

Media Guide

Austrian Presidency of the Council of the European Union
1. July – 31. December 2018



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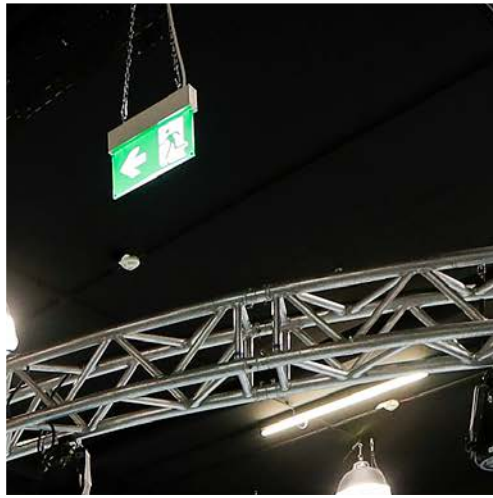
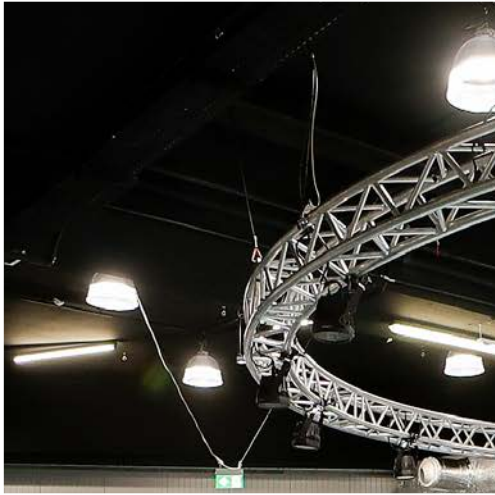
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Meetings Calendar

Informal Meetings

12–13 July	Innsbruck	Informal meeting of justice and home affairs ministers
16 July	Vienna	Informal meeting of competitiveness ministers (Research)
17 July	Vienna	Informal meeting of competitiveness ministers (Internal market and industry)
19–20 July	Vienna	Informal meeting of employment and social policy ministers
29–30 August	Vienna	Informal meeting of defence ministers
30–31 August	Vienna	Informal meeting of foreign affairs ministers
3 September	Vienna	Informal meeting of youth ministers
7–8 September	Vienna	Eurogroup meeting / Informal meeting of economic and financial affairs ministers
10–11 September	Vienna	Informal meeting of health ministers
17–18 September	Linz	Informal meeting of energy ministers
20 September	Salzburg	Informal meeting of heads of state or government
23–25 September	Schloss Hof	Informal meeting of agriculture ministers
5 October	Innsbruck	Informal meeting of trade ministers
12 October	Vienna	Informal meeting of gender equality ministers
29–30 October	Graz	Informal meeting of transport and environment ministers

Conferences

11–12 October	Vienna	Inter-Parliamentary Conference for the Common Foreign and Security Policy (CFSP) and the Common Security and Defence Policy (CSDP)
6–7 December	Vienna	#EuropeforCulture – Closing Conference of the European Year of Cultural Heritage 2018

Meetings with Third Countries

13 July	Innsbruck	Informal meeting of the EU and Eastern Partnership ministers of justice and home affairs
13–14 September	Vienna	Security and Migration – Promoting Partnership and Resilience

