

# Students Guide Vienna

## Contact



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**Öffnungszeiten** | Office hours:

MO bis FR | MON to FRI

09:00 - 12:00

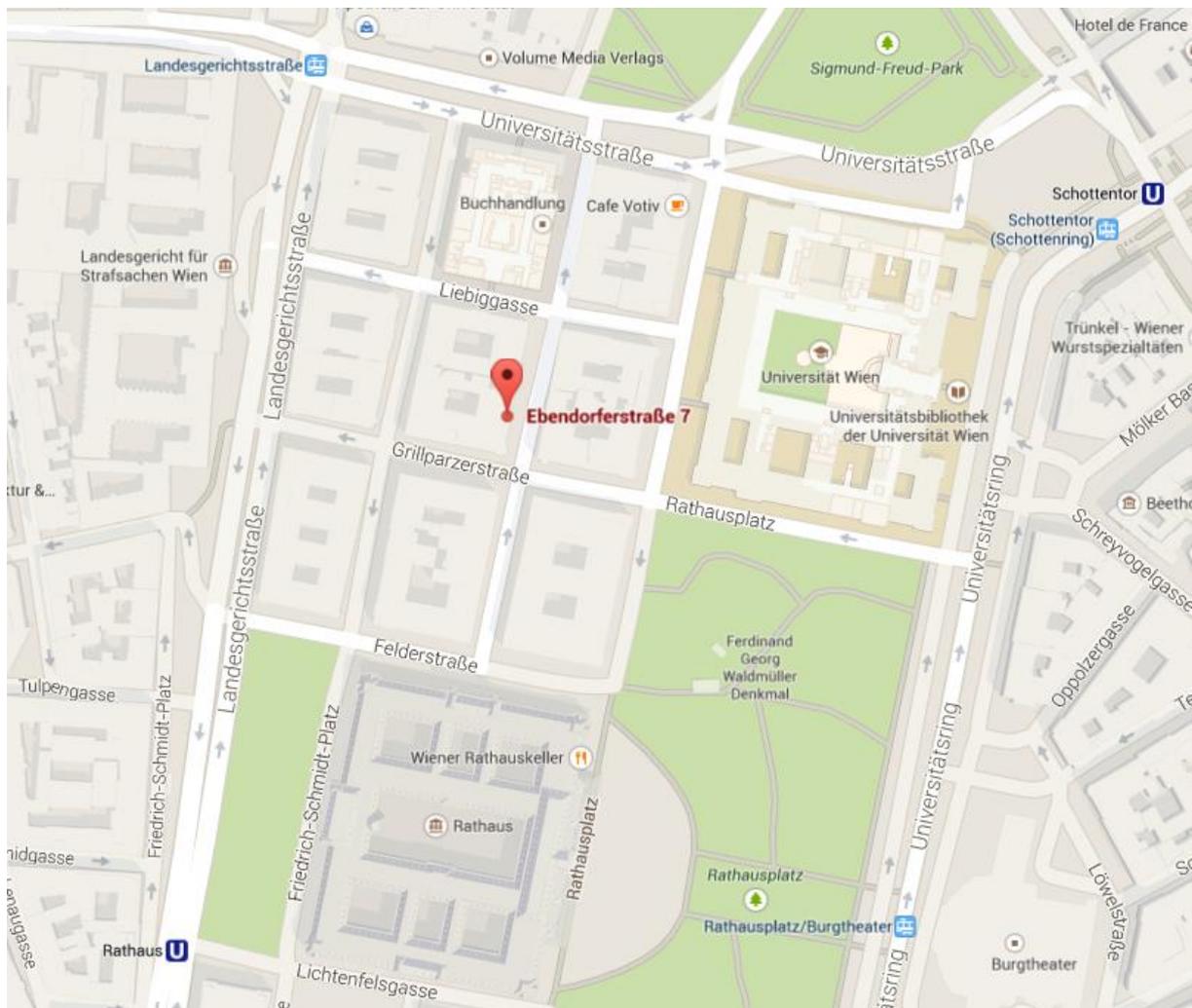
DI und DO | TUE and THUR

14:00 - 16:00

## How to reach us:

Our office is located in the 1<sup>st</sup> district of Vienna, between City Hall and University. You can use the Viennese public transport system to visit us (station: Schottentor) via subway (U2), tram (D, 1, 37, 38, 40, 41, 42, 43, 44, 71) or two bus routes (1A, 40A). You can find the current timetables at

[www.wienerlinien.at/eportal2/ep/tab.do?tabId=0!](http://www.wienerlinien.at/eportal2/ep/tab.do?tabId=0!)



