five years within the last eight years.

■ BANKING

Many jobs require that you open an Austrian bank account which is fairly easy to do. All you need is a valid passport or ID-card and your residence registration form (Meldezettel). It is advisable to open

a current account that offers the greatest degree of flexibility where your employer can deposit your salary.

All the big Austrian banks offer online banking, so that after you have opened your bank account you will hardly ever need to visit a branch for normal banking transactions. Bank opening hours vary, although in Vienna most branches are open Monday to Friday 8.00-12.30 and 13.30-15.00. Many banks remain open for slightly longer on Thursday afternoon (usually until 17.00). A small number of branches are also open on Saturday.

More detailed information about services and opening times can be obtained from the individual banks.





■ TAXES

Each person who is registered as having their main residence in Austria is liable for income tax irrespective of any place of employment abroad. To prevent double taxation Austria has concluded bilateral agreements with all neighbouring countries and EU states. This ensures that income taxes are paid only in the country where the person who is liable for taxation is registered as having their main residence.

PAYMENT OF TAXES TO THE TAX OFFICE

In the case of employees the employer is responsible for carrying out payment of income tax and mandatory social insurance contributions. Employees therefore receive their wage or salary net of these deductions. The self-employed with a business licence, freelancers and independent contractors are responsible for paying their own taxes and social insurance.

INCOME TAX SYSTEM

The Austrian income tax system is based on the amount of a person's income which

is taxed at progressive rates. While low incomes are taxed at a very low rate, higher income earners pay a higher tax rate. This approach ensures an equitable social balance that contributes to the high level of social peace in Austria compared to other countries. A maximum tax rate ensures that monetary incentives are not lost.

TAX RETURN

An income tax return (Form E 1) must be filled in and submitted to the responsible tax office if an individual has annual income in excess of EUR 730 in addition to their main source of taxable income. This can be done electronically online. However, anyone who is subject to income tax may voluntarily file an income tax return. As a whole series of tax-deductible expenses may be claimed (e.g. commuting allowance, specialist literature etc.) significant income tax refunds may become due.

Information on Taxes**Federal Ministry of Finance**

1030 Vienna, Hintere Zollamtstraße 2b

Tel: +43 (0)1 514 33-0 **29** L 7

Tel: 0810 001228

(Bürgerservice der Finanzämter)

bmf.gv.at

help.gv.at

<http://bruttonetto.akwien.at/>

(Online calculation of taxes

after input of gross salary)

arbeiterkammer.at/

[arbeitnehmerveranlagung/](http://arbeitnehmerveranlagung.at/)

(help with filing an income tax return)

jobs-ohne-grenzen.org

(Cross-border tax issues)

Deloitte Tax

Renngasse 1 / Freyung

1010 Vienna

Tel: +43 (0)1 53700-5714

Ms. Elisabeth Böhm:

eboehm@deloitte.at

deloitte.at

The team at the Expat Center will be pleased to advise you about suitable experts – from tax consultants for individuals to solutions for companies.



Across Borders

Free to move in a global business world

We serve you before, during and after your assignments to Austria. Our „Feel-good package for expatriates“ will be custom tailored to your needs and includes:

- Solutions for a broad range of tax, legal and organizational problems
- Help with social security
- Support with other legal regulations, e.g. work permission, bilateral agreements, ...
- Support with tax returns, registrations, applications and other regulatory requirements



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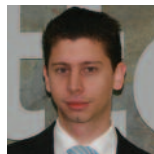
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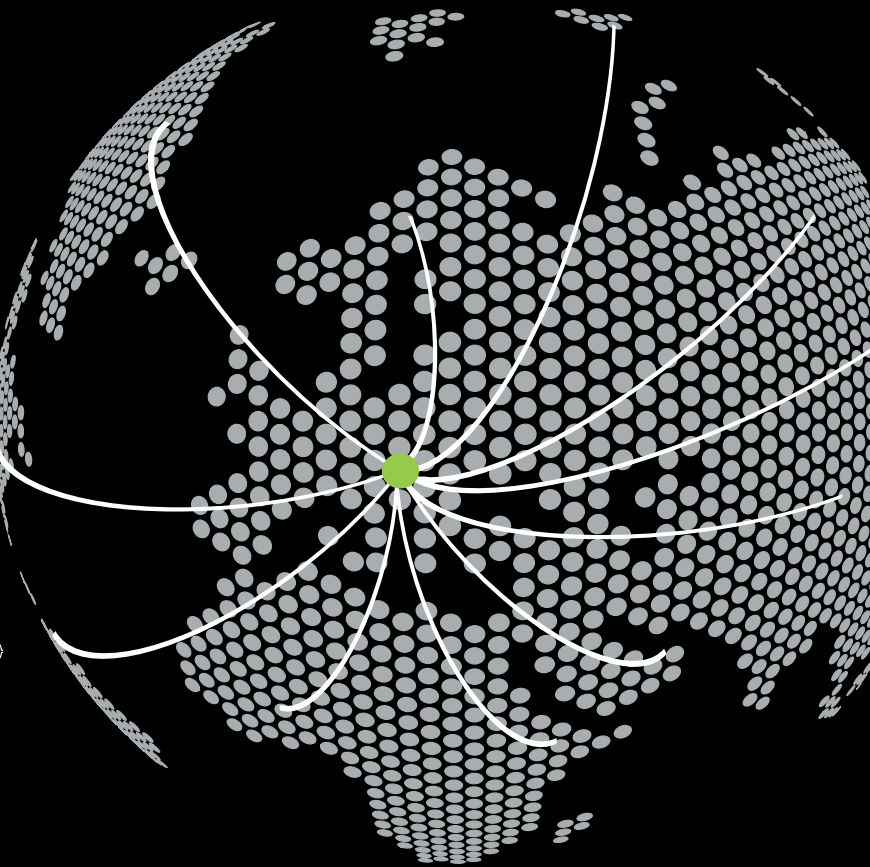
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■ INSURANCE

The Austrian social system includes several compulsory forms of insurance for people living in Austria who have taken up an occupation. These provide financial protection in the event of illness, accident, unemployment and after retirement. In addition, anyone who wishes to do so may purchase additional insurance protection, e.g. by taking out a supplemental private health insurance policy.

Statutory social insurance (SV) cover for employees includes health insurance, accident insurance, pension insurance and unemployment insurance. The self-employed are also legally required to insure themselves. In the case of business owners, this is done when they register their business. The self-employed are not covered by unemployment insurance but this can be taken out on a voluntary basis.

Employees are automatically covered by health, accident and pension insurance. The employer is responsible for registering the employee with the relevant insurance institute and coverage commences on the date the employee starts work. Social insurance contributions are directly deducted from wages and salaries by the employer.

There are a number of social insurance providers in Austria, including the District Health Fund for Vienna, the largest health insurance provider for employees in Vienna. Social insurance providers may not be chosen freely, and depend partly on the location of the workplace and partly on the nature of the employer (public sector employees, for example, have their own social insurance provider). All statutory health insurance providers in Austria are members of the Main Association of Austrian Social Security Organisations.

HEALTH INSURANCE

Statutory health insurance provides free medical treatment by physicians and hospitals in the event of illness. Some insurance providers require the person who is insured to make a co-payment (e.g. the Statutory Insurance Organisation for Commercial Businesses). People with health insurance coverage currently only pay a prescription charge of 5,40 euros (status: 2014) for each drug that is prescribed.

Family members who are not insured with a statutory health insurance provider or scheme in their own right (e.g. children under the age of 18 or students up to the

age of 27, spouses and partners with children) are co-insured without paying contributions. A small contribution has to be paid for co-insured partners without children.

For Blue and White Collar Workers (Dependent employees):

Regional Health Insurance Organisation for Vienna (WGKK)

1100 Vienna, Wienerbergstraße 15 – 19

Tel: +43 (0)1 60 122 0 **30** Q 4

wgkk.at

For the self-employed and freelancers

Statutory Insurance Organisation for Commercial Businesses (SVA) Vienna Branch

1051 Vienna, Wiedner Hauptstraße 84 – 86

Tel: +43 (0)1 546 54 0 **31** Q 5

Fax: +43 (0)1 546 54 385

Information Centre:

Tel: +43 1 (0)50808 27500

sva.or.at

E-CARD

You receive your e-card free of charge from your health insurance provider. The e-card is an electronic insurance card in a bank card format which contains all personal details which are of relevance for the insurance provider. You must therefore take it with you whenever you visit a doctor or go for treatment at a healthcare facility. Additionally, many healthcare providers require you to present a picture-ID as well together with your e-card to prevent abuse. The card also entitles the holder to additional services such as Mother-Child Pass Examinations or screening examinations. The e-card also serves as a European Health Insurance Card and entitles the owner to free treatment at all state healthcare facilities throughout the EU.

If your e-card is lost, stolen or damaged, please contact the service line of the Austrian social insurance providers by calling +43 1 (0)50124 33 11 (charged at the local call rate, no additional prefix required from within Austria) and request a new e-card. The old e-card will then be cancelled for insurance purposes.

For more information about the e-card:
chipkarte.at



Allianz – Your responsible partner for insurance, pensions, and assets.

Welcome to Austria!

The Allianz Group in Austria is a subsidiary of Allianz SE, which is based in Munich. Allianz SE is the world's largest insurance company, as well as one of the largest financial service companies.

Allianz has been on the market in Austria since 1860 and is considered to be an enterprise with one of the longest traditions in the country. It offers a wide range of services, from insurance, to pensions and asset management. In Austria, Allianz is ranked at number four, serving more than 1.1 million customers and employing around 3,100 people.

Our services include:

- Car and motorcycle insurance
- Home and household insurance
- Accident insurance
- Health insurance
- Assistance
- Financial security and asset management

Contacts:

- **Mag. Jutta Schicher:** jutta.schicher@allianz.at, +43 681-2065 5945 (German, English)
- **Oana-Cristina Avram:** Oana-Cristina.Avram@allianz.at, +43 699-190 69864 (German, Romanian)
- **Anna Huemer:** Anna-Julia.Huemer@allianz.at, +43 676-878 263 768 (German, English)
- **Damir Mescic:** damir.mescic@allianz.at, +43 676-878 263 736 (German, Bosnian, Croatian, English, Serbian)

We offer consultancy in more languages (e.g. French, Turkish) – please contact: expat@allianz.at

Hoffentlich Allianz.

Allianz 

Allianz – Your responsible partner for insurance, pensions, and assets.