Other Political Meetings in Austria

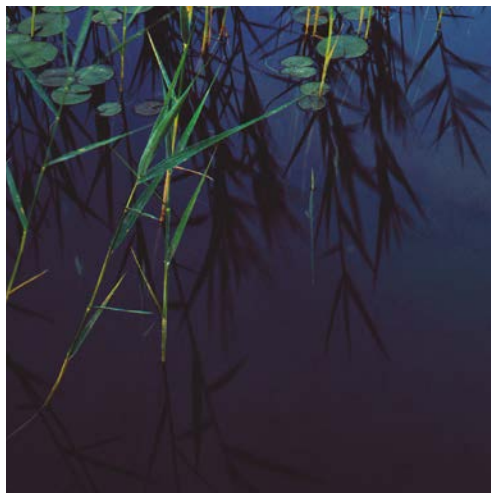
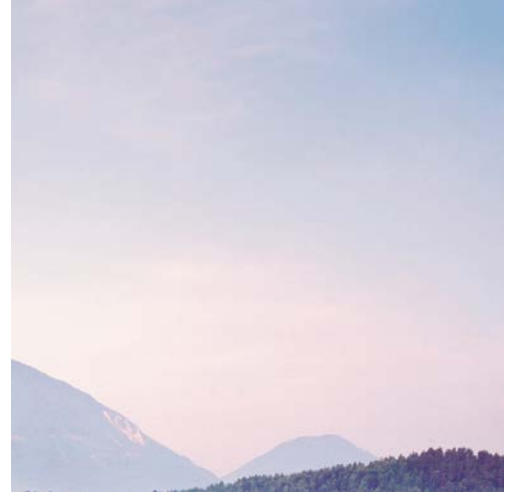
19 June	Vienna	Meeting of the Conference of Presidents of the European Parliament with the Austrian Federal Government
5–6 July	Vienna	Visit of the College of Commissioners to Austria
18–20 November	Vienna	LX COSAC – Conference of Parliamentary Committees for Union Affairs of Parliaments of the European Union

European Council Meetings

18–19 October	Brussels	
13–14 December	Brussels	

The complete and up-to-date meetings calendar can be found at www.eu2018.at.

Website & Social Media



© Österreich Werbung / Popp-Hackner

Website

www.eu2018.at is the central online information, research and service portal for the 2018 Austrian Presidency.

The website will provide daily updates in three languages – German, English and French – in the following areas:

- continually updated meetings calendar for political and cultural events featuring a filter and search function as well as event pages with detailed information for each event
- official press releases and other news from the Austrian Presidency
- information regarding the permanent conference and media centre
- media-relevant information for events hosted by the Austrian Presidency (media guide, media accreditation or media programmes)
- logo of the Austrian Presidency and media kit
- additional material such as photos (host photographer material), videos (host broadcaster material), live streams and infographics
- information on the Presidency of the Council of the EU (Trio programme, Austrian programme, priorities)
- general information on Austria and the European Union
- contact details

The Austrian Presidency will only publish official positions as well as information regarding Presidency events.

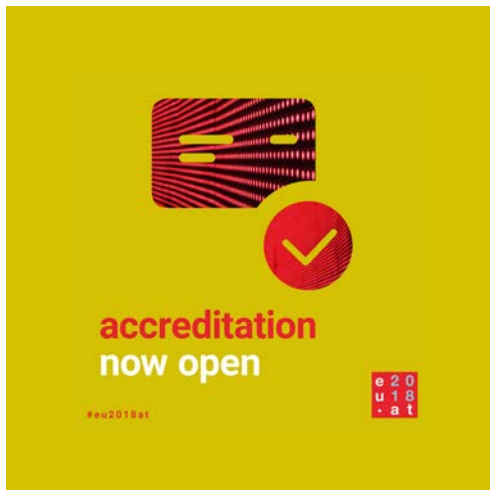
Social Media #eu2018at

The Austrian Presidency provides current news and information via the following social media channels:

- www.facebook.com/EU2018AT
- www.twitter.com/EU2018AT
- www.instagram.com/EU2018AT
- www.flickr.com/photos/eu2018at
- www.vimeo.com/eu2018at

The official **hashtag** of the Austrian Presidency is **#eu2018at**.

Media Accreditation



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Prior online accreditation with the Federal Press Service is required to attend all events in Austria organised by the Austrian Presidency that require accreditation, and, in particular, for informal ministerial meetings, meetings with EU institutions and meetings with third countries.

