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AUSTRIA’S GATEWAY TO THE WORLD

A MODERN HUB AT THE HEART OF EUROPE

WELCOME TO VIENNA AIRPORT.
Vienna Airport boasts both a cosmopolitan and modern look: Maintaining high standards of punctuality and safety, quick procedures, maximum comfort and a continuous modernisation programme guarantee continual growth in passenger numbers. Vienna Airport’s ideal geographical location makes it the perfect hub for Eastern Europe and the Middle East. Whether you are starting or ending your journey here, or if you are only on a connecting flight, we look forward to seeing you!

AWARD-WINNING
Rising to 109 m, the air traffic control tower is the highest in Europe and has won several architectural awards.
DID YOU KNOW THAT …

CURIOUS, FACTUAL, INTERESTING

... Vienna Airport can register more than 22 million passengers per year?

... Frankfurt, with approximately 660,000 departing passengers in 2013, was the top destination from Vienna Airport, ahead of Zürich and London?

... With around 20,000 employees in 230 different businesses, the Vienna Airport complex is the largest employer in the east of Austria?

... in 2014, the total weight of cargo handled was equal to that of about 1,400 adult blue whales?

... Vienna Airport offers non-stop flights to 160 worldwide destinations, 42 of which are in Eastern Europe? (as of 01.01.2014)

... the control tower at Vienna Airport is clad in a thin membrane measuring 3,300 m², making it the largest such membrane structure in Austria?

... in 1998, Vienna Airport welcomed its 10-millionth passenger and has more than doubled that number in just 15 years?

... Vienna Airport can boast a hard-surface equal to the area of 320 football fields?

... on the apron alone, there are around 1,000 vehicles and items of equipment in use at any one time?

... Vienna Airport’s baggage-handling facilities can load or unload up to 50,000 items per day?

... Vienna Airport serves a catchment area of around 14.3 million people?

... there are more than 83,000 m² of office space within the airport grounds?
HIGHLIGHTS OF TERMINAL 3, GATES F AND G, AND THE ARRIVALS HALL

... the total glazed area of the new terminal building is approximately equivalent to 600,000 pairs of sun-glasses?

... the 10-hectare construction site of the new terminal building would cover 17 football pitches?

... you could fill 15,000 concrete mixers with the 297,420 tonnes of concrete used in the construction?

... the 450 foundation piles, each 20 metres long, on which the new terminal building sits, weigh as much as a herd of 3,750 elephants?

... the total length of parallel pipelines for heating and cooling is six times the distance from Vienna Airport to the city centre?

... the roof of the new terminal building, including its supporting structure, weighs as much as 7 fully-loaded jumbo jets?

... in the new terminal building’s baggage-handling system, 1,500 electric motors enable a total of 10 km of conveyor belts to handle 6,050 items of luggage at peak times?
### TECHNICAL TERMS & GLOSSARY

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-letter code</td>
<td>Airport identification code – for example, VIE stands for Vienna Airport</td>
</tr>
<tr>
<td>Add-on</td>
<td>A connecting flight to a long-haul flight</td>
</tr>
<tr>
<td>Charter flight</td>
<td>A non-scheduled flight (as opposed to a scheduled flight)</td>
</tr>
<tr>
<td>Codeshare</td>
<td>A flight operated by one airline but marketed by several</td>
</tr>
<tr>
<td>Engine start-up</td>
<td>Process of powering up the jet engines of an aircraft</td>
</tr>
<tr>
<td>Follow-me</td>
<td>A vehicle which guides the aircraft to its parking position</td>
</tr>
<tr>
<td>Galley</td>
<td>Kitchen in an aircraft.</td>
</tr>
<tr>
<td>Open-jaw flight</td>
<td>A return flight from an airport other than the one a passenger arrived at.</td>
</tr>
<tr>
<td>Gangway</td>
<td>A stairway for passengers to board/disembark which is manoeuvred up to an aircraft</td>
</tr>
<tr>
<td>Holding</td>
<td>Flying in a waiting pattern until clearance is given to land</td>
</tr>
<tr>
<td>“On approach”</td>
<td>The status of an aircraft when it is within about 30 miles (48.28 km) of the intended runway</td>
</tr>
<tr>
<td>No-show</td>
<td>A passenger who has booked but not shown up for a flight</td>
</tr>
<tr>
<td>One-roof concept</td>
<td>Provision of all air traffic facilities as well as transportation connections under one roof</td>
</tr>
<tr>
<td>PAX</td>
<td>Abbreviation for passenger</td>
</tr>
<tr>
<td>Push Back</td>
<td>When a plane is pushed back from its parking position onto the taxiway</td>
</tr>
<tr>
<td>Spotter</td>
<td>An enthusiast who enjoys photographing aircraft and airports</td>
</tr>
<tr>
<td>Slot</td>
<td>A specific time at which an airline may use either take-off or landing runways</td>
</tr>
<tr>
<td>Taxiway</td>
<td>An aircraft’s route between the runway and the parking position</td>
</tr>
<tr>
<td>Touch down</td>
<td>The instant an aircraft’s wheels meet the runway on landing</td>
</tr>
<tr>
<td>Turn-around</td>
<td>The period an aircraft spends on the ground between flights</td>
</tr>
</tbody>
</table>
VISITAIR CENTRE