Car and Motorcycle Insurance

If your main place of residence is in Austria, you must have your automobile authorized within a month. You must have at least one legally mandatory liability insurance. Additionally, Allianz offers comprehensive insurance and other kinds of coverage.

Home and Household Insurance

Our All-in-One home and household insurance offers you perfect protection for your valuable property. In addition, you are also protected by private and sports liability insurance.

Accident Insurance

As an employee you are insured by your employer during working hours, as well as on your way to and from work. However, 80% of accidents happen at home or during free time – in these situations the statutory accident insurance will not give disability payments. Because of this, a private accident insurance is highly recommended.

Health Insurance

With our building blocks of health care, you can be sure of the best medical care, the highest comfort, wellness, and fitness, as well as financial protection. These basic blocks can be combined for you depending on your needs.

24-Hour Assistance

Allianz offers assistance services for all situations from car-towing to craftsmen: from housing and family, to health, travel, and automobiles. We are there for you 24 hours a day, 365 days a year, worldwide.

Financial Security & Asset Management

Capital or annuities, single premium or regular premium, unit-linked or a mix of managed investments, including your assets and investment strategy, you will find the right solution with Allianz.

Further information also at:
<http://www.allianz.at/expat>

Hoffentlich Allianz.

Allianz 



■ LEGAL SERVICES AND NOTARIES

LAWYERS

Lawyers in Vienna are able to assist with a wide range of legal matters – be it the purchase of a home, dealing with a “difficult” employer or family matters.

Lawyers are independent, obliged to maintain confidentiality and exclusively serve the interests of their clients. Lawyers do everything to secure or uphold your rights. The Vienna Bar Association (RAK) has compiled all sorts of tips for you about your rights. You can contact the Bar Association by calling +43 (0)1 5332718-20 or -21.

Further information: rakwien.at

- Giving contracts and declarations probative force
- Attesting signatures and documents
- Establishing signatory powers
- Notarising shareholders' meetings and assemblies
- Carrying out probate proceedings on behalf of courts of law
- Supervising proceedings for prize draws, competitions etc.

The website of the Chamber of Civil Notaries in Vienna provides a list to help you find a notary in your area or one who offers additional services or foreign-language interpreters.

For further information see: notar.at

NOTARIES

A country's legal culture is one of the most important pillars of economic stability and social peace. Austrian notaries are a cornerstone of the country's legal system. A notary is not just an expert advisor who can assist with a wide range of legal issues and with concluding important contracts that shape your future, a notary also offers legal certainty in the following areas:

■ JOB EXCHANGES, RECRUITING

PUBLIC EMPLOYMENT SERVICE AUSTRIA - AMS

Jobseekers in Vienna may avail themselves of the services of the Public Employment Service Austria – AMS. This is a public service tasked with matching employers



Thinking outside the box
is not just a phrase,
but rather our approach
to legal advice.



Successful legal advice means more than simply knowing and applying the law. Lansky, Ganzger + partner, one of the leading law firms in Austria and the Slovak Republic, has longstanding and profound experience that enables it to deliver an all-encompassing, interdisciplinary and cross-regional service of the highest level.

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and international banks, corporations and companies have, over the past years, relied on the firm's extensive expertise. The all-inclusive approach of Lansky, Ganzger + partner clearly distinguishes itself from the general standard of a conventional, solely legal consultancy.

**LANSKY,
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E: office@lansky.at

VIENNA – BRATISLAVA – BAKU – ASTANA

with prospective employees. In addition to this work carried out in its capacity as a national public employment service, the AMS supports jobseekers by subsidising training courses and providing advice and information.

The AMS has twelve branches in Vienna; a list with the addresses, opening hours and contact information is available online at: ams.at/wien/sfa/sfags.html

The AMS is also a member of **EURES, the European job network**. EURES stands for European Employment Services and is a cooperation network at the European level, the purpose of which is to assist jobseekers find employment anywhere within the EEA and also to help employers find suitable employees throughout Europe.

Further information can be found online on the EURES portal: ec.europa.eu/eures

PRIVATE RECRUITMENT AGENCIES

In addition to the public employment service, private consulting and employment agencies can also help find employment for employees or staff for employers. Highly-qualified employees and executives are often placed by private recruitment offices. A list of personnel consultants and executive search companies can be found on the AMS website. ams.at/sfa/14800.html

JOB ADVERTISEMENTS IN THE MEDIA

A good source of information about vacancies or suitable candidates are the

job advertisements in a variety of **Austrian media**, above all in the weekend editions of the leading national newspapers

ONLINE JOB EXCHANGES

Online job exchanges are a fast and unbureaucratic means of finding jobs or employees.

CORPORATE DATABASES FOR SPECULATIVE APPLICATIONS

A speculative application to a company can often produce the desired result and lead to a new job. Classified directories in online address databases can be a valuable tool in this respect.

Further information: ams.at

The team at the Expat Center can also provide specific tips that will enable you to narrow the focus of your search in line with your qualifications or language skills.

■ HOUSING

FINDING ACCOMMODATION

Finding an apartment using a relocation company

With their comprehensive range of relocation management and other support services, relocation companies can make a significant contribution to speeding up your move and reducing the level of stress and worry involved. From coordinating the relocation process, finding temporary

Suchen Sie **eine**
Herausforderung?

Join the Winner



INTERNATIONALE



WALTER

TRANSPORTORGANISATION AG

► jobs.lkw-walter.com





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- Near to the U2 underground-station „Stadion“, University of Economics & Business, office location „Viertel Zwei“
- perfect for business & private travellers, starting rate € 52 per apartment and night, weekly cleaning included

www.ig-serviced-apartments.com

ORCHIDEEN PARK 1190 VIENNA

- elegantly furnished studios & 1-bedroom-apartments with kitchen, bathroom/toilet, garden, concierge service & outdoor pool
- fitness and wellness area for body and soul
- perfect for business & private travellers starting rate € 59 per apartment & night, weekly cleaning included

www.orchideenpark.at



accommodation, carefully selecting your new home and coordinating the tenancy agreement to buying furniture or renting cars – all relocation services are offered in a full package.

Further information about relocation companies can be found in the section on relocation companies.

Finding an apartment using an estate agent

Vienna boasts a large number of estate agents, some of which are members of international networks, and have an extensive range of properties on their books. Estate agents can help you find a suitable flat, arrange viewing appointments, tenancy agreements and the hand-over of keys.

Estate agents are not paid by the hour and are only entitled to a fee if a contract is actually concluded. In accordance with the legal regulations, this fee depends on the gross monthly rent and the term of the contract.

On 1 September 2010 a new law came into force which laid down the following scale of fees for estate agents:

For contracts of

- up to 3 years: 1 months rent
- More than 3 years: 2 months rent

- Additionally 20% VAT of the fee for the real estate agent and court registration fee (Vertragsvergebührung, 36% of 1 monthly rent)

Information about foreign language speaking estate agents can be obtained from the Expat Center.

Finding an apartment using newspapers and property websites

Privately-owned housing in particular is frequently advertised in daily newspapers. If you rent a house or apartment directly from the owner without using the services of an estate agent, you will not be charged any commission, however, nor will you have access to the professional support they offer. Austrian daily newspapers also frequently contain advertisements placed by estate agents, which are usually clearly marked as such.

In recent years there has been an upsurge in the number of online accommodation exchange services. But caution: Not all the apartments offered here are available free of commission, as estate agents also use such sites to advertise. As the flats offered are usually taken within a very short time, you should ideally visit the online portals several times a day and respond to any new advertisement you see as quickly as possible.

TYPES OF HOUSING

Rental Apartments

The majority of Viennese apartments are rental apartments, most of which (especially in old buildings) are subject to the Austrian Tenancy Act (MRG) which lays down exact rules regarding maximum rent and the possibility of limiting the length of a tenancy agreement. The law thus offers far-reaching protection to tenants and prevents abuse by landlords. If a tenancy agreement falls within the scope of the Tenancy Act, the provisions of the law take binding precedence and the tenancy agreement may not be amended to the detriment of the tenant - not even by contractual agreement. Too many people are not sufficiently aware of the regulations relating to the protection of tenants provided by the MRG. This is why we recommend that you have an expert check your contract.

Building Cooperatives

In addition to "normal" rental apartments, it is also possible to obtain an apartment

from a residential building cooperative. For these apartments, tenants are required to pay a fairly large amount of money as soon as they move in to contribute towards construction costs. From a legal point of view, cooperative society apartments are also available to persons without Austrian citizenship. This also applies to subsidised cooperative society apartments. Various forms of financial assistance are available for families/individuals on low incomes. Information can be obtained from the Vienna Housing Service (see Housing Advice).

Community-Owned Housing

The very many council flats in Vienna are available not just to Austrians, but also to EU citizens, Swiss nationals and foreign citizens who have equivalent status and who have a "residence permit for a long-term stay" under the Law on Residence and Settlement in Austria. Applicants must be able to prove that their income does not exceed a certain limit and that they have had their main place of residence in Vienna for at least two years. The criteria for being put





on the list for community-owned housing can be obtained from the Vienna Housing Service.

Privately-Owned Homes

Of course you are certainly welcome to buy an apartment or a house of your own. But before foreigners can conclude a sales agreement with legal effect, they have to obtain an official permit. The responsible authority for this is MA 35 – Competence Centre Property Acquisition (see Vienna Housing Service) This does not apply to EU-citizens and some other groups of foreigners, for details please check wien.gv.at

HOUSING ADVICE

Vienna Housing Service

Are you looking for an apartment? The Vienna Housing Service offers an overview of all subsidised apartments in Vienna: Rental apartments, cooperative-society apartments, condominiums and renovated apartments. Vienna Housing Service staff will be happy to advise you on subsidised residential housing. The advisory services are free of charge and there is no need to arrange an appointment. During the Vienna Housing Service's opening hours, you can obtain fast and

efficient help on all aspects of house hunting. Details of the latest apartment offers and future projects are also placed online where you can access them 24/7. At the click of a mouse, you can even have apartments reserved.

City of Vienna - Tenants Assistance

The "Mieterhilfe" team (Tenant's Assistance Team) provides advice on all matters relating to housing and tenancy law, care-taking, running costs statements, tenancy agreements, passing on apartments and community-owned apartments.

The staff of the "Mobile Mieterhilfe" (Mobile Tenants Assistance) provide on-site help to investigate complaints and find solutions to problems relating to apartments, residential construction and housing improvement.

Other Advisory Centres

The Vienna Arbitration Board for Disputes Relating to Housing Law (Municipal Department 50) is responsible for asserting the rights of tenants, landlords and - to a limited extent - owners.