Online accreditation can be carried out on the website of the Austrian Presidency www.eu2018.at.

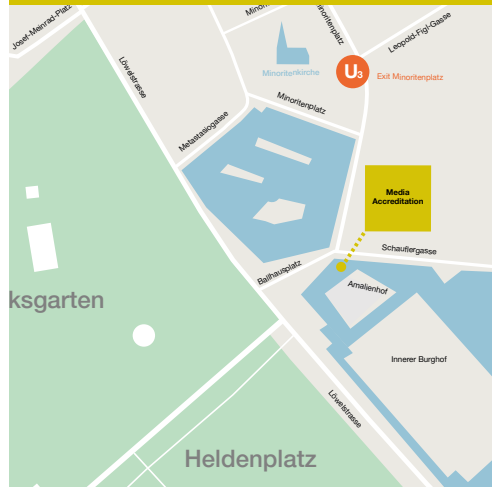
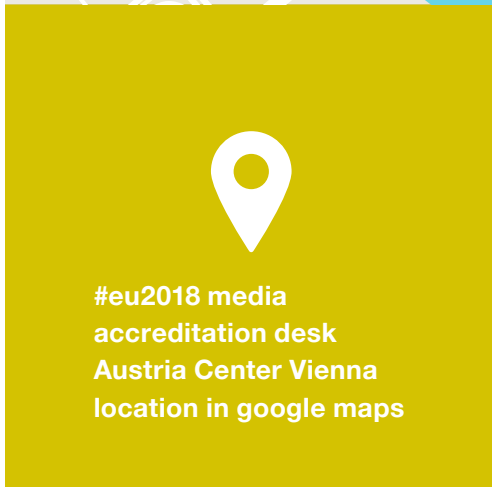
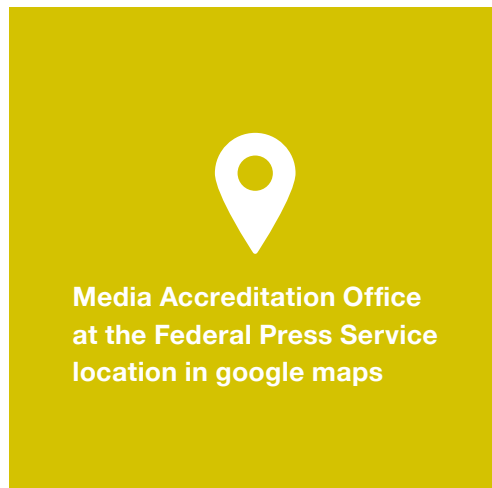
If you have already been accredited for an event organised by the Austrian Federal Government or the Office of the Austrian Federal President, or if you are a foreign correspondent accredited in Austria, then we already have your details stored in our online accreditation system. In this case, you do not need to reapply for accreditation. All that you have to do is specify the event you want to attend in our meetings calendar.

The accreditation badge is valid for the entire duration of the Austrian Presidency of the Council of the European Union. The accreditation badge gives you access to the media centre concerned and to media events.

For **first-time accreditation**, you are requested to register and enter your personal data. You are also required to attach a **recent digital colour photograph** and enter the **data from your press card**. Instead of your press card you may also attach a letter from your media organisation confirming your personal assignment for media coverage of the Austrian Presidency (letter of assignment). These attachments must be sent in jpg (for the photograph), doc or pdf format.

As soon as the Federal Press Service receives your data, you will be sent email confirmation of successful delivery. The Federal Press Service will also confirm your accreditation by email. We draw your attention to the fact that your data will be both checked for accuracy and scrutinised by the Austrian security authorities. The protection and security of your personal data is important to us. Until 25 May 2018, your data is subject to the provisions of the Austrian Data Protection Act 2000 (Federal Act concerning the Protection of Personal Data, Federal Law Gazette I No. 165/1999 (DSG 2000)). Subsequently it is subject to the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR) as well as the provisions of the Data Protection Act in the version dated 25 May 2018, as amended by the Data Protection Amendment Act. As a user of the online accreditation system, you agree to your data being processed for the purpose described above.