VISITAIR TOUR & VISITOR TERRACE
The commentated tour in an air-conditioned double-decker bus starts at the VISITAIR Centre and leads through the airport site. Aircraft handling and the bustling activity on the apron can be seen at close range.

You can follow the aircraft take-offs and landings without any obstructions at a height of 21 metres and a length of 250 metres and observe all of the action on the apron.

AIRPORT FASCINATION!
The visitor centre offers multimedia information on all aspects of the airport. The historical development of the airport is presented, as well as its importance for the neighbouring communities.

VISITAIR CENTRE & TOUR
Opening Times: Mon–Sat (including holidays) from 08:30 to 18:00. Closed on Sundays.
Duration of the tour: 50 minutes. Children’s tours on request.

By reservation only! Tel: +43-1-7007 Ext. 22150
Email: visitaircenter@viennaairport.com

VISITORS’ TERRACE
Opening times: 15 March until 15 November daily from 10.00 to 20.00

For further information visit www.viennaairport.com/en/visitair
FEEL GOOD AND COME AGAIN
Journeys can be exciting, a dream come true or a part of the daily routine. At Vienna Airport we do our best to make them as pleasant as possible for every single one of our visitors. Whether you are picking up, travelling or staying behind, we invite you to sample our services and our many offers.

GLOBETROTTERS
Vienna Airport offers direct flights to over 240 destinations (both scheduled and charter), 42 of which are in Eastern Europe. Attractive daily round-trip flights help you to optimise your time: Depart early and return on the same day.
AIRPORT INFORMATION

We offer advice and assistance for passengers at two information desks on the departure level (Terminal 1, Terminal 3) and one information desk in the arrivals hall. We also have a 24-hour flight information telephone service that can be reached on this number: +43-1-7007-22233.

You can find up-to-date information on all of Vienna Airport’s arrivals and departures, services and transfers, shops and restaurants, as well as information about Flughafen Wien AG, at www.viennaairport.com.

IMPORTANT TELEPHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flight information</td>
<td>+43-1-7007-22233</td>
</tr>
<tr>
<td>Operator</td>
<td>+43-1-7007-0</td>
</tr>
<tr>
<td>VIP &amp; Business Services</td>
<td>+43-1-7007-23300</td>
</tr>
<tr>
<td>Medical Centre (First-aid Station)</td>
<td>+43-1-7007-22245</td>
</tr>
<tr>
<td>Airport Police Station</td>
<td>+43-1-7007-32073</td>
</tr>
<tr>
<td>Airport Police Control Centre</td>
<td>+43-1-7007-32933</td>
</tr>
<tr>
<td>Customs Office</td>
<td>+43-1-7007-31601</td>
</tr>
</tbody>
</table>

EMERGENCY NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>First-aid/Ambulance</td>
<td>7007-144</td>
</tr>
<tr>
<td>Police</td>
<td>7007-133</td>
</tr>
<tr>
<td>Fire service</td>
<td>7007-122</td>
</tr>
</tbody>
</table>

WIRELESS LAN/Wi-Fi

Wireless internet is free of charge to passengers in the waiting areas of all gates, in the check-in areas of Terminal 1 and 3 and in the restaurant areas. Registration is not necessary.

Your laptop or smartphone will need to be equipped with a Wifi-compatible wireless LAN card. No special configuration of your laptop or smartphone is necessary. A high-speed connection of up to 54 Mbit/s means you can connect quickly to the internet.

Power sockets can be found in all lounges as well as in all gate areas.
MONEY TRANSACTIONS

BANKS/CURRENCY EXCHANGE
Vienna Airport has a number of banks and bureaux de change. These can be found in the arrivals hall, the Plaza, Gates D, F and G.

CASH MACHINES
ATMs at the airport accept foreign and domestic Maestro cards (ATM cards), foreign and domestic credit cards issued by MasterCard, American Express, Visa and Diners, as well as those belonging to the Cirrus und Visa-Plus debit-card system. ATMs can be found, for example, in the arrivals hall, terminals and all gate areas.