The Austrian Tenants Protection Association, the Austrian Tenants and Owners Property Association and the Austrian Tenants Interest Group (MIG) also provide advice on rental matters.

Further Information:**Vienna Housing Service
Information Centre**

1010 Vienna, Bartensteingasse 9 **32** L 5
 Tel: +43 (0)1 4000 8000
 Mon – Fri 8.00 – 20.00 Uhr
infocenter@wohnservice-wien.at
wohnservice.wien.at

City of Vienna – Tenants Assistance

Tel: +43 (0)1 4000 – 8000
mieterhilfe@wohnservice-wien.at

**Municipal Department 35 –
Competence Centre Property
Acquisition **33** J 7**

1200 Vienna, Dresdner Straße 93, Block C
 Tel: +43 (0)1 4000 35246,
 Fax: +43 (0)1 4000 99 35240
 Mon – Fri 8.00 – 12.00,
 Thu also between 15.30 and 17.30
zuwanderer.wien.at

Mobile Local Urban Renewal Offices**Municipal Department 25**

1070 Vienna, Kaiserstraße 45 **34** M 4
 Tel: +43 (0)1 522 72 54
 Fax: +43 (0)1 522 72 11
 Mon – Wed 9.00 – 13.00 and 14.00 – 16.00
 Thu 9.00 – 13.00 and 14.00 – 19.00
 Fri 9.00 – 13.00
info@gebietsbetreuung.wien.at
gebietsbetreuung.wien.at

**Central Arbitration Board for
Disputes Relating to Housing Law
(Municipal Department 50)**

1190 Vienna, Muthgasse 62 **35** F/G 6
 Tel: +43 (0)1 4000 74510
 Fax: +43 (0)1 4000 9974500
ks@ma50.wien.gv.at

**Austrian Tenants Association –
Central Office**

1010 Wien, Reichsratsstraße 15 **36** L 5
 Tel: +43 (0) 1 05 0195
 Mon, Tue, Thu 8.30 – 16.30,
 Wed 8.30 – 18.30, Fri 8.30 – 13.30
mietervereinigung.at

**Austrian Tenants Protection
Association**

1070 Wien, Döblergasse 2 **37** M 5
 1020 Wien, Praterstraße 25 **37** L 7
 Tel: +43 (0)1 523 23 15-0
 Tue, Thu 14.00 – 16.00
mieterschutzwien.at

**Austrian Tenants and Owners
Property Association**

1010 Wien, Lichtenfelsgasse 1/9 **38** L 5
 Tel: +43 (0)1 512 53 60
 Mon – Thu 14.00 – 17.00
 Fri 10.00 – 12.00
service@mieterbund.at
mieterbund.at

Austrian Tenants Interest Group (MIG)

1100 Vienna, Antonsplatz 22 **39** Q 6
 Tel: +43 (0)1 602 25 31
 Fax: +43 (0)1 602 25 31 20
 Mon and Wed 15.00 – 18.30
mig.at

If you require advice in English, we will find someone at the various information centres who is able to assist you.



■ UTILITIES

WATER SUPPLY

Vienna's Exceptional Water Quality

The City of Vienna is rightly proud of the outstanding quality of the water it supplies to the city's households, which is some of the best in the world. Most of the water originates from springs in the northern Kalkalpen, which are located in an untouched, well-protected region. As a result, Vienna's mountain spring water is free from contamination by trade and industry. You can therefore drink water from the tap without hesitation. There is a flat-rate charge for water consumption which is collected as part of the building service charge.

Further information:

wien.gv.at/wienwasser/qualitaet/index.html

ENERGY SUPPLY

Choice of Energy Provider

In Austria consumers may choose their own energy providers. The energy hotline of the energy regulator E-control provides assistance with all matters relating to energy. Before moving into a new flat, call the hotline to

obtain an overview of the various power suppliers and their current tariffs.

E-Control Energy Hotline

Tel: +43 (0) 810 10 25 54

The E-control tariff calculator calculates the tariffs of all the listed gas and electricity providers to help you find the best deal. A link to the tariff calculator is provided at expatcenter.at under the menu item Living/Domestic Infrastructure.

The amount of energy used (gas, electricity, district heating) is regularly read from the meter. As meters are usually registered in the name of the flat owner or building administrator, you should talk to your landlord about your preferred energy supplier before signing a tenancy agreement. If you subsequently wish to switch providers, you must comply with any necessary notice periods. If there is no meter, an electrician (for electricity) or a fitter and plumber (for gas) must draw up a notification of completion which either they, the tenant or the owner then submits to the utility.

WASTE DISPOSAL

Waste Disposal

Waste disposal in Vienna is organised by

Municipal Department 48 (MA 48). Due to rising levels of environmental awareness, there has been a consistent policy of separating waste in Vienna, as elsewhere in Austria, since the mid 1980s. As a result, recyclable materials can be recycled, thus saving resources.

Vienna has an extremely good quality of recycling in an international comparison. Each year some 25,000 tonnes of waste glass, 15,000 tonnes of scrap metal and 5,500 tonnes of plastic bottles are collected. Just recycling the plastic bottles collected in Vienna saves close to 10,000 tonnes of crude oil that would otherwise be needed to manufacture new bottles.

The Waste Hotline run by MA 48 provides advice about how to avoid waste and separate it properly as well as valuable information about changes to the laws

governing waste disposal. The Waste Hotline staff are available to answer your questions from Monday to Friday.

MA 48 Waste Hotline
Tel: +43 (0)1 546 48

Waste Separation

Different types of waste are collected in separate containers which are clearly marked with different coloured stickers according to the specific type of treatment the waste requires.

Waste paper must be disposed of in the waste-paper collection bins which are marked with a red sticker. In apartment blocks these are found at the designated area for bins. In less densely populated areas, they might be on street corners or at special waste collection points. Small-sized





scrap metal, such as tins, must be placed in the bins with the blue sticker. Bulky and large pieces of scrap metal can be disposed of free of charge at the municipal waste collection centres. Plastic bottles are collected in containers at more than 2,300 recycling collection points and at Vienna's waste collection centres. The colour code is yellow. Biodegradable waste is collected in the bio bins (colour code brown) or in the skips at the municipal waste collection centres. This waste is processed to valuable compost. White and coloured-glass also belongs in the specially marked containers and is recycled. There are separate bins for remaining household waste.

Municipal Waste Collection Centres

The 19 municipal waste collection centres have bins for waste paper, plastic bottles, scrap metal, organic waste, and white and coloured glass as well as disposal facilities for bulky waste and small quantities of hazardous waste from your home. Residential hazardous waste includes, for example, batteries, used oil and cleaning agents. Used furniture and junk that can be reused can also be handed in at the municipal collection centres – it will then be given to charity. You can find the addresses of the municipal waste collection centres at expatcenter.at under the menu item Living.

Municipal Waste Collection Centres – Opening Hours

Mon – Sat 7.00 – 18.00

Household hazardous waste

Mon – Sat 10.00 – 18.00

TELEVISION, INTERNET AND TELEPHONE

Public Broadcasting –

Austrian Broadcasting Company (ORF)

Under the terms of the TV and Radio Licence Law all households and companies or institutions with broadcasting reception equipment (TV, radio, etc.) which is in use or operational are obliged to pay a licence fee. This fee is collected by the Licence Information Service (GIS). The equipment must be registered as soon as it is in the house.

Further information and registration forms can be found on the GIS website at orf-gis.at. Alternatively, you can call the service hotline or contact the GIS by e-mail.

Licence Information Service (GIS)

Tel: +43 (0) 810 00 10 80

Mon – Fri 8.00 – 21.00

Sat 9.00 – 17.00

kundenservice@gis.at

Cable / Satellite TV Internet / Telephone

Almost all Viennese households can be supplied with cable television, Internet and telephony from a variety of providers. These communication services are often offered in packages. Ask your landlord if your apartment is already wired for TV, Internet and landline telephony. If this is not the case, you must first have an engineer from one of the telecommunication providers (e.g. Telekom Austria) lay a cable in your flat so that you can use the relevant services. Alternatively, if you do not wish or are unable to have a cable connection, you can receive television programmes via satellite and obtain a wireless Internet connection via a special mobile modem. Numerous mobile telecommunication

providers offer mobile Internet in combination with telephone services.

ATTENTION: Even users who only wish to receive cable television and do not wish to use Austrian Broadcasting Company services still have to pay the GIS licence fee. What counts is not actual viewing behaviour, but the operational readiness of the equipment.

The best way to obtain an overview of the many providers and tariffs is to carry out an Internet search. The Chamber of Labour also offers a tariff check at: tarifrechner.arbeiterkammer.at.

A comparison of Internet and telephone providers can also be found at: tarife-check.at.





POST

Post Offices and Post Partners

Letters and parcels can be posted at branches of the Austrian Post. There is a dense network of post offices in Vienna and there are also a number of post offices with extended opening hours (e.g. the post office at the Westbahnhof railway station and the Post Office 1010 Vienna). If you take a trip into the surrounding countryside, you might perhaps notice the many post partners. These are usually shops or tobacconists, which now offer the services previously carried out by post offices that have been closed. Mail which could not be delivered (e.g. parcels) should be collected from the post office branch that serves your address. This information will be shown on the yellow slip that the postman leaves in your letter box or at the door of your flat.

Redirections

Before you move to Vienna do not forget to arrange to have your post redirected from your previous address. The Austrian Post Office also offers a redirection service with which mail that is sent to your old address can be forwarded to your new address. Within Austria parcels and EMS items can also be forwarded to your new address using this service.

PETS

Keeping a Pet in Vienna

There are an estimated 100,000 dogs, 250,000 cats and a large number of other animals living in Vienna. The Ombuds Office for Animal Protection of the City of Vienna will assist you if you have any questions regarding the acquisition of pets and advise you on how to look after your pet properly. Further information can be obtained from the tieranwalt.at website. If you wish to bring your pet with you from abroad we will be pleased to help you plan the move. The Expat Center can provide you with information about the formalities and where to find the right contact persons.

Keeping a Dog

Please note that owners of certain breeds of dogs are required to take a special dog training course. All dog owners are also obliged to pay for a dog licence (guide dogs being the only exceptions) for which they receive a dog tag with an ID number. By law dogs must always be kept on a lead and wear a muzzle when out on the street. All Viennese parks have special dog zones where animals have the space they need to exercise. Further information about keeping a dog can be found in the City of Vienna's Dog Guide at wien.gv.at

■ TRANSPORT AND DRIVING

PUBLIC TRANSPORT

Vienna Transport Authority

The very well-developed public transport network means it is not necessary to have your own car in order to get from A to B in Vienna. You will usually get to your destination faster and more cheaply by taking public transport. The public transport service in Vienna is regarded as one of the best, most modern and efficient anywhere in the world. Five Underground lines and more than 100 tram and bus lines ensure that practically any address in Vienna can be reached using public transport.