The online accreditation system contains a list of all the events for which you can register. Please register no later than 14 days before the beginning of the event you wish to attend.



Once you have been granted accreditation, it is valid for the duration of the Austrian Presidency of the Council of the European Union. Your personal password allows you to make changes, for example, register for further events. When registering for further events, you will not be asked to re-enter your personal details.

To **collect** your accreditation badge, you will need to present the following documents:

- accreditation confirmation
- valid press card or the original letter of assignment from your media organisation
- government-issued photo identification (identity card, passport or driving licence)

You can collect your accreditation badge from the **#eu2018at media accreditation desk** in the Austria Center Vienna, Bruno-Kreisky-Platz 1, 1220 Vienna or from the **Media Accreditation Office of the Federal Press Service**, Hofburg – entrance Schauflegergasse 1, 1010.

For events taking place at other venues, please collect your accreditation badge from the Media Accreditation Office of the Federal Press Service or from the media accreditation desk of the venue's media centre.

The accreditation badge is **non-transferable** and must be **worn visibly** at all times during the event. You will also have to be able at all times to prove your identity by means of government-issued photo identification. Loss of your badge must be reported immediately to the Media Accreditation Office of the Federal Press Service or to the venue's media accreditation desk.

Please apply for accreditation for the Austrian Presidency as early as possible – and no later than 14 days before the first event you wish to attend. On-site accreditation will be possible only in exceptional cases and you may have to wait some time for your badge in this case.

Owing to space constraints, the number of people admitted to events open to the media may, in exceptional cases, be limited. Should the situation arise, a **pool regime** will be put in place. This will be announced in advance on the Austrian Presidency website and listed under the event concerned.

In exceptional cases, ad hoc media accreditation will be granted. The following documents must be presented at the Media Accreditation Office of the Federal Press Service or, prior to an event, at the venue's media centre:

- government-issued photo identification (identity card or passport)
- valid press card or the original letter of assignment from your media organisation

In this case you may have to wait some time for your badge. The Federal Press Service reserves the right to deny accreditation to media representatives on objective grounds and for security reasons.

Please note:

Accreditation for European Council meetings and official Council meetings in Brussels and Luxembourg will, as usual, not be organised by the Austrian Presidency, but rather the press centre of the Council of the European Union. For further information, see www.consilium.europa.eu/en/press/accreditation/

Permanent Conference and Media Center



© BKA Wien

A permanent conference and media centre has been set up in the **Austria Center Vienna (ACV)** for the duration of the Austrian Presidency of the Council of the European Union. Situated directly next to the Vienna International Centre – home to the UN Headquarters – the conference centre can be reached in only 7 minutes from the city centre by public transport.

Address

Austria Center Vienna, Bruno-Kreisky-Platz 1, 1220 Vienna

Access

The Austrian Presidency is committed to promoting sustainability. We therefore recommend that all attendees use public transport. Located right next to the underground station **Kaisermühlen-VIC (U1 line – red)**, the ACV has excellent public transport connections.

Entrance for Media

Media representatives can enter the ACV by the **East Entrance**, which can be reached by crossing the Platz-der-Vereinten-Nationen (United Nations Square) and walking along the Aristides-de-Sousa-Mendes-Promenade (Aristides de Sousa Mendes Promenade). Right behind the security check in the entrance area, you will find the **#eu2018at media accreditation desk**. An escalator and lifts lead to **Level -2**, where the conference rooms and media centre are located.

Opening Hours

The permanent conference and media centre opens to media representatives no later than 2 hours before each event open to the media and closes no later than 4 hours after the end of the last Presidency press conference. The **#eu2018at media accreditation desk** opens no later than 2 hours before each event open to the media.