## Welcome to Vienna!

In the name of all employees of the OeAD-Housing Office: Welcome to Vienna! You're now one of currently more than 180.000 students living in the city (that's about 10% of the inhabitants, a higher student-to-population ratio than in Berlin, Munich or Hamburg!

These pages were created to help you get your feet on the ground. Moving to a new city can be a frightening idea; moving to a foreign country is a big challenge. Most of the following information is frequently asked for at our office, other bits and pieces are just useful basics that you will find out about sooner or later anyway. We were careful to not include too many details (which can be outdated way too fast), but rather link to relevant (and frequently updated) pages.

Enjoy your stay!

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## Arrival

### Travel by air

The Vienna International Airport (IATA: VIE) is the biggest airport in Austria and offers great connectivity for flights to Eastern Europe and the Middle East. You can reach the city center within 30-45 minutes via train, bus or taxicab:

- Several **bus lines** connect the airport with the inner city (e.g. Schwedenplatz, Westbahnhof or Erdberg). You can find timetables and prices here: [www.viennaairport.com/en/passengers/arrival\\_parking/bus\\_connections](http://www.viennaairport.com/en/passengers/arrival_parking/bus_connections)
- The **suburban railway (S-Bahn) S7** departs every 30 minutes (via Landstrasse, Praterstern). You can find timetables and prices here: [www.viennaairport.com/en/passengers/arrival\\_parking/s-bahn\\_suburban\\_railway](http://www.viennaairport.com/en/passengers/arrival_parking/s-bahn_suburban_railway)
- The **City Airport Train CAT** connects the airport to the city center. You can find timetables and prices here: [www.viennaairport.com/en/passengers/arrival\\_parking/city\\_airport\\_train\\_cat](http://www.viennaairport.com/en/passengers/arrival_parking/city_airport_train_cat)
- **Cabstands** can be found in front of the terminals. Another alternative is the service **iHouse**: They will pick up your keys in advance and bring you directly to your dorm. You'll find more information here: [ihouse.at](http://ihouse.at).

### Travel by train

The main Viennese stations are the Westbahnhof and Hauptbahnhof railway stations. Both are well-connected to the city's public transport system.

Austria has only two railway companies: The ÖBB and the WESTbahn. You'll find their websites here:

ÖBB [www.oebb.at/en/index.jsp](http://www.oebb.at/en/index.jsp)

WESTbahn (Vienna-Salzburg only): [www.westbahn.at/en](http://www.westbahn.at/en)

## Travel by bus

There are plenty of **international bus connections**. Since there are so many (most of them are operated by foreign companies), it will be best if you search for a suitable connection yourself (bus operators can be found easily on the internet).

## Travel by car

If you're choosing to travel by car, please be aware that the use of **highways** and **Autobahnen** requires the purchase of a toll sticker (*Vignette*). You can find all information and distributors here: [www.asfinag.at/toll/toll-sticker](http://www.asfinag.at/toll/toll-sticker)

Unfortunately you cannot just park your car on the side of the road: There are many areas with temporal or permanent **parking restrictions**. You can find more information about regulations, public garages and pricing here: [www.parkeninwien.at/en](http://www.parkeninwien.at/en)

## Welcome to Vienna!

### How do I move around the city?

**Easy orientation:** You can get **free city maps** and city guides at *Vienna Tourist Information* stops and train stations (we also have a small selection at our office at Ebendorferstrasse 7). You can reach the website of Vienna Tourist Information here: [www.wien.info/en](http://www.wien.info/en).

If you're looking for directions online, be sure to check out these two handy alternatives to Google Maps:

- The webpage of **Wiener Linien** has a search engine that guides you through the public transport system. [www.wienerlinien.at](http://www.wienerlinien.at).
- **AnachB** is a search engine that displays all possible routes, be it by foot, public transport, car or bike. [www.anachb.at](http://www.anachb.at).