All of the underground railways and trams as well as most bus routes are operated by the Vienna Transport Authority. Tickets for single journeys as well as passes for longer periods of time (day, weekly, monthly passes) are available from the Vienna Transport Authority ticket offices. Non-transferrable annual season tickets must be ordered from the ticket offices and the Vienna Transport

Authority customer service centre. If necessary, tickets for single journeys can also be bought on trams and busses. There are no separate tariffs for Viennese night busses. Since 2010 the Underground has also operated a 24 hour service at weekends.

Timetable information can be obtained from the Vienna Transport Authority website. All you have to do is enter your own location and the desired destination. The system automatically identifies the nearest stops and calculates the fastest connection.

Vienna Transport Authority **40** N 8

Customer Service Centre

(annual season ticket sales etc.)

1030 Vienna, Erdberg Underground Station

Mon – Wed, Fri 8.00 – 15.00

Thu 8.00 – 17.30

General Information

Tel: +43 (0)1 7909 100

Mon – Fri 6.00 – 22.00

Sat, Sun, Bank Holidays. 8.30 – 16.30

auskunft@wienerlinien.at

wienerlinien.at





Rapid Transit Railway System

The rapid transit railways (S-Bahn) run by Austrian Federal Railways (ÖBB) are especially important for the many commuters to Vienna as they connect the city to the surrounding rural areas. At the same time, they also provide rapid access to outlying districts and suburbs. The 13 rapid transit railway lines currently transport some 300,000 passengers per day.

The timetable of the S-Bahn and all other ÖBB routes can be obtained online from fahrplan.oebb.at.

CYCLING

The Vienna Cycle Path Network

Vienna possesses a well-developed network of cycle paths that criss-crosses the entire city. Especially in the inner city, this network of cycle paths is a good, low-price and fast alternative to car travel. Studies show that in the inner city, a bicycle is the fastest means of transport for distances of up to 5 kilometres. In addition to this, it is environmentally friendly, so whoever uses a bicycle instead of a motorised form of transport makes an important contribution to climate protection. Vienna's network of cycle paths is

therefore being constantly expanded. In 2010, cyclists had approximately 1,170 kilometres of cycle paths at their disposal. In recent years, many one-way streets in Vienna have been opened up for contra-flow cycling. Cyclists are now allowed to ride the wrong way down some 200 km of one-way streets. Further information about the cycle path network can be obtained from wien.gv.at.

Also worth mentioning is the Citybike system, which enables you to rent and return bicycles at 110 bike stations across the city (see the chapter on Leisure). citybikewien.at

E-Bikes

E-bikes are an especially environmentally-friendly yet comfortable alternative to cars and their purchase is subsidised by the City of Vienna. More detailed information can be obtained from [unter wien.gv.at](http://wien.gv.at).

CAR TRAVEL IN VIENNA

Driving Licence

EU and EEA driving licences are valid in Austria and need not be exchanged for an Austrian licence. In general, holders of a driver's licence from non-EU or non-EEA states must successfully pass a behind-the-wheel driving test and also exchange

their licence for an Austrian one within six months of taking up residence in Austria. It is the driver's responsibility to provide a vehicle in the relevant vehicle category for the test. Only holders of the following non-EU and non-EEA driving licences do not have to take this practical driving test, but they do have to exchange their licence:

All Classes: Andorra, Guernsey, Isle of Man, Japan, Jersey, Croatia, Monaco, San Marino, Switzerland

Class B: Australia, Bosnia-Herzegovina, Israel, Canada, South Africa, South Korea, USA

The holder of a foreign driving licence must be at least 18 years old. The driving licence authorities are responsible for transferring non-EU and non-EEA driving licences, in Vienna this is the Motor Vehicle Department.

City of Vienna Motor Vehicle

Department 41 H/J 5

1090 Vienna, Josef-Holaubek-Platz 1

Tel: +43 (0)1 3131 0

Mon – Wed 8.00 – 12.30

Thu 8.00 – 12.30 and 13.30 – 17.00

Fri 8.00 – 12.00

Contact for Diplomats

Mr. Gerhard Ecker

Federal Police Central Bureau **42** H/J 5

1090 Vienna, Josef-Holaubek-Platz 1

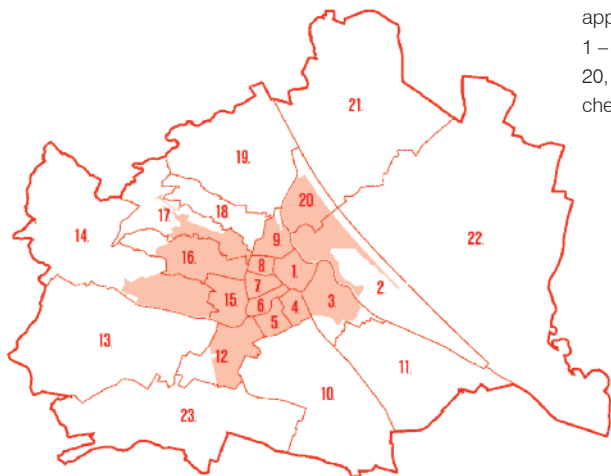
Tel: +43 (0)1 313 45 0

Parking

As in many other European cities, short-term parking may apply to individual streets or to entire areas. In these short-term parking areas you are required to put a prepaid parking voucher behind your windscreen from the minute you park your car. Short-term parking areas are only marked as such at the entrance to the

Short-Term Parking Zones and residential parking regulations

apply for the districts
1 – 9, 12, 14 – 17 and
20, for details please
check wien.gv.at





respective district. Short term parking and residential parking regulations apply for the districts 1 – 9, 12, 14 – 17 and 20, for details please check wien.gv.at. Holders of a disability pass may park for unlimited periods free of charge in all short-term parking zones if they place the pass behind the windscreen.

Parking vouchers are available in most tobacconist shops, filling stations, Vienna Transport Authority ticket offices and from all ticket machines in the Underground stations. It is also possible to pay the parking fee by mobile phone. Further information is available at handyparken.at. If you are only making a brief stop, you can use a free 10-minute parking voucher.

Park & Ride facilities on the outskirts of Vienna are a convenient way to switch from your car to public transport, e.g. the Underground, tram or bus. On top of that, they are an amazingly cheap alternative to the parking garages in the inner city (3 euros per day). A list of all Park & Ride facilities and parking garages can be found at parkeninwien.at.

Only people who are registered as having their main residence in Vienna can obtain a resident's parking permit (Parkpickerl) for their district if they have no access to a garage space.



■ FAMILY AND CHILDCARE

FAMILY AND COMMUNITIES

Expat Communities

Moving to another country with your whole family always poses a particular challenge. Especially at the beginning of your stay, sharing with like-minded people is often a useful way of learning to how to make the most of the city and all that it offers. There are a number of expat communities that can help you make contact with people from your own country or who are in a similar situation and who can provide support.

Platforms such as internations.org or vienna-expats.at offer great ways of exchanging opinions and views with other expatriates in online-forums or organized real-life meetings. They offer you the chance to gain valuable information as well as hearing personal stories and recommendations from fellow expats in similar situations.

These networks are all English-speaking and welcome expats from all countries. However, there are also a number of networks designed mainly, or in some cases exclusively, for expatriates from specific countries. These are, on the one





hand, the more than 100 **Austrian-International friendship societies** organised under the umbrella of the Federation of Austrian-Foreign Societies - **PAN** (dachverband-pan.org) and include the **Austrian-International chambers of commerce**, which are so important for business contacts.

On the other hand, there are a host of more informal organisations, such as special groups in the Xing network (Piefke Connection, clubfrancophileviennois, ...)

This list could be continued indefinitely with international women's organisations, mothers' clubs, sports clubs, churches, start-up entrepreneurs' groups and the like.

We therefore recommend that you seek personal advice on this subject from the Expat Center so that you can find an organisation that best meets your needs!

Getting Married in Vienna

Whether you meet the love of your life in Vienna or simply want to marry your present partner, you can marry or enter into a civil partnership at one of the ten Viennese registry offices. The responsible registry office is the one in the district in which you live. Wedding ceremonies can

also be held outside registry offices at particularly beautiful, stately or simply very typically Viennese locations. Further information can be obtained from the City of Vienna website wien.gv.at

The team at the Expat Center can also help with tips about the most romantic locations, catering services and music - as well as everything else you need to know for the most wonderful day of your life.

Birth of a Child

Infants who do not hold Austrian citizenship are not subject to visa requirements for the first six months of their lives. This means that during this period they do not require an entry permit or residence title to legally reside in Austria, provided that their mother or other person who is solely responsible for their care and upbringing is a lawful resident. If a child remains resident in Austria, it will be granted a further permit for a time-limited right of settlement upon application. For parents, this means that within six months:

- A birth certificate must be issued (registry office – please ask your relevant district office for details)
- The child must be included on the parents' passports (your embassy)

- A Residence Registration Form must be issued (district authorities)
- An application for insurance coverage must be submitted to the relevant social insurance organisation provider
- An application must be made for a settlement permit or resident permit (MA 35)

Important information on all matters relating to the birth of a child in Vienna can be obtained from the City of Vienna website, wien.gv.at.

CHILD CARE

Municipal Childcare

Vienna has a dense network of childcare facilities, half of which are run by the Vienna City Administration and half by private

organisations. Generally, childcare facilities fall into the following categories; nurseries (children under the age of three), kindergartens (children aged 3- 6) and various kinds of day-care facilities for children of school age (all-day schools, after-school care facilities, special groups for studying and leisure activities). The costs are scaled according to parental income. Children are generally registered for a place in a childcare facility in January/February and take up the place in autumn. To obtain a place at one of the 360 kindergartens run by the City of Vienna, please contact the service centre of Municipal Department 10 in your district.

For further information:
Tel: +43 (0)1 277 55 55
kindergarten.wien.at





Privately-Run Childcare Facilities

Please visit kinderdrehscheibe.at (only available in German) for information about private childcare facilities in the Vienna area and to enquire about available places.