Parking

The conference and media centre has its own covered multi-storey car park. For the duration of major political events, accredited media representatives can park for free in the Austria Center Vienna car park (level 2). **For security reasons, a parking permit card must be displayed visibly on your windscreen when approaching the car park.**

You are also required to present your accreditation badge. Applications for a **parking permit card** should be sent to conflogistics@eu2018.at.

Please provide the following information:

- name
- media organisation
- licence plate number
- vehicle make and type

Once you have received confirmation that you have been issued with a parking permit card, you can collect your card from the Media Accreditation Office of the Federal Press Service or from the media accreditation desk of the permanent conference and media centre.

For further information and a location plan, see www.acv.at/teilnehmen/anreise-und-verkehr/travelling-by-car.html

Information Desk/IT Helpdesk/Meeting Point

An information desk/IT helpdesk/meeting point has been set up **in Foyer D on Level -2**. It offers the following services:

- general information
- daily agenda and updates
- registration for pool sessions
- technical support

Equipment

The media centre has five briefing rooms, 160 workstations for media representatives and offers the following equipment:

- desks and chairs
- 220V power supply at each workstation
- Wi-Fi
- limited number of LAN access points
- limited number of ISDN access points
- limited number of permanent laptops in the media centre
- black and white printer
- CCTV screens
- limited number of lockers
- lounge area

Stand-Up Positions

The media centre has 6 outdoor positions and 5 indoor positions. Bookings can be made directly with the host broadcaster.

Catering

A cafeteria and the entrance to the catering area are located on **Level -2** next to the information desk in **Foyer D**. A further cafeteria is located in front of the Austrian Presidency briefing room in **Foyer K** on the same level. You can pick up free snacks and drinks here during the media centre opening hours. A buffet lunch is also provided.

Please Note

- During the Austrian Presidency, video recordings, audio recordings and photos featuring attendees may be taken. This material may be shared by the Austrian Presidency or the Austrian Federal Government including on their websites or social media channels. By attending events, attendees agree to this material being published without restrictions.
- Workstations in the media centres are allocated on a first come, first served basis. Event organisers are unable to reserve workstations for media representatives. One hour after the start of an event, the Austrian Presidency team will remove from unoccupied workstations any reserved signs placed there by media representatives.
- The Austrian Presidency assumes no responsibility for loss or damage to property.
- Taking photos or making recordings of confidential documents or other property belonging to attendees (including with mobile phones) is strictly forbidden.
- Under no circumstances are security staff to be filmed or photographed.
- The Federal Press Service reserves the right, should the need arise, to confiscate accreditation badges and thus revoke accreditation.
- Items which are not allowed in 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 may be collected when leaving the building simply by presenting the tear-off slip given to you in exchange for the item.
- Lost property will be kept at the information desk of the permanent conference and media centre (Level -2) for a maximum duration of five working days.
- If the owner can be identified, the organisational team of the Austrian Presidency will contact the owner.
- Any uncollected items will be handed over to the Lost and Found Service of the City of Vienna.

Host Services

ORF Host Broadcaster

ORF (Austrian Broadcasting Corporation) is the host broadcaster for the Austrian Presidency, and will provide free of charge to any interested Austrian or international radio stations and television channels **audiovisual material in broadcast quality (HD)** on informal ministerial meetings, meetings with EU institutions, meetings with third countries and individual conferences taking place in Austria.

Audiovisual material will be broadcast via EbS, the European Union's TV information service (schedule: ec.europa.eu/avservices/ebs/schedule.cfm and satellite reception: ec.europa.eu/avservices/ebs/satellite.cfm?sitelang=en) and can be downloaded in real time via the website of the European Commission's Audiovisual Services at ec.europa.eu/avservices/.

The live feed of the audiovisual material can be received in the TV and radio booths and the SNG parking spaces at the permanent conference and media centre. Additional broadcasting requirements should be notified to the host broadcaster and will incur charges.