Vienna has a great **public transport system** with subways, trams, buses and suburban railways (S-Bahn). Most trains and buses operate between 5 AM and midnight. Subways also operate on Friday and Saturday nights and nights before public holidays on a 15-minute-schedule. You can purchase tickets online, from ticket vending machines or ticket offices. Please keep in mind that fare dodging can turn out to be quite expensive! You can check all schedules, prices and sales points here: [www.wienerlinien.at/eportal2/](http://www.wienerlinien.at/eportal2/)

**Students** can purchase special tickets for a reduced rate. Please check this page for more information: [shop.wienerlinien.at/index.php/tickets/6/subtickets/0.ticket](http://shop.wienerlinien.at/index.php/tickets/6/subtickets/0.ticket)

You can also get around the town on a **rental bike**: *Vienna Citybike* provides a number of self-service stations all over the city. The first hour of each trip is free, registration is mandatory (a credit card or ATM card is needed to register). You'll find all information in the "English" section of [www.citybikewien.at](http://www.citybikewien.at).

There is a growing number of **Carsharing** companies that provide short-term rental service (registration is needed). Some of them are:

- *CAR2GO* [www.car2go.com/de/wien](http://www.car2go.com/de/wien)
- *DriveNow* [at.drive-now.com](http://at.drive-now.com)

### Where do I get my room keys?

You already received this information with the booking confirmation. The *information sheet* contains all information regarding your accommodation and keys, including addresses and opening hours. In most dormitories, someone else can pick up your keys if you're unable to do it yourself within office hours, but you need to give us a heads-up first. You can also use a fee-based service like [www.ihouse.at](http://www.ihouse.at) to retrieve your keys.

## Public holidays

Austria has a lot of **public holidays**, which means: Almost all shops and offices are closed, and public transport operates on a changed schedule. If you're unsure whether the day of your arrival is a holiday, be sure to check online. You can find several websites that provide this kind of information, for example [www.timeanddate.com/holidays/austria](http://www.timeanddate.com/holidays/austria).

## The registration form

Upon arrival, sooner or later someone will hand you a **registration form**. This is basically a piece of paper that informs authorities that you have moved to Austria. Registration is mandatory, the failure to do so within 3 workdays upon arrival carries heavy penalties (may be more than 700€). The registration process itself just takes a few minutes, you just have to take the form and your ID to one of the registration offices and pick up a registration confirmation. You'll find more information at [www.help.gv.at/Portal.Node/hlpd/public/content/118/Seite.11802001.html](http://www.help.gv.at/Portal.Node/hlpd/public/content/118/Seite.11802001.html), a list with registration offices can be found here (in German): [www.wien.gv.at/verwaltung/meldeservice/stellen.html](http://www.wien.gv.at/verwaltung/meldeservice/stellen.html).

## Banks

Only relevant if you want to open up a bank account in Austria: Most local banks provide accounts for students free of charge or at reduced rates. In order to open an account you'll need a valid ID, the registration confirmation and an enrolment certificate from the University. Usual opening hours (may vary):

Monday, Tuesday, Wednesday and Friday:

8am-12.30pm and 1.30pm-3pm

Thursday 8am-12.30am and 1.30pm-5.30pm

## Post offices

You'll find all locations at [www.post.at](http://www.post.at). Opening hours may vary, but most offices are open on workdays and close around 6pm, some at 10pm. A few selected post offices are open on Sundays and holidays as well.

## Telephone

International area code Austria: 0043 (+43).

You'll find public **payphones** all over Vienna, but their number is decreasing due to the dissemination of mobile phones. Calling cards and special calling cards for long-distance calls can be purchased in tobacco shops (*Trafik*). Call shops are rare (again: Everyone has a mobile phone).

If you want to use **your own mobile phone** with an Austrian SIM-card, check out this website: It offers an overview of carriers and a cost calculator (in German): [www.handy-tarife.at](http://www.handy-tarife.at).

## Internet

Just like call shops, internet cafes are few and thinly spread (pretty much everyone has a smartphone). However, the Viennese restaurant industry and hotels have come up with project **Freewave**, a network of free-to-use wireless internet hotspots that covers large parts of the city. There's no registration, you'll just need a device capable to connect to a wireless network. You'll find the current list of hotspots at [www.freewave.at/en/hotspots](http://www.freewave.at/en/hotspots).

## Emergency calls and useful links

Fire department	122
Ambulance	144
Police	133
European Emergency Call	112
Socio-psychiatric service	01 313 30

On-duty pharmacies	<a href="http://www.wien-vienna.at/nachtapotheken.php">www.wien-vienna.at/nachtapotheken.php</a>
Taxi	31300 or 40100 or 60160
All kinds of useful webpages	<a href="http://www.wienweb.info">www.wienweb.info</a>

You find a comprehensive list of emergency call numbers at [www.wien.gv.at/kontakte/notrufe.html](http://www.wien.gv.at/kontakte/notrufe.html).