MEDICAL CARE

MEDICAL CENTRE
The Medical Centre at Vienna Airport is manned around the clock by a qualified nurse, a medical orderly and an emergency doctor (there is a charge for night calls between 22:00 and 08:00). You can obtain free information and advice on issues such as travel-related deep vein thrombosis (DVT), vaccinations, flying when pregnant, and measures to prevent or reduce fear of flying. You can obtain travel stockings and thrombosis medicines for both outward and return journeys.

Medical Centre +43-1-7007-22245  +43-1-7007-22299

PHARMACY
You can obtain advice or buy medicines in Terminal 1, from Mon–Sun, 07:00–19:00.
Use the pharmacy telephone in Terminal 3 (Departures information desk) to ask a pharmacist for advice and have the product you need delivered to you.

DENTIST
In the event of an acute problem, there is a dental practice in Office Park 1 of Vienna Airport.
Surgery hours: Mon–Thurs, 9:00–17:00  +43-1-7007-34510
ACCESSIBLE TRAVEL

Vienna Airport is keen to make travelling easier for passengers with restricted mobility. There are clearly reserved spaces for disabled persons immediately before the terminals and the arrivals hall, making it easier to drop off or pick up passengers.

Other services include disabled parking spaces with a 50% discount on the parking charge (Further information can be found in the “Arrivals & Departures” section).

MOBILITY SERVICE (MOBILITY AND FAMILY SERVICE COUNTER)

Vienna Airport provides a free, 24-hour assistance service for people with restricted mobility. Please notify either your travel company or the airline about your requirements at least 48 hours prior to the flight, giving details of the limits of your mobility. If you are coming to the airport unaccompanied, please contact the Mobility Service directly at the Mobility Service counter in Terminal 3.

Passengers with young children can borrow pushchairs free of charge at the Baggage Service Centre in Terminal 3.

AIRPORT TRANSFER SERVICE

The Airport Transfer Service offers infirm or disabled persons a transport service to and from the airport in a specially equipped minibus. This can take up to two persons in wheelchairs, as well as a maximum of 6 accompanying persons.

Airport Transfer Service 0.00–24.00 +43-1-7007-33141
www.ats-vie.com
LUGGAGE

HAND LUGGAGE
As a rule, passengers are permitted to carry only one piece of luggage onto an aircraft. However, because there is no international standard with regard to the size or weight of hand luggage, it is advisable to check with your airline. Information on the safety regulations for your hand luggage can be found on page 14.

HOLD LUGGAGE
Items that are not allowed on board are:
• Explosive materials and compressed gases
• Oxidising, radioactive, corrosive or magnetising materials
• Poisonous or dangerous substances and materials that could spontaneously ignite or combust
• Objects or substances that may be classified as dangerous materials according to the regulations of the airline. Please check the conditions on your flight ticket.

Weight regulations do vary from airline to airline. The allowance for checked luggage is normally 20 kg per passenger. There may be variations for Business Class travellers or frequent flyers, depending on the airline.

EXCESS BAGGAGE
An additional charge is made for hold luggage that exceeds the weight allowance. Information can be obtained from your airline.

BULKY LUGGAGE
Bulky items such as surf-boards, musical instruments, bicycles, trunks, and large animals must be checked in at the Bulky Luggage Counter. Please enquire about the exact procedure at your check-in desk.

ANIMALS
Depending on their size and weight, animals may be transported either in the cabin or in the cargo hold. Passengers must supply a closed, secure transport container in which the animal is firmly enclosed. Please enquire with your airline in plenty of time. Rules on guide dogs accompanying blind persons in the cabin vary and depend on the airline.
**SECURITY CHECK**

Each passenger must walk through a walk-through metal detector whilst their hand luggage is being X-rayed. If an alarm is triggered here, legislation requires that a manual search and a post-control with a metal detector are carried out to identify the object that set off the alarm. Short waiting times are to be expected at the security check.

Each passenger has to remove any outer clothing (coat, blazer, jacket, etc.), any head covering and all possessions being carried on the person, especially metal objects, before passing through a metal detector. Valuables, jewellery, watches and spectacles, if worn, should be placed before inspection either in the hand luggage or in the outer clothing, electronic equipment such as mobile phones, cameras or laptops should be placed in the container provided. Liquids may only be carried in containers no larger than 100 ml, packed in transparent, sealable 1 litre plastic bags. These plastic bags must be presented to security control.

**Please have any liquids you are carrying ready for the security control.** Which liquids am I allowed to take with me onto the aircraft in my hand luggage?