The host broadcaster will provide the following audiovisual material on informal Council meetings as well as any political conferences:

- arrivals & doorsteps in the original language
- handshakes (welcome by the host) in the original language
- tour-de-table
- Austrian Presidency press conference (in the original language as well as in German, English and French)

With regards to current coverage, rights of use are not limited in time or space.

The Austrian Presidency will make available 11 **TV and radio booths** in the permanent conference and media centre. The standard fitting includes one basic ISDN access point (radio booths), one LAN access point, one TV monitor, 220V power supply and four workstations. Any additional technical requirements should be notified to the host broadcaster and are subject to a fee.

Parking spaces for SNGs will be provided in the immediate vicinity of the ACV as well as at individual event venues. The host broadcaster will allocate these spaces on a first come, first served basis.

The host broadcaster will provide the following additional services:

- technical support
- registration for and allocation of stand-up positions

- registration for and allocation of TV and radio booths
- registration for and allocation of SNGs

For queries and bookings, please contact the host broadcaster directly:

host.eu2018@orf.at

EBU The **European Broadcasting Union (EBU)** will also be present at certain events. In this case interested TV stations are serviced by means of cooperation between the EBU and ORF.

Kontakt EBU:

www.eurovision.net/broadcast-services-production/ops/newsevents.php

Use of Radio Frequencies

Broadcasting licences for international TV stations have to be applied for individually at the telecommunication office of the respective federal province. The application form (in German or English) for a limited operating authorisation can be downloaded below. Please send the completed form to the Telecommunication Office of Vienna, Lower Austria and Burgenland:

Vienna, Lower Austria and Burgenland

Address: Radetzkystraße 2, 1030 Vienna

Fax: +43(0)71162/654409

Email: fb.wien@bmvit.gv.at

Styria and Carinthia

Address: Conrad-von-Hötzendorf-Straße 86, 8010 Graz

Fax: +43(0)71162/654609

Email: fb.graz@bmvit.gv.at

Upper Austria and Salzburg

Address: Freinbergstraße 22, 4020 Linz

Fax: +43(0)71162/654509

Email: fb.linz@bmvit.gv.at

Tyrol and Vorarlberg

Address: Valiergasse 60, 6010 Innsbruck

Fax: +43(0)71162/654709

Email: fb.innsbruck@bmvit.gv.at

Further Information can be found at

www.bmvit.gv.at/ofb/organisation/nachgeordnet/fmb/index.html.

For productions, you need to coordinate radio frequencies via the frequency portal of the host broadcaster ORF at <https://frequenz.orf.at>.

Contact for frequency coordination at ORF

Wolfgang Wollner

Email: wolfgang.wollner@orf.at

Mobile: +43 664 6278524

Host Photographer Services

All official photos taken by the host photographer team will be published on the Austrian Presidency's Flickr channel (www.flickr.com/eu2018at). Here you can find, in particular, photos of informal ministerial meetings, meetings with EU institutions, meetings with third countries and individual conferences. The photos will be provided free of charge in digital format and printing quality and will include IPTC metadata.

Practical Information

The Austrian Presidency website has a Practical Information section containing extensive information on how to get to and around Vienna as well as on other topics related to the Austrian Presidency.

The cultural programme can be found under the Calendar/Events section.

www.eu2018.at

For further information on the host city and all it has to offer, please visit: www.wien.info/en.

An interactive city map of Vienna can be found at www.wien.gv.at/stadtplan/en/.



How to get to Austria

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

By Train

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

By Car

In Austria, all drivers wishing to travel on motorways and expressways are required to pay a toll charge or have a toll sticker. Digital vignettes or toll stickers with periods of validity of 10 days (EUR 9), 2 months (EUR 26.20) or 1 year (EUR 87.30) are available from more than 6 000 sales outlets in Austria and abroad.