Kinderdrehscheibe

1050 Vienna, Wehrgasse 26 **43** N 5

Tel: +43 (0)1 581 06 60

office@kinderdrehscheibe.at

Mon, Wed 10.00 – 15.00

Tue 10.00 – 17.00

Thu 8.00 – 15.00

Fri 10.00 – 13.00

Of course, the question “in whose care can I leave my child” is one of the most important you will face at the start of your new life in Vienna. As finding the right form of childcare can be extremely time-consuming, especially if you are having to do it at short notice, we recommend that you contact a relocation agency. They have the relevant contacts and will be able to provide efficient help. You can also consult the Expat Center when you come to Vienna on matters such as “Where can I find a foreign-language kindergarten?”

■ HEALTH

THE HEALTH SYSTEM

The Austrian Healthcare System

The Health Consumer Powerhouse study published in 2007 named the Austrian healthcare system as the best in Europe. Vienna has an extensive network of medical doctors and hospitals. To use the healthcare system you must be insured with one of the Austrian social insurance institutions. For a small fee they will issue you with an e-card, which you must take with you whenever you visit a doctor or go for treatment at a healthcare facility (see the chapter on insurance).

Once you are insured, your first point of contact if you become ill will usually be a general practitioner near your home. If necessary, the doctor will then refer you to a specialist or a hospital. To avoid long waiting times, we recommend that you arrange an appointment in advance. Many GPs also make house calls, if necessary.

Physicians and Hospitals

Vienna has an extensive network of doctors and hospitals. There are, of course, many doctors in Vienna who also speak a foreign language. The Viennese Medical

CENTRE OF INTEGRATIVE MEDICINE SCHWINDGASSE



FOR YOUR HEALTH IN VIENNA

The Vienna Centre of Integrative Medicine offers **general medicine** as well as **a full range of pain care** in a modern holistic approach.

We apply both conventional Western medicine and complementary therapies such as osteopathy and acupuncture to achieve an effective and lasting treatment success.



"Thanks to our highly competent multi-disciplinary team, we can offer an optimal set of treatments to address your individual health needs."

Dr. med. Günther Malek
Founder of the Centre of Integrative Medicine

OUR SERVICES

- General medicine
- Pain medicine
- Osteopathy
- Acupuncture
- Physiotherapy
- Massage

CENTER OF INTEGRATIVE MEDICINE SCHWINDGASSE

Schwindgasse 4/3, 1040 Vienna, Austria

next to U1 Karlsplatz

For your appointment, please call **+43-1-907 60 30**
or email us at **office@integrative-medicine.cc**
Visit our website **www.integrative-medicine.cc**





Association has set up a special service for foreign patients where you can enquire about a doctor with foreign language skills.

Viennese Medical Association – Service Point for Foreign Patients 44 M 6

1010 Vienna, Weihburggasse 10 – 12

Tel: +43 (0)1 51501/1259 oder 5139595

Mon – Wed 8.00 – 16.00

Thu 8.00 – 18.00, Fri 8.00 – 14.00

viennamed@aekwien.at

aekwien.at

At praxisplan.at you can search for doctors by their specialities and/or languages. For a list of doctors for complementary or alternative medicine, please visit aerzte-austria.at.

Hospitals in Vienna

Every patient has the right to be admitted to their nearest suitable public hospital as a standard class patient. As a standard class patient in a public hospital, the costs of your hospitalisation will be settled directly with your health insurance provider, although you may be required to make a small contribution to the costs. If you are admitted to a private hospital or choose to pay for a private bed in a public hospital you will pay much higher costs. Some health insurance providers, however, will

cover the costs of a private bed in a public hospital. Please ask your health insurance provider for further information on this matter.

A list of hospitals in Vienna can be found at expatcenter.at

EMERGENCIES

Emergency Numbers

Rapid assistance in an emergency can be obtained by calling either the **European Emergency Number 112** or the emergency number of the **ambulance service 144**, the **fire brigade 122** and the **police 133**. The emergency number of the Out-of-Hours General Practitioner Service is 141. This line is also staffed during the night from 19.00 – 7.00, on weekends from Fri 19.00 to Mon 7.00 and all day on bank holidays.

A list with all emergency numbers can be found at expatcenter.at

Late Night and Weekend Dental Services

Information/Recorded Information Service:

Tel: +43 (0)1 5122078

zahnaerztekammer.at under the menu item “Notdienste”

University Clinic of DentistrySensengasse 2A, 1090 Vienna **45** K 5

Tel: +43 (0)1 400 70 – 2000

bgzmk.at

daily (also weekends)

7.45 – 13.00 Uhr

Pharmacists / Weekend Pharmacy Service

Approximately 400 chemists are at your service day and night. Please refer to your daily newspaper or the notice board at your nearest pharmacy for the addresses of chemists with out-of-hours service.

INOCULATIONS**Childhood Immunisation Programme**

The legally required inoculations are given to children of school age free of charge. If you have any questions regarding the vaccinations your child needs, please ask your GP or the City of Vienna Family Counselling Service – MA 11.

Details of the family counselling service in your district can be found at wien.gv.at/ (German, English, Bosnian/Croatian/Serbian, Turkish)

TBE Vaccination

Tick-borne encephalitis is spread by ticks and is also prevalent in Vienna and the

surrounding area. TBE is a viral infection that leads to inflammation of the brain, the meninges and the central nervous system. There is no specific drug therapy for tick-borne encephalitis and the only effective protection is the TBE vaccination (in German: FSME). The vaccination consists of several doses of vaccine given at specific intervals, so we recommend that you have the first one during the winter. For detailed information, please ask your family doctor.

Travel Vaccines

Detailed information about any vaccinations needed for your country of destination can be obtained from the

Vaccination Service for Travel Abroad

1013 Vienna, Zelinkagasse 9

Tel: +43 (0)1 531 14 87621

magwien.gv.at/ma15/impfst.htm

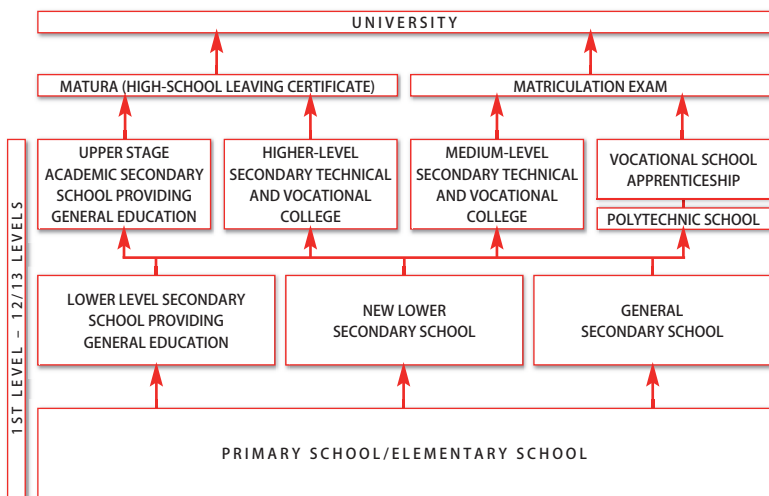
or the

Centre of Tropical Medicine of SMZ-Süd Kaiser-Franz-Josef-Spital

1010 Vienna, Kundratstr. 3

Tel: +43 (0)1 601 9124 34





■ EDUCATION

THE SCHOOL SYSTEM

School Levels

The Austrian School System

1st – 4th year

- Primary school / elementary school

5th – 8th year

- General secondary school
- New lower secondary school
- Lower level secondary school providing general education (AHS)

9th year

- Polytechnic school or vocational intermediate school (PTS/FMS) or
- Vocational intermediate school (BMS) or
- General or
- higher-level secondary technical and vocational school (AHS, BMS, BHS)

10th – 12th/ 13th year

- Apprenticeship/ vocational school or AHS
- higher-level academic school with general education, Medium-level

secondary technical and vocational college or

- Higher-level secondary technical and vocational college (BMS or BHS)

In order to attend university it is generally necessary to first pass the high school leaving exam, which in Austria is called the Matura examination.

Starting School

To be admitted to a primary school a child must first be registered for school. Parents will usually receive a letter from the Vienna School Board in the year the child has his or her sixth birthday requesting them to have their child registered at a school. If your child has come to Austria during the school year and is still of school age (in Austria children are required to attend school until they are 15), please contact the school board (school inspectors) in the district where you live to apply for a place. If your child is still of school age, he or she will definitely be given a place. If your child is no longer of compulsory school age, the two school advisory services for immi-

grants will assist you if your child wishes to continue his or her education. In addition to public schools, there are also privately run schools. Moreover, Vienna also has a number of bilingual schools.

School Advisory Service

The school Information Centre Vienna is the place to go for parents and students who need information about school matters.

Vienna School Board

1010 Vienna, Wipplingerstraße 28/
Ground Floor, Room E 1011 **46** L 6
Tel: +43 (0)1 525 25 7700
Mon, Wed, Thu, Fri 8.00 – 15.00
Tue 8.00 – 17.00
schulinfo@ssr-wien.gv.at
schulfuehrer.at

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International Schools in Vienna

Vienna has a wide variety of international education and training institutions. Besides English-language kindergartens and primary schools, the city also boasts a number of European and international secondary schools as well as national and international universities. We would be pleased to e-mail you detailed descriptions and lists: Just drop us a line at info@expatcenter.at

Studying in Vienna

Vienna offers an exceptionally wide range of courses, universities, colleges, universities of applied sciences and private universities. For a full list, please see wegweiser.ac.at. Foreign students require a residence permit to come to Austria. To apply for a residence permit, please contact the Austrian embassy in your country. Obtaining a residence permit is contingent upon having a place at a university in Austria. Everything you need to know about studying, accommodation, scholarships and residence can be obtained from the Austrian Exchange Service ÖAD at oead.at.

Expat Center Fact Sheet

The Expat Center has drawn up fact sheets especially for expatriates with detailed information about schools and universities in Vienna. These can be obtained directly from the Expat Center or by e-mail.

LEARNING GERMAN

Language Schools

The language spoken in Austria is German, although the vocabulary and grammar have a few specific characteristics that set them apart from the German spoken in other countries. In addition to standard German, the Viennese dialect, known as “Wienerisch” is also widely spoken and understood. Although many Viennese speak a foreign language, especially English, it is advisable to learn some Austrian German as quickly as possible. There are a large number of courses offered by a wide range of providers. An overview of them can be found at the website of the association “Campus Austria” (campus-austria.at).

