

General Information for Delegates

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How to get to and from the Permanent Conference Center in the Austria Center Vienna:

How to get to Austria

a) By Plane

Austria has a number of airports offering international flights: Vienna (Wien-Schwechat), Graz, Innsbruck, Klagenfurt, Linz and Salzburg. There are daily domestic flights between these airports.

Central flight information: +43 1 7007-22233

For information on Vienna Airport, please visit www.viennaairport.com.

b) By Train

Information on train schedules and ticket prices can be obtained from the Austrian Federal Railways (ÖBB) (+43 5 1717, www.oebb.at) or WESTbahn (+43 1 899 00, www.westbahn.at).

How to get from Vienna Airport and Vienna city centre to the Permanent Conference Center located in the Austria Center Vienna (ACV)

The Austrian EU Presidency is committed to promoting sustainability and we therefore recommend that all attendees use public transport.

Delegates attending events in Vienna are entitled to a free bus or train ticket sponsored by ÖBB Personenverkehr AG for the journey from Vienna International Airport to Vienna city centre or the Austria Center Vienna. The ticket is available at the ÖBB-Welcome Desk or the City Airport Train Counter upon presentation of a notification received by delegates from the Presidency Portal for Informal Events (PPI). Please note that the free tickets are only valid for a single journey between Vienna International Airport and Vienna city centre or the Austria Center Vienna. Tickets must be bought for onward trips as well as for the return journey to the airport.

a) Train Connections

The Austrian Federal Railways (ÖBB) run a Railjet service that connects Vienna Airport with Vienna Hauptbahnhof (main station) in approximately 15 minutes. There are also direct connections to the city centre with the S7 rapid transit railway. www.oebb.at

Tickets: single: EUR 4.10

The Austria Center Vienna is located right next to the Kaisermühlen-VIC underground station. The U1 underground line provides a direct connection between the main station and Kaisermühlen-VIC station (approximately 12 minutes). Delegates wishing to take the S7 rapid transit railway should change at Praterstern station, and then continue on the U1 underground line to Kaisermühlen-VIC station.

b) Airport Shuttle Service

The City Airport Train (CAT) offers a direct connection between Vienna Airport and the city centre in 16 minutes (Wien Mitte train station – Bahnhof Wien Mitte).

Tickets: single EUR 12 / return EUR 21

www.cityairporttrain.com

From Landstraße (Bahnhof Wien Mitte) underground station, you can reach the Austria Center Vienna by taking the U4 underground line to Schwedenplatz station and then changing to the U1 line which will take you to Kaisermühlen-VIC station.

c) Vienna Airport Lines

Between 05:00 and 21:00, the Vienna Airport Line 3 line offers a direct hourly bus service between Vienna Airport and Kaisermühlen-VIC station. In approximately 35 minutes you can reach the Austria Center Vienna from the airport bus terminal.

Tickets: single EUR 8 / return EUR 13

www.viennaairportlines.at

d) Taxis and Car Sharing

For more information, please visit

www.viennaairport.com/en/passengers/arrival_parking/taxis_limousines

and

www.viennaairport.com/en/passengers/arrival_parking/carsharing.

Public Transport

Vienna has a fully integrated public transport network. Between Monday and Friday, the underground, trams and buses run from approximately 5:00 until just after midnight. On Friday and Saturday as well as on the days preceding public holidays, the underground also runs throughout the night. Both during the week and at the weekend, NightLine buses complement the existing services as of midnight.

Single ticket: EUR 2.40 / 24 hours: EUR 8 / 48 hours: EUR 14.10

EasyCityPass Vienna (1 week, including special offers for tourists): EUR 29.90

For further information on ticket prices and timetables, see www.wienerlinien.at.

Information on the Permanent Conference Center in the Austria Center Vienna:

A permanent conference and media centre has been set up in the Austria Center Vienna (Bruno-Kreisisky-Platz 1, 1220 Vienna) for the duration of the Austrian Presidency of the Council of the European Union. Situated directly next to the Vienna International Center – home to the UN Headquarters – the conference centre is situated a mere 7 minutes away from the city centre by public transport.

Entrance for Delegates

Delegates can enter the ACV by the East Entrance which can be reached from the Kaisermühlen-VIC station by crossing the Platz-der-Vereinten-Nationen (United Nations Square) and going along the Aristides-de-Sousa-Mendes-Promenade. Located immediately following the security check in the entrance area on Level 0 is the accreditation desk for delegates. An escalator and elevators lead to Level -2 and Level 3, where the conference rooms are located.

Accreditation

Delegates will be sent an email inviting them to register in the accreditation system of the Austrian EU Presidency either individually or through a designated accreditation officer (technical queries should be sent to accreditation@eu2018.at). For security reasons, delegates will only be admitted into the conference centre upon presentation of a valid admission badge (Heads of Delegation will be given pins for admission to political meetings). The badge is non-transferable and delegates are requested to keep the badges visible. Please immediately report the loss of a badge to the conference organiser.

Bilateral Meetings

A limited number of bilateral meeting rooms are available on Level -2 and Level 3. Requests for reservations of the bilateral meeting rooms should be sent to bilaterals@eu2018.at.

Information Desk / IT Helpdesk / Meeting Point

An information desk has been set up in Foyer D on Level -2. Please direct any questions regarding meetings as well as requests for technical support to the information desk team.