Please note that the speed limit on Austrian motorways is 130 km/h and there is a statutory drink driving limit of <0.5 grams of alcohol per litre of blood.

For more information on the rules for driving motor vehicles in Austria, please refer to:
www.help.gv.at/Portal.Node/hlpd/public/content/6/Seite.0630002.html

Visa Rules

Please be aware that nationals from certain countries wishing to enter Austria (a member of the Schengen Area) need to obtain a visa.

These countries can be found on the website of the Federal Ministry for Europe, Integration and Foreign Affairs: www.bmeia.gv.at/en/travel-stay/entry-and-residence-in-austria/entry-and-visa/

We advise you to apply for your visa in good time before your planned arrival in Austria; visa applications are to be made at the Austrian diplomatic representation competent for your place of residence.

A Schengen visa allows you to travel to all Schengen countries for up to 90 days in a sixmonth period. Visa applications can be submitted no earlier than 3 months and no later than 3 weeks before the start of your trip. The following countries are fully-fledged members of the Schengen area and apply all provisions of the Schengen acquis: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

Import Authorisation

Journalists wishing to temporarily import professional equipment (such as cameras or technical equipment) into the EU from third countries are recommended to use the ATA carnet – an international customs document. The ATA carnet simplifies customs formalities as it acts as a security document and therefore takes the place of a deposit for duties and taxes.

The website of the International Chamber of Commerce (www.iccwbo.org) provides detailed information on the ATA carnet.



Hotel Reservations

Please be aware that the Austrian Presidency will **not be reserving any hotel rooms** for media representatives. As peak season in Vienna is July-October and Advent, you are advised to book a room well in advance. For bookings, please use the internet or contact:

Vienna Tourist Board

www.wien.info/en/travel-info

Tel.: + 43 1 24 555

Email: info@wien.info

The following hotels are located in the immediate vicinity of the conference centre::

Meliá Vienna

Donau-City-Straße 7, A-1220 Vienna

Tel.: +43 1 90 104

melia.vienna@melia.com

www.melia.com/en/hotels/austria/vienna/

melia-vienna

NH Danube City

Wagramer Straße 21, A-1220 Vienna

Tel.: +43 1 260 200

nhdanubecity@nh-hotels.com

www.nh-hotels.com/hotel/nh-danube-city

ARCOTEL Kaiserwasser Wien

Wagramer Straße 8, A-1220 Vienna

Tel.: +43 1 224 24-0

kaiserwasser@arcotelhotels.com

www.arcotelhotels.com/en/kaiserwasser-hotel-vienna/

Park Inn by Radisson Uno City Vienna

Wagramer Straße 16-18, A-1220 Vienna

Tel.: +43 1 260 40

reservation.vienna@rezidorparkinn.com,

www.parkinn.com/hotel-vienna

Connections between Vienna Airport - Conference and Media Centre



Austrian Federal Railways

Railjet Service ÖBB

The Austrian Federal Railways (ÖBB) run a service connecting Vienna Airport with Vienna Hauptbahnhof (main station) in 15 minutes. There are regular direct connections between 06:30 and 23:00. There are indirect connections (taking approximately 40 minutes and with one transfer) from 04:42 to 00:18.

Tickets: single: EUR 4.20

www.oebb.at/en/

The U1 underground line provides a direct connection between the main station and Kaisermühlen-VIC station (approximately 12 minutes). You can also take the S7 rapid transit railway to the ACV (airport to Praterstern station, and then take the U1 underground line to Kaisermühlen-VIC station).



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 11 online; EUR 12 at the ticket machine / return EUR 19 online; EUR 21 at the ticket machine

www.cityairporttrain.com/en/

From Landstraße (Wien Mitte train station) underground station, you can either take the U3 line to Stephansplatz or the U4 line to Schwedenplatz. Then change at Stephansplatz or Schwedenplatz to the U1 line which will take you to Kaisermühlen-VIC station (approximately 12 minutes during the day from Wien Mitte train station).