■ ART AND CULTURE

SIGHTSEEING-HIGHLIGHTS

St. Stephen's Cathedral **51** L 6

St. Stephen's Cathedral is the symbol of the Austrian capital and also one of the most important Gothic buildings in Austria. The architectural history of the building dates back to the 12th century but the cathedral started to take on its present form in the middle of the 14th century. St. Stephen's has four towers. The south tower - affectionately called "Steffl" by the city's inhabitants - is just under 137 metres high and you have to climb a total of 343 steps to reach the top. However, once you get there, you have a wonderful view over the roofs of the city. Anyone who spends New Year's Eve in Vienna should definitely be on St. Stephen's Square at midnight. The "Pummerin", the cathedral bell in the north tower weighing over 21 tonnes rings in the New Year.

Guided Tours: Mon – Sat 10.30 and 15.00, Sun and Bank Holidays 15.00; Tours in English: 15.45 (daily from April to October).

Tours of the catacombs and ascents up the tower are also possible.

Address: 1010 Vienna, Stephansplatz
stephanskirche.at

Hofburg **52** M 5

The Vienna Hofburg was repeatedly enlarged and rebuilt between the 13th century and 1918 and thus boasts a wide variety of architectural styles – from Gothic to Renaissance and Baroque. For more than 600 years the Vienna Hofburg was the main residence of the imperial family. It was from here that the Habsburgs governed their realms, first of all as the rulers of the Austrian lands, then from 1452 onward as emperors of the Holy Roman Empire and then after 1806 as Austrian emperors until the end of the monarchy in 1918. The historic core of the palace is the Schweizerhof (13th century), which is accessed from Michaelerplatz. The extensive complex covers more than 240,000 square metres with 18 wings, 19 courtyards and 2,600 rooms. Today the Hofburg houses a large number of attractions including the Imperial





Silver Collection, the Sisi Museum and the Imperial Apartments. The Austrian National Library and the Spanish Riding School are also part of the complex.

Guided Tours: daily at 10.00, 11.30 and 15.30; children's tours and themed tours are also available.

Address: 1010 Vienna, Hofburg
hofburg-wien.at

Parliament **53** L 5

Parliament is located on the Ringstraße. The foundation stone for the building was laid in 1874. The building was designed by Theophil von Hansen in Graeco-Roman style with neo-Gothic influences. The statues on the roof represent famous philosophers, writers and statesmen, including Socrates and Plato. In front of the building is the Pallas-Athene Fountain with a four metre-high statue of the Greek goddess of wisdom. Parliament can be entered from the Ringstraße through the visitors' centre. The Parliament building is home to both houses of the Austrian Parliament, the Nationalrat and the Bundesrat, sessions of which can be visited during the course of a guided tour.

Guided Tours: In German and English:

Mid July to mid September, Monday to Saturday 11.00 – 16.00 on the hour;
Mid September to mid July (except for bank holidays),
Monday to Saturday 11.00, 14.00, 15.00 and 16.00, Friday and Saturday also 13.00.

Address: 1010 Vienna, Universitätsring 3
parlament.gv.at

Town Hall and Rathausplatz **54** L 5

Vienna Town Hall was built in Neo-Gothic style according to plans drawn up by the German architect Friedrich von Schmidt and construction was started in 1872. The tower at the centre of the front of the building is 98 metres high and is topped by the "Rathausmann", a 3.5 metre figure in the form of a standard bearer. Together with the statue and its base, the tower reaches a height of more than 103 metres. Today the square in front of the town hall is used for a wide range of events. In summer it hosts the Film Festival, in the pre-Christmas season the famous Christkindlmarkt opens there and from the middle of January to early March you can skate on the Vienna Ice World ice rink.

Address: 1010 Vienna, Rathausplatz 1
wien.gv.at

Karlskirche 55 M 6

At the southern end of Karlsplatz is the Karlskirche, one of the most important Baroque churches north of the Alps. The foundation stone was laid in 1716 and the chief architect was Johann Bernhard Fischer von Erlach. After his death the church was completed by his son (1723 to 1737). The magnificent dome of the church is one of the dominating elements of the Vienna skyline and can be reached with a panorama lift. In winter, the square in front of the church is used for a Christmas market, while in summer, events include open-air cinema performances.

Address: 1040 Vienna, Kreuzherrengasse 1
karlskirche.at

Schönbrunn Palace 56 O 2

"Empress Sisi's palace" is the most-visited tourist sight in Vienna. Moreover, the former summer residence of the Habsburgs is one of the most beautiful Baroque complexes in Europe. The land had been in the possession of the Habsburgs since the 16th century and in 1642 a summer palace

was built there which was given the name "Schönbrunn". During the reign of Maria Theresia in the 18th century the palace was completely redesigned and in 1752 the zoo of the same name was built. In 1830 Emperor Franz Joseph – who later married Sisi – was born here. The monarch also spent the last years of his life in the palace, where he died in 1916. Today, the palace grounds – with the palm house, zoo and maze – are an important recreational area for the Viennese and one of the main tourist attractions. The palace has 1,400 rooms, 45 of which are open to the public. Schönbrunn palace is a UNESCO world cultural heritage site.

Guided Tours: Several different tours are available (Imperial Tour, Grand Tour, etc.). Audio guides are available in 12 languages, tour descriptions in 18 languages (both can also be downloaded from the website).

Address: 1130 Vienna, Schönbrunner
 Schloßstraße 47
schoenbrunn.at





Belvedere Palace **57** N 6

The palace complex that was built in the 18th century for Prince Eugene of Savoy consists of two palaces, the Upper and Lower Belvedere, which are separated from one another by the Baroque gardens. On 15 May 1955 the Austrian State Treaty was signed in the Upper Belvedere. Today the palaces house the collections of the Österreichische Galerie Belvedere – which includes the largest collection of paintings by Klimt in the world – and are also used for special exhibitions.

Guided Tours: 30-minute short tours, 60-minute overview tours or 60-minute group tours. Tours are offered in seven languages. Tourist folders in 11 languages are available for download (from the website).

Address: 1030 Vienna, Prinz-Eugen-Straße 27 (Upper Belvedere) or Rennweg 6 (Lower Belvedere)
belvedere.at

MUSEUMS AND GALLERIES

Museum of Fine Arts **58** M 5

The Kunsthistorisches Museum (abbreviated KHM) is considered to be one of the finest art museums in the world. Built to house the

extensive collections of the imperial family, the museum was inaugurated by Emperor Franz Joseph I in 1891 and opened to the public in the same year. The main building contains the Picture Gallery, the Egyptian and Near Eastern Collection, the Collection of Greek and Roman Antiquities, the Chamber of Art and Wonders and the Coin Cabinet. The Picture Gallery includes some of the greatest works of Western art, such as Raffael's "Madonna in Green", the portraits of the Infanta by Velazquez and masterworks by Rubens, Rembrandt and Dürer.

Guided Tours: A variety of themed and exclusive guided tours, audio guides in German, English, Italian, French, Japanese, Russian and Spanish.

Address: 1010 Vienna, Burgring 5
khm.at

Museum of Natural History **59** M 5

Directly opposite the Kunsthistorisches Museum is the Museum of Natural History (abbreviated to NHM), the "architectural mirror image" of the art museum. The natural history museum takes you through the history of the earth, lets you experience the variety of nature in the form of the taxidermy specimens. The highlights of the museum include the Venus of Willendorf

and the skeleton of a dinosaur. A tour of the museum's roof offers a unique and breathtaking view of the historic city centre.

Guided Tours: Various tours: Tour of the most impressive objects (NHM Highlights), night tours (NHM Darkside), roof tour (NHM Over the Roofs of Vienna) and many more. Guided Tour in English: Friday 16.00, Saturday 15.00

Address: 1010 Vienna, Burgring 7
nhm-wien.ac.at

Albertina 60 M 6

The Albertina has one of the largest and most important collections of graphic art in the world. It comprises more than 60,000 drawings and watercolours and over one million old master prints – including works by Leonardo da Vinci, Michelangelo, Rubens, Raffael, Gustav Klimt, Albrecht Dürer and Egon Schiele.

Guided Tours: Public tours on Saturday, Sunday and Bank Holidays at 15.30, Wednesday at 18.30. Group tours and children's tours are also available. Audio guides in German, English and Italian. Plus: Junior Audio Guide.

Address: 1010 Vienna, Albertinaplatz 1
albertina.at

Wien Museum 61 M 6

Wien Museum is the name of a group of City of Vienna museums; the main building with the History and City Life Collection is located on Karlsplatz, while there are several satellite museums scattered throughout the city. The Museum on Karlsplatz was opened in 1959 and shows how Vienna has developed from the Neolithic Age to the Roman settlement of Vindobona and into the 20th century. As well as the permanent

exhibition, the museum also puts on regular special exhibitions. Another Wien Museum dependance is the Hermesvilla in the Lainzer Tiergarten. Emperor Franz Joseph had the palace built for his wife, the Empress Elisabeth, in the 1880s. The permanent exhibition is dedicated to the history of the building and the imperial couple who were frequent visitors there. The Hermesvilla also regularly organises special exhibitions.

Guided Tours (main building): Tours through the permanent exhibition on the first Sunday of the month at 12.00 and 15.00, various themed tours - free admission on the first Sunday of every month.

Address (main building):
1040 Vienna, Karlsplatz
wienmuseum.at

MUSEUMSQUARTIER (MQ) 62 M 5

The MuseumsQuartier (MQ) is an architecturally outstanding art complex located near the centre of Vienna in the former imperial stables. It houses a number of different museums and institutions, including the Museum of Modern Art (MUMOK) with a major international collection. The main focus is on the genres pop art, Photorealism and New Realism. Other top attractions are the Leopold Museum, the Kunsthalles Wien and the ZOOM Children's Museum.

Address: 1010 Vienna, Museumsplatz 1
mumok.at

Sigmund-Freud-Museum 63 K 5

For almost half a century - from 1891 to 1938 – Sigmund Freud lived and worked in an apartment in Berggasse 19. The former home and office of the founding father of psychoanalysis is now open to the public as a museum. As well as original items of



furniture, the exhibition also includes numerous personal belongings, and film and sound recordings of Freud and his family. Attached to the museum is a library, which with an inventory of 35,000 volumes is the largest European library devoted to psychoanalysis.

Guided Tours: daily between 10.00 and 16.00 by appointment

Address: 1090 Vienna, Berggasse 19
freud-museum.at

Kunst Haus Wien 64 L 7

Friedensreich Hundertwasser (1928-2000) was one of the most significant, but also controversial, Austrian painters and architects. The Kunst Haus Wien is home to the only permanent exhibition of Hundertwasser's works in the world. The building is in characteristic Hundertwasser style, with only very few straight lines. The floor is uneven and colourful ceramic tiles and mosaics are the dominant visual elements. Not far from the house is the Hundertwasserhaus; an apartment block that was 'designed and decorated by the artist.