## Free time

Since you'll be staying for some time, sooner or later you'll probably figure out most of these things by yourself. We just put this list together in order to save you some time.

## Nightlife and culture

Vienna is one of the European culture capitals and offers lots and lots of high culture. There are also numerous bars, nightclubs, festivals and many other events. You'll find the current program at [www.falter.at/events](http://www.falter.at/events) and [www.events.at](http://www.events.at).

Just a small advice: The **Wien Museum** at Karlsplatz offers great historical insight into the history of Vienna. Free entry every 1<sup>st</sup> Sunday of the month. Karlsplatz 8, [www.wienmuseum.at/en.html](http://www.wienmuseum.at/en.html).

## Food

You'll find an up-to-date restaurant guide with more than 5.000 bars and restaurants at [www.falter.at/web/wwei](http://www.falter.at/web/wwei). Be sure to try some of the traditional foods, especially Kaiserschmarrn and Sachertorte!

## Coffee houses

Vienna has a history of coffee houses (since 2011 officially listed as *Intangible Cultural Heritage*). Back during the 18<sup>th</sup> and 19<sup>th</sup> century, they were at the center of social and cultural life (there are also countless literary works that were inspired by the unique atmosphere). Be sure to check out the historic coffee houses in the 1<sup>st</sup> district – they have great pastries and oftentimes live piano music.

Café Diglas	Wollzeile 10, 1010 Wien, <a href="http://www.diglas.at">www.diglas.at</a>
Café Central	On the corner Strauchgasse / Herrengasse, 1010 Wien <a href="http://www.palaisevents.at/cafecentral.html">www.palaisevents.at/cafecentral.html</a>
Café Prückel	Stubenring 24, 1010 Wien, <a href="http://www.prueckel.at">www.prueckel.at</a>
Café Hawelka	Dorotheergasse 6, 1010 Wien, <a href="http://www.hawelka.at">www.hawelka.at</a>
Café Demel	Kohlmarkt 14, 1010 Wien, <a href="http://www.Demel.at">www.Demel.at</a>

## Shopping

Most stores and shops are open Monday – Friday between 7 or 10 am and 7 pm. On Saturdays, pretty much all shops close at 6pm. On Sundays only selected grocery stores are open (e.g. bakeries, the supermarkets at Praterstern, Franz-Josefs-Bahnhof or Westbahnhof).

Credit cards are accepted in most places, but not everywhere – be sure to keep some cash on you for emergencies.

## Groceries

FYI: Supermarket chains can be found all over the city, for example BILLA ([www.billa.at](http://www.billa.at)), Merkur ([www.merkurmarkt.at](http://www.merkurmarkt.at)), SPAR ([www.spar.at](http://www.spar.at)), Hofer ([www.hofer.at](http://www.hofer.at)), Lidl ([www.lidl.at](http://www.lidl.at)), PENNY ([www.penny.at](http://www.penny.at)), Zielpunkt ([www.zielpunkt.at](http://www.zielpunkt.at)), denn's ([www.denns-biomarkt.at](http://www.denns-biomarkt.at)). Small grocery stores offer cheaper prices and flexible opening hours, some even 24/7. Just keep your eyes open!

## Markets and shopping areas

You'll find an overview on this website: [www.einkaufsstrassen.at/einkaufsgebiete](http://www.einkaufsstrassen.at/einkaufsgebiete)

## Shoppingcenter

Some of them (all reachable via public transport):

Donauzentrum	<a href="http://www.donauzentrum.at">www.donauzentrum.at</a>
The Mall	<a href="http://www.wienmitte-themall.at">www.wienmitte-themall.at</a>
BahnhofCity Wien West	<a href="http://www.bahnhofcitywienwest.at/de/home">www.bahnhofcitywienwest.at/de/home</a>
BahnhofCity Hauptbahnhof	<a href="http://hauptbahnhofcity.wien">hauptbahnhofcity.wien</a>
Millennium City	<a href="http://www.millennium-city.at">www.millennium-city.at</a>

## Cinema

Most Viennese cinemas show movies with German dubs only. However, some movie theatres also screen movies with their original audio, either with German subtitles (*OmU*) or without (*OV*). You'll find all movies and theatres at [www.film.at](http://www.film.at).