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 permanent conference and media centre from the airport bus terminal. Tickets can be bought on the bus.

Tickets: Tickets: single EUR 8 / return EUR 13

www.viennaairportlines.at/en/

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 05:00 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 8.00 / 48 hours: EUR 14.10 / 72 hours: EUR 17.10

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

You can also use Wiener Linien's WienMobil app (available on Android and iOS) to buy tickets, calculate your route or book a taxi.

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

Accessibility

Information and contacts for people with disabilities can be found at: www.wien.info/en/travel-info/accessible-vienna

Öffnungszeiten

Legal opening times:

Monday-Friday	09:00–19:00
Saturday	up to 18:00

Actual opening times vary, with most shops open between 09:00 and 19:00 (grocery stores from 08:00) during the week and closing on Saturdays either at 13:00 or 18:00. Special rules allowing extended opening hours are in place in tourist areas and during Advent. The opening hours of shops located in railway stations and airports correspond to travel hours (some shops are open until 23:00).

Banks

General 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.

Outside of the permanent conference and media centre, the nearest cash machine is located at the Raiffeisenlandesbank Niederösterreich-Wien AG, Donau-City-Straße 6, Andromeda Tower, 1220 Vienna. There is also another cash machine situated in the immediate vicinity of the permanent conference and media centre at Leonard-Bernstein-Straße 4-6, 1220 Vienna.

Credit Cards

Credit card company hotlines:

Visa	0800 200 288 (from Austria)
American Express	0800 900 940 (from Austria) / +49 69 9797 2000
Diners Club	+43 1 50 135-14 / +43 1 50 135-135 (from Austria)
Mastercard	0800 07 06 138 (from Austria) / +1 636 722 7111

Post Post Offices

Post offices in Vienna are usually open Monday to Friday 08:00–18:00. Some post offices have extended opening hours and/or are closed at lunchtime. The main post office (Fleischmarkt 19, 1010 Vienna) is open Monday–Friday 07:00–22:00 and Saturday–Sunday 09:00–22:00; post offices at railways stations have extended opening hours during the week and are also open on Saturdays and Sundays.

The nearest post offices to the permanent conference and media centre are located at Moissigasse 14, 1220 Vienna (a 25-minute walk) and at the underground stations Kagran (Donaustadtstraße 1, 1220 Vienna) and Vorgartenstraße (Lasallestraße 38, 1020 Vienna).

Lost Property Office

For help finding lost property, please contact the Lost Property Office of the Austrian Towns and Municipalities (in German only):

www.fundamt.gv.at

Service line: 0900 600 200 (24h, charges apply)

Central Office of the Lost and Found Service in Vienna: +43 1 4000 8091

Statutory Public Holidays in Austria July–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

Healthcare

There are doctors and pharmacies throughout Austria. Pharmacies take it in turns to open during the night and on Sundays; closed pharmacies direct customers to the nearest open pharmacy. The nearest pharmacy to the conference and media centre is located on the lower ground floor of the Andromeda Tower, Donau-City-Straße 6, 1220 Vienna.

EU citizens who have health insurance can use the European Health Insurance Card to access healthcare during a temporary stay on the same basis as it would be provided to a person insured in Austria. For further information, please contact your national health insurance fund.

Local Time

Austria uses Central European Time (CET), which is GMT plus 1 hour (summer time – between 25 March and 28 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.

Important Telephone Numbers

European emergency number	112
Fire	122
Police	133
Ambulance	144
Emergency doctor	141
Pharmacy emergency and night service	1455
ÖAMTC breakdown assistance	120
ARBÖ breakdown assistance	123
Telephone directory enquiries for Austria, the EU and neighbouring countries	118811 (charges apply)

Search for emergency dentists at www.zahnaerztammer.at/english/.

Dialling Codes in Austria

Austria	+43
Vienna	(0)1

Foreign Representations in Austria

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

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