Facilities and Services

Free Wi-Fi, computers, and photocopying and scanning facilities will be available.

Medical Care

Medical assistance will be available at the conference centre. The examination room is located on Level -2 in room -2.41.

Accessibility

Information and contacts for people with disabilities can be found at www.wien.info/en/travel-info/accessible-vienna. The Permanent Conference Center in the Austria Center Vienna is fully accessible.

Lost Property

Items which are not allowed to be brought into the building in accordance with the conference centre house rules or the rules laid down by the security authorities may be handed over for safekeeping to the security team members in the entrance area on Level 0. The items will be stored in safe bags and you may pick them up on your departure by presenting the tear-off slip given to you when you hand in the item.

Lost property will be kept at the accreditation desk on Level 0 for a maximum duration of five working days. If the owner can be identified, the host ministry will, if possible, contact the owner and return the lost property item. If the owner cannot be identified and the lost property item is not collected within five working days from the accreditation desk, the item will be handed over to the Lost and Found Service of the City of Vienna and can be collected during the opening hours listed in the following document: www.wien.gv.at/verwaltung/fundservice/pdf/fundservice-en.pdf.

Cash Machines

The nearest cash machines are located at the main entrance of the Austria Center Vienna as well as at the Raiffeisenlandesbank Niederösterreich-Wien AG, Donau City-Straße 6, Andromeda Tower, 1220 Vienna or at the BAWAG P.S.K., Wagramer Str. 5, 1220 Vienna.

Sustainable Event Management – Your Contribution:

The Austrian EU Presidency is endeavouring to manage its events in a sustainable fashion. The Austria Center Vienna offers excellent conditions for organising “Green Presidency” events.

Your actions can also contribute substantially to protecting the environment:

- If possible, choose an environmentally-friendly way of travelling to Vienna and use public transport or walk when travelling around Vienna.
- If possible, stay in a hotel that has been certified as being environmentally friendly (Austrian Ecolabel, EU Ecolabel, EMAS, etc.) and take advantage of the hotel’s environmentally-friendly offers. We have highlighted these in our list of hotels.
- Turn off all lights and electrical devices (TV, air conditioning, heating, computer, etc.) when you are not in your hotel room.
- No single portion packages = more environmental protection: if possible, drink beverages served out of jugs or large bottles, eat meals served on reusable dishes, and use milk and sugar not packaged in individual portions.
- Recycle your waste (plastic drink bottles, glass, paper, metal, batteries, etc.) by disposing of it in the containers provided at the conference centre.
- If possible, use digital devices instead of paper.
- Use your own writing supplies.
- At the end of the event, place your badges in the container provided at the accreditation desk on Level 0.

Further information can be found at <https://www.umweltzeichen.at/cms/en/green-meetings-and-events/content.html>. If you have any questions, please contact Ms Alexandra Frei (alexandra.frei@acv.at) of the Austria Center Vienna.

Other information:

Austrian EU Presidency Website

The Austrian EU Presidency website (www.eu2018.at) contains information on all topics related to the Austrian EU Presidency.

Information on Vienna

Information on Vienna and its cultural and recreational offers is available at <https://www.wien.info/en>. An interactive city map of Vienna can be found at www.wien.gv.at/stadtplan/en/.

Banks and Credit Cards

General bank opening hours:

Monday-Friday 08:00-15:00

Thursday 08:00-17:30

Many branches have extended opening hours of 09:00-18:00 Monday to Friday or 24-hour foyers.

EC cards as well as major credit cards are widely accepted in Austria.

Statutory Public Holidays in Austria between July and December 2018

15 August: Assumption of the Virgin Mary

26 October: Austrian National Day

1 November: All Saints' Day

8 December: Immaculate Conception

25 December: Christmas Day

26 December: Boxing Day

Local Time

Austria uses Central European Time (CET), which is GMT plus 1 hour (summer time – between March and October – is GMT plus 2 hours).

Electricity

220 volt AC. Plugs and sockets conform to the European norm. It is advisable, however, to bring an adapter with you.

Smoking

Smoking is prohibited in indoor public areas.

Important Telephone Numbers

European emergency number	112
Fire	122
Police	133
Ambulance	144
Emergency doctor	141
Pharmacy emergency and night service	1455
	www.nachtapotheke.wien (German only)
Search for emergency dentists at	www.zahnaerztekammer.at .
ÖAMTC breakdown assistance	120
ARBÖ breakdown assistance	123

Telephone directory enquiries for Austria, the EU, neighbouring countries: 11 88 77

Telephone directory enquiries for the rest of the world: 0900 11 88 77

Dialling Codes in Austria

Austria: +43

Vienna: (0)1

Foreign Representations in Austria

See www.bmeia.gv.at/en/embassies-consulates/

Visa Requirements (if relevant)

If applicable, a valid Schengen visa must be obtained before arrival in Austria. Delegates requiring an entry visa must submit their request to the competent Austrian authority at least three weeks before their expected travel date. In general, the competent authority is the Austrian embassy or consulate general in the country of residence of the applicant. It is recommended to consult the website of the embassy or consulate general in good time before the intended date of travel. For information on Austrian embassies and consulates general abroad, please see www.bmeia.gv.at/en/embassies-consulates/.