## Winter sports

Skiing and snowboarding:

- Doll Wiese Ghelengasse 44 1130 Wien
- Hohe Wand-Wiese Mauerbachstrasse 172-174 1140 Wien
- Semmering - Stuhleck 113 km to Vienna

Ice skating:

- Wiener Eistraum Rathausplatz 1010 Wien
- Wiener Eislaufverein Lothringerstrasse 22 1030 Wien
- Eislaufverein Engelmann Syringgasse 6-8 1170 Wien
- Albert Schultz Eishalle Attemsgasse 1 1220 Wien

## Summer sports

### Public swimming pools:

- |                         |                               |           |
|-------------------------|-------------------------------|-----------|
| • Stadionbad            | Prater                        | 1020 Wien |
| • Amalienbad            | Reumannplatz 23               | 1100 Wien |
| • Laaerbergbad          | Ludwig-von-Höhnel-Gasse 2     | 1100 Wien |
|                         | Favoritenstraße 233           |           |
| • Thermalbad Oberlaa    | Kurbadstrasse 14              | 1100 Wien |
| • Simmering             | Florian-Hedorfer-Straße 5     | 1110 Wien |
| • Hietzing              | Atzgersdorfer Straße 14       | 1130 Wien |
| • Stadthallenbad        | Vogelweideplatz 15            | 1150 Wien |
| • Döbling               | Geweygasse 6                  | 1190 Wien |
| • Brigittenau           | Klosterneuburger Straße 93-97 | 1200 Wien |
| • Floridsdorf           | Franklinstraße 22             | 1210 Wien |
| • Donaustadt            | Portnergasse 38               | 1220 Wien |
| • Strandbad Alte Donau  | Arbeiterstrandbadstraße 91    | 1220 Wien |
| • Strandbad Gänsehäufel | Moissigasse 21                | 1220 Wien |
| • Liesinger Bad         | Perchtoldsdorfer Straße 14    | 1230 Wien |

### Sailing and surfing

- |                              |                              |           |
|------------------------------|------------------------------|-----------|
| • Bootsvermietung Kukla      | Wagramerstrasse 48d          | 1220 Wien |
| • Segel- und Surfschule Wien | An d. unteren Alten Donau 29 | 1220 Wien |

### Horseback riding

- |                        |               |           |
|------------------------|---------------|-----------|
| • Reitverein Freudenau | Freudenau 555 | 1020 Wien |
|------------------------|---------------|-----------|

## Leaving Vienna

We hope that you had a great time in Vienna! A few days before the end of your booking you'll receive a **final e-mail** with detailed information about the procedure, key return, room check and deposit refund. Our wish is to keep the whole process as smooth as possible – this way you'll have more time to say goodbye to your newly-found friends and places.

Please don't forget to **de-register at the registration office** – Penalties are just as costly as the failure to register at all. You'll find more information here:

[www.help.gv.at/Portal.Node/hlpd/public/content/118/Seite.11802201.html](http://www.help.gv.at/Portal.Node/hlpd/public/content/118/Seite.11802201.html)

## Where do I return the key?

Usually: Just drop them off at the dorm. Most dorms have a **key return box**, but you can also give the key to our personnel at the building. We will not be able to perform the room check unless the key has been returned!

Also, please read the e-mail we sent before the end of your booking – any changes regarding the key return will be in there.

## Who checks my room for damages?

Your room will be controlled by the house technician or another employee of the dorm management. They will report the results as soon as possible. If you're planning to leave earlier than expected, please give us a heads-up via e-mail; we might be able to move your room check up on the schedule.

- **No damages:** The remainder of the deposit can be refunded.
- **Small damages:** The cost (e.g. for broken or missing plates and similar things) will be added to your bill, the remainder of the deposit can be refunded.

- **Extensive damages:** If we detect damage to walls, windows, doors or the furniture on a bigger scale, our technical department might have to get an estimate for the repair. Unfortunately we'll have to hold on to your deposit until the final cost has been assessed.

### How do I get back the remainder of the deposit?

You will find the specific information in that final e-mail as well. Universal rules are:

- All rents and other fees have to be paid first.
- **European Union:** We'll transfer the remainder of the deposit to your account.
- **All other regions:** As long as the room check shows no or small damages you're good to pick up the remainder of the deposit on the same day. Otherwise we'll transfer the money to your account.
- Some dorms offer the possibility to pick up the money right away. You can find that information in the *information sheet* that came with your booking confirmation or the final e-mail.

**Have a safe trip back home!**