Guided Tours: Public tours on Sundays and Bank Holidays at 12.00,

Tours for groups are offered in eight languages and by prior appointment (telephone or e-mail).

Address:
1030 Vienna, Untere Weißgerberstraße 13 (KunstHausWien) or 1030 Vienna, Kegelgasse 34-38 (Hundertwasserhaus)
kunsthauswien.com bzw.
hundertwasserhaus.at

Technical Museum 65 N 3

The Technical Museum (TMW) is dedicated to the history of technology. Among the many, sometimes historic, demonstration models from the areas of rail transport, ship building, aviation and industry etc. – the fully functional steam engines are especially worthy of mention. However, the museum also boasts one of the largest collections of historic musical instruments. The Road Vehicles department features milestones of Austrian motor vehicle history - including the oldest vehicle in existence to have been preserved in its original condition (from 1888).

Guided Tours: a wide range of themed tours

Address:
1140 Vienna, Mariahilfer Straße 212
tmw.at

MUSIC AND THEATRE

Tickets can be purchased from a variety of places. Either at the venue itself, from many branches of Libro, ticket offices, hotlines and online sales sites. Below is a small selection:

WT Wien Ticket GmbH

Hütteldorfer Straße 2f **66** M 4

1150 Vienna

Tel.: +43 (0)1 58885 - 500

Fax: +43 (0)1 58885 - 550

office@wien-ticket.at

mailer.bankaustria.at

viennaticketoffice.com

State Opera **67** M 6

The Vienna State Opera is Vienna's most important opera house and one of the most famous in the world. Work commenced on the building in 1861 according to plans by the architects August Sicard von Sicardsburg and Eduard van der Nüll. Eight years later, the opera house was opened with a premier of Mozart's Don Juan. During World War II the opera caught fire; the auditorium and stage were destroyed and

then rebuilt. Each year on the last Thursday of Fasching (carnival season) the traditional Opera Ball is held, attracting prominent guests from Vienna and all over the world. Tip: In April, May, June and September selected opera and ballet performances are screened on a video wall in front of the opera.

Guided Tours: July to September between 10.00 and 15.00. Tours are offered in eight different languages.

Address: 1010 Vienna, Opernring 2
wiener-staatsoper.at

Vienna Volksoper **68** K 5

The Volksoper is the second-largest opera house in Vienna after the State Opera. It was opened in 1898 as the "Kaiserjubiläums-Stadttheater". Today, the programme focuses on operas from the 18th, 19th and 20th centuries, classic musical, ballet and, of course, operettas.

Address: 1090 Vienna, Währinger Straße 78
volksoper.at





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Burgtheater**(Austrian National Theatre) 69 L 5**

K.k. Theater nächst der Burg, k.k. Hof-Burgtheater, Burgtheater, Burg: In the course of its history, the Burgtheater has had a variety of names. In Vienna, it is often simply referred to as "the Burg". The theatre is regarded as one of the leading stages in Europe. It was opened in 1888 with performances of Grillparzer's "Ester" and Schiller's "Wallensteins Lager". The building in Neo-Baroque style can seat 1,300 and is thus one of the largest theatres in Europe. Each season at least 30 pieces are played alternately.

Guided Tours: Tour "Burgtheater – Behind the Scenes" Monday to Thursday 15.00 (German with an English summary) or Friday to Sunday 15.00 (German and English)

Address:

1010 Vienna, Dr. Karl Lueger-Ring 2
burgtheater.at

Volkstheater 70 M 5

The German Volkstheater opened in 1889 as a civic counterpart to the imperial court theatre (Burgtheater) with a performance of Ludwig Anzengruber's "Der Fleck auf der Ehr". The aim of the theatre was to introduce classic and modern dramas to a wider audience. After World War II the theatre was renamed the Volkstheater. Today, the repertoire includes Austrian, German and international classics as well as comedies and musicals. The theatre also houses the Red Bar, where cabarets and concerts are held.

Address: 1070 Vienna, Neustiftgasse 1
volkstheater.at

Theater an der Wien 71 M 5

The Theater an der Wien – now also known as "The New Opera House" – was opened

for the first time in 1801. The man who built the theatre and became its first director was Emanuel Schikaneder, the librettist of the Magic Flute. In 1803 and 1804 Ludwig van Beethoven lived in the building for a while. Major structural changes carried out in the early years of the 20th century and in the 1960s mean that not much of the original building is still visible. The programme includes opera, dance performances and concerts. Together with the Raimund Theater and the Ronacher, the Theater an der Wien makes up the Vereinigte Bühnen Wien holding company.

Address:

1060 Vienna, Linke Wienzeile 6
theater-wien.at

Musikverein 72 M 6

Since the day it was founded the Musikverein has been dedicated to "performing extant classical works", a goal to which it is still committed today. In 1863 the architect Theophil von Hansen was commissioned to draw up the plans for the building, which was opened seven years later with an inaugural concert. The building, which is built in the Greek Revival style, houses one of the most beautiful concert halls in the world, the Golden Hall, which is also famed for its incredible acoustics.

Guided Tours: Daily except for Sunday;
Tours in English: Monday and Tuesday, Friday and Saturday at 13.00, Wednesday and Thursday at 14.00; Tour groups on request

Address:

1010 Vienna, Bösendorferstraße 12
musikverein.at



■ LEISURE

WEEKEND TIPS

Event Center Rathausplatz

Over the past decades, the Vienna City Hall Square has established itself as a popular event center. Besides the numerous events organized by the city, events such as the Lifeball, the Christmas market or the opening of the Vienna Festival, invite thousands of people to revive the vibrant metropolis and enjoy the pleasure of being together.

The Film Festival with productions from the worlds of opera, operetta, ballet, jazz, and world music is considered an absolute magnet for visitors. Modern highlights draw up to 700,000 visitors under their spell. Each year, the Vienna “Sylvesterpfad” (New Year’s Trail) assembles up to 800,000 domestic and foreign visitors in Vienna’s city center.

Another crowd puller is the Vienna “Eis- Traum” (Ice Dream) allowing up to 640,000 guests from all over the world to ice-skate in the middle of the city, beginning each year in late January and lasting until early March.

wien-event.at

Viennese Markets

Some of Vienna’s traditional markets have metamorphosed from being just places to buy groceries to popular tourist attractions. Nevertheless, even today the emphasis is on the tremendous variety of goods. There are a total of 17 traditional markets scattered across the city, including the Brunnenmarkt in the 16th district, which draws approximately 60,000 visitors each week. Other well-known names include the Meiselmarkt in the 15th district, the Hannovermarkt in the 20th district and the Rochusmarkt in the 3rd district. Many markets offer organic food and at farmers’ markets you can buy home-made products from the countryside.

However, the most important, most famous and most colourful food market in Vienna is definitely the Naschmarkt. You can get anything here: fruit, bread, fish and meat, countless specialities from abroad – especially from Turkey, Greece and Asia. In recent years, the Naschmarkt has become a popular meeting point and large numbers of culinary establishments have opened stands there, and many businesses have been converted into bars and restaurants. Thus the market bustles with life in the evening too. Going to the market on Saturday is even more worthwhile, as to the south of the Naschmarkt (near the U4 station Kettenbrückengasse) is Vienna’s biggest flea market.

Address:

1040 Vienna, Wienzeile –
between Getreidemarkt and Kettenbrücke
wienernaschmarkt.eu

Danube Island 73 C 5 - M 10

The Danube Island was created as part of Vienna's sophisticated flood protection scheme between 1972 and 1988 by dumping excavation material to form an artificial island in the Danube. To turn the island into an attractive park area, hundreds of thousands of trees and bushes were planted. The island is more than 21 kilometres long and up to 250 metres wide. Together with the Old Danube and New Danube, the island is a nature reserve which offers a habitat to many species of sometimes rare fauna. A lively area of bars and restaurants has developed around the Copa Cagrana (U1 station Donauinsel). Since the mid 1980s, the middle section of the island has hosted the Danube Island Festival, Europe's largest open-air free music festival, which usually takes place on a weekend in June and draws up to three million visitors.

donauinsel.at, donauinselfest.at,
copacagrana.com

Donaupark 74 H 8

The 800,000 square metre Donaupark is just down the road from the Copa Cagrana and the UN building. It was opened in 1964 as part of the Vienna International Gardens Festival and is now a popular place to while away time and go walking for tourists and locals alike. The centrepiece of the park is the Danube Tower, opened in the same year, which is now one of the city's best-known landmarks. At 252 metres it is the tallest building in Austria. You can take a high-speed lift to the 150 metre high viewing terrace and the revolving restaurant which slowly turns on its own axis to give a spectacular view of the city from.

donauturm.at

Viennese Coffeehouses

What would the city be without its coffeehouses and cakes? Sachertorte, apple strudel, "topfenkolatsche" and "Vanillekipferl" are not just culinary ambassadors throughout the world, they are also wonderfully suited to Viennese coffeehouse culture. Nowhere in the world is this as omnipresent as in the Austrian capital. A genuine, unadulterated coffeehouse experience can be found in the long-established cafés in the





inner city, where you can sit and read the newspaper for hours while sipping a Viennese melange and a glass of water.

The Viennese Heurige

The Viennese heurige (wine tavern) is almost as famous as the Great Ferris Wheel and has been the subject of many a song and provided the setting for many a film. Fine Viennese wines accompanied by a few tasty culinary treats from the region, a convivial atmosphere, and sometimes magnificent views over Vienna, tempt both the Viennese and tourists to while away the time. Genuine heurige can be recognised by the bunch of pine branches and the board with the word “Ausg’steckt” written on it, which hang outside when the tavern is open. The term “Heurige” does not just describe the tavern itself, it also refers to the wine from the current vintage, which can be called this until 11 November (St. Martin’s Day). Oberlaa, Grinzing, Döbling (Neustift, Sievering ..), Stammersdorf, Strebersdorf and Mauer are some of the most popular Viennese heurige areas.

SPORTS AND ACTIVITIES

City Bike Rental

Like many other European capitals Vienna can now be explored on a rental bike.

The City Bikes have become an integral element of the Viennese transport system. At present bicycles can be hired and returned at 116 bike stations. All you have to do, is register once using your bank or credit card or the Citybike Tourist Card. The first hour is free, after that you pay by the hour. Thanks to the well-developed network of cycle paths in Vienna, the bikes are an environmentally-friendly, low-priced alternative to the car and co.

citybikewien.at

New Danube Water Ski Lift

Those who are slightly more daring should try out the water ski lift or Wakeboardlift Neue Donau. Not far from the city you can be drawn across the Danube by a lift – and that since 1982. No previous knowledge is required, anyone can try their hand at gliding across the water. However, if you’d rather just watch, then you can grab a seat in the Wake Up beach bar on the bank of the Danube.

Address: 1220 Vienna, Am Wehr 1
wakeboardlift.at

Segway Tours

Segways are electrically-driven, two-wheeled, self-balancing transport machines for one person. In recent years, the number of

Segway users in Vienna has risen dramatically. Segways are a fun alternative to exploring the city on foot. You can either hire the machine and set out on your own or sign up for one of the guided segway tours that are now offered by many companies.

pedalpower.at or viennasightseeingtours.com

Climbing in Vienna

Test your dexterity and coordination, overcome your fear of heights, have an adventure. You can do all this in Vienna's climbing centres and at the climbing garden in the Gänsehäufelbad public swimming baths. The latter was opened in 2007 and is the first large climbing garden facility in Vienna. Thirty three platforms with heights of up to eight metres, five courses and eight flying foxes are just waiting to be climbed. Further information can be obtained from hochseilklettergarten.at. Austria's largest climbing centre is located in the 22nd district. Spread over 1,200 m² it has something for everyone, from beginners to experienced sports climbers. See kletterhallewien.at for more information. The

former flak tower in Esterházy park is a very special attraction. The main wall is 34 metres high and offers a variety of routes for beginners and experienced climbers alike. The centre is run by the Austrian Alpine Club. oav-events.at/flakturm. Austria's largest boulder park is the Edelweiß Center in the Walfischgasse in the 1st district, not far from the opera, edelweiss-center.at. The Austrian Tourist Club (ÖTK) also runs a climbing centre in the inner city where sports enthusiasts can climb to their hearts' content on 870 m² in the Bäckerstraße. oetk.at.

Golf in Vienna

Golfers in Vienna have a choice of four different golf courses and a practice course in the Prater. Nor is there any obstacle to golfing enjoyment in winter. Austria's largest indoor golf centre boasts a spacious 3,000 m² golf hall. Everyone is welcome from beginners to pros.

Further information can be obtained from the website of the Austrian Golfers Association at golf.at and at golfhalle.at.





Public swimming pools

Vienna might not be by the seaside, but it is definitely a city that loves swimming. One of the best-known open-air pools is the Wiener Gänsehäufel. Actually, it is a wooded, sand island that is used for swimming. The name stands for the former “piles” (of sand) which in past centuries were allegedly used for breeding geese. In 1907 it was opened as the “Strandbad der Commune Wien am Gänsehäufel”. The Gänsehäufel’s success triggered a veritable swimming boom, and other public swimming pools such as the Kongressbad in Ottakring were built. Today, these institutions have cult status. Another historically interesting public pool is the Amalienbad, which when it was opened in 1923 was one of the largest in Europe. After being damaged during the second World War it was rebuilt on a smaller scale.

The Therme Oberlaa has a special claim to fame. It was opened in 1974 as the only thermal spa in Vienna to date. A large park was set out around the spa centre.

wien.gv.at/freizeit/baeder

Hiking in Vienna

As one of the greenest cities in Europe, Vienna has an extensive network of hiking trails. No less than 13 well-signposted paths, a circular trail that takes you right

around the city through the green belt, and several themed walks and educational trails run through the metropolitan area. The trails through the Vienna Woods to the west of the city, in the vineyards around Stammersdorf and in the alluvial forests of the Lobau are especially attractive.

FOR KIDS

Prater **75** K/L 8

While adults seeking exercise and relaxation tend to congregate in the green of the main avenue, children throng the “Wurstelprater” amusement park with its many rides. Ghost trains, a miniature railway, the rollercoaster and big dipper, the hall of mirrors and carousels. 250 attractions promise fun and action, including the biggest swing ride in the world. However, the most famous attraction is the Giant Ferris Wheel, which was constructed in 1897 to celebrate Emperor Franz Joseph’s golden jubilee and which today is Vienna’s most famous landmark.

prater.at

Zoom Children’s Museum **76** M 5

At the ZOOM Children’s Museum in the MuseumsQuartier children are welcome to

ask questions and investigate to their hearts' content. Children should explore the world with all their senses. The museum is divided into four different areas: In the animated film studio children can experiment with animated films and sound, while in the Zoom Studio they paint, cut, build, spray, assemble, make felt, glue and model – in other words explore a variety of artistic techniques. The Ocean is a play and adventure area for small children while the interactive exhibition introduces children to science, art, culture and architecture in a way that make these fields come alive. The museum also offers guided tours and workshops in English.

Address: 1070 Vienna, Museumsplatz 1
(MuseumsQuartier)
kindermuseum.at

Haus der Musik 77 M 6

Conduct an orchestra, listen to what you heard while you were still in the womb, experiment with music, play on giant instruments or record your own CD: You can do all of this in the Haus der Musik. The Sound Museum invites you on a musical journey of discovery through the centuries.

Special children's tours are offered for children between the ages of 6 and 12.

Guided Tours: every Saturday at 14.00
and Sunday at 10.00 and 14.00

Address: 1010 Vienna, Seilerstätte 30
hausdermusik.at

Schönbrunn Zoo 78 O 2

Schönbrunn is not only the oldest zoo in the world, it is also one of the most beautiful and most modern. In the last few decades a large number of new facilities have been built and the enclosures renewed to comply with the standards of modern zoology. This has been rewarded with continuously rising visitor numbers and a significantly improved public image. Thus children can be introduced to the diversity of the animal kingdom in the heart of the city. Especially popular with the youngest guests are the giant pandas, the elephants and many baby animals that are born in Schönbrunn year after year.

Address: 1130 Vienna, U4 Station Hietzing
Zoo (in Park Schönbrunn)
zoovienna.at





Geocaching

The fun way of exploring nature or a city: Geocaching – or GPS treasure hunt – is a modern form of the paper chase. However, the treasure (the cache) is almost incidental here, the main thing is the search itself. The coordinates of the hiding places are published on the Internet, participants then use their GPS device, and increasingly, smartphones to find them. Alternatively, you set off with a detailed map. Once you have found the “treasure” (caches are often hidden under branches, in grass or in bushes), you register the find in a logbook and hide the cache again in the same place. Caches can be found all over the world. There are 20,000 of them listed in Vienna. This makes exploring the city a lot more exciting!

geocaching.com

SHOPPING

There’s no reason why you shouldn’t shop until you drop in Vienna. Whether you want to stroll through the luxury shopping streets of the inner city, spend a day on the Mariahilfer Straße, Vienna’s longest and most frequented shopping mile, or take a trip to one of the giant shopping centres on

the outskirts of the city – you can be sure of finding something to suit you in Vienna.

But before you get started you should know what you’re looking for. The **inner city** is best known for its luxury boutiques, exquisite jewellery shops and confectioners. However, all the major international clothing stores are also represented. The inner city is also ideal if you are looking for souvenirs or high-quality collectors’ items (e.g. coins, art, antiques).

The **Mariahilfer Straße** extends from the Ring to the Gürtel (Innere Mariahilfer Straße) and beyond (Äußere Mariahilfer Straße). Along the shopping mile and its side streets, shoppers will find a particularly wide and varied range of goods. The best way to get there is by public transport. A trip to the Mariahilfer Straße is especially delightful in the run-up to Christmas when various Christmas markets enrich the offerings. In a number of “Grätzeln” (Viennese for “little districts”), clusters of certain businesses have grown up. In the 7th district, for example, in the area around Neubaugasse, you will find large numbers of antique shops, while the nearby Spittelberg is well-known for its small art shops.

Bulky goods such as furniture, large electrical appliances or household goods are best bought from one of the large **shopping centres** that are mainly to be found in the outer districts or on the outskirts of the city along the main roads leading into the city. They have large parking facilities and are usually easily accessible.

WINING, DINING AND NIGHTLIFE

You will quickly notice that Vienna is a true centre of enjoyment. With its rich tradition of multinational influences you will find yourself plunged into a world of culinary diversity. Most expats easily find new favourite dishes, but nevertheless appreciate the wide range of ethnic restaurants offering excellent quality. That might just possibly help ease the occasional pang of homesickness.

The websites wien.gv.at and wien.info provide a good overview of shopping facilities, restaurants and exciting clubs in a wide range of languages under the menu item Leisure.

FILMS AND READING

Open-Air Cinema

What would summer in Vienna be without the open-air cinemas. In recent years, it has become impossible to imagine the warm summer months without the open-air screenings. Films are shown in the most diverse of locations. Each year, the "Cinema on the Roof" of Vienna's main library shows films on a specific topic. The Volkino is a travelling cinema that offers a wide range of cineastic highlights at continuously changing sites – and what's more, its free. The "Cinema under the Stars" on Karlsplatz, in the heart of the city, is also free.

sommerkinos.at

Foreign-Language Cinemas

If you prefer to watch films in the original language (sometimes with sub-titles) you will find a host of foreign-language cinemas in Vienna. The Admiral cinema in the Burggasse, the Artis in the inner city, the Bellaria in the Museumsstraße, the Burg cinema, the De France on Schottenring – to name just a





few. Particularly worth mentioning is the Schikaneder in the 4th district. This cinema has been in existence since 1911 and impresses visitors with its multi-functional theatre. Four rows of couches and nine rows of cinema seats can seat 87. At the Schikaneder you can also enjoy a drink in a congenial atmosphere before or after the film.

kino.at

Austrian Film Museum 79 M 6

The Austrian Film Museum is located in the building of the Albertina in the first district. The museum was founded in 1964 and its exhibits are the films themselves. Retrospectives are dedicated to the great directors of film history as well as less well-known new names. Mainstream and avant-garde films, auteur films and Hollywood greats are all shown at the film museum. The archives currently hold some 20,000 films.

Address:

1010 Vienna, Augustinerstraße 1
filmmuseum.at

Main Library 80 M 4

Vienna Libraries have a network of 40 branches throughout the city and a collection of approximately two million items. Since

2003 the main library has been located in the 7th district. Spread over 2 floors, some 250,000 books are available for loan or to be read on the premises.

Address: 1070 Vienna,
Urban-Loritz-Platz 2a
buechereien.wien.at

Foreign-Language Bookshops

The Expat Center has a list of foreign-language bookshops which it is pleased to send out on request.