**The following are allowed:**

- **From the 31 January 2014**
  - **Duty-free items in sealed security bags**
    - Items and receipts must be kept in the security bag provided when you made the purchase.
  - **Liquids in containers of up to 100 millilitres**
    - must be kept in a transparent resealable 1-litre plastic bag
  - **Medications and special foods**
    - e.g. baby food

**The following are not allowed:**

- **All other liquids must be packed in your hold luggage**

Should you have any queries, please enquire with your airport, your airline or your travel agency.
INFORMATION FOR PREGNANT WOMEN AND PERSONS WITH PACEMAKERS:
If you belong to this group of people, please inform the staff on site before walking through the metal detector. The detector will then be switched off for you and a manual security check will be carried out.

EXTENDED RANDOM INSPECTIONS
In addition to "standard" security checks, legislation requires extended random inspections. In this case, for example, you will be asked to remove your shoes for an X-ray inspection and this will be followed by another manual check. If you are selected for a random inspection, this does not necessarily mean that your have done anything wrong – please view this as a sign of efficient security measures for a safe and pleasant journey.
WHAT ARE YOU NOT ALLOWED TO TAKE ON BOARD?
All types of weapons, objects that can be used as weapons, sharp or pointed objects, tools and explosive and flammable materials may not be taken on board.

The detailed list can be found online at: http://www.bmi.gv.at/cms/BMI_Service/flugsicherheit/start.aspx

Please note the lists of banned items for hand luggage and checked luggage (pursuant to the requirements of the Federal Ministry of the Interior and EU Regulation 185/2010 Annex 4c and 5b).

BAGGAGE SERVICE CENTRE

Both Baggage Service Centres at Vienna Airport are located in Terminal 1 and Terminal 3 (level 1) and they offer a range of services.

Opening times Terminal 1: daily from 05:30 to 18:00
Opening times Terminal 3: daily from 05:30 to 23:00

Email: baggageservicecenter@viennaairport.com
Tel.: +43-1-7007-22207

The services in detail:

LEFT LUGGAGE SERVICE
Charge: € 4 per calendar day and piece of luggage
€ 8 per calendar day and larger piece of luggage

SAFE-DEPOSIT BOXES & DEPOSITING SERVICES
Safe-deposit boxes are available in which to store various documents, car or house keys that are not needed on a journey. On request, such items can be deposited for safekeeping and collection by anyone nominated by the passenger.

Charge: € 4 per calendar day

The following must not be stored: Weapons, explosives, flammable and other dangerous materials, as well as easily perishable or foul-smelling objects – see also EU Regulation
Baggage Service Centre . Lost Property Office

CLOAKROOM
We offer a cloakroom service to store clothing. One set of clothing is defined as a combination of one jacket or coat, one pair of shoes, one hat, gloves and scarf.
Charge: €2 per set of clothing per calendar day

ITEM DEPOSIT
Charge: €7 per item per calendar day
€12 for larger items per calendar day

LUGGAGE WRAPPING
Charge: €12 per item

BICYCLE CONTAINER
Charge: €35 per item

LUGGAGE PORTERS
Whenever flights are operating, luggage porters are at your disposal in the departures and arrivals halls.

Luggage porter +43-1-7007-33140
+43-1-7007-33141
Charge: €2 per item of luggage

LUGGAGE TROLLEYS
There are luggage trolleys (self-service) in the terminals and arrivals hall. They can be unlocked by inserting a returnable deposit; the slot accepts any of these six coins in five different currencies: €1, €0.50, Cz Kr 5, HUF 100, SFr 1, or US 25¢.

LOST PROPERTY OFFICE
If you have lost anything within the airport buildings, on airport premises (e.g. in the multi-storey car-parks) or in the City Airport Train (CAT), please send an email to: fundbuero@viennaairport.com.
Opening hours: 09:00–12:00 and 12:45–17:00
The lost property office is located in Terminal 1 (level 0).
If you have left anything behind on board the aeroplane, please contact the airline or the destination airport. For property left on Vienna Airport Lines buses, there is a drivers’ office in the arrivals hall of Vienna Airport; call +43-1-7007-32300 for information.
CHECK-IN

ONLINE CHECK-IN
You can avoid the queues at the airport by checking in yourself at home using the online check-in service offered by your airline. Print out your boarding pass and present this to the boarding pass control at the airport. If you have any luggage, this should be handed in at a separate counter. Detailed information about which flights this applies to can be obtained directly from your airline.

ADVANCE CHECK-IN
Information on advance check-in services can be obtained directly from your airline.

CHECK-IN AT WIEN-MITTE STATION
Many airlines allow you to check-in at the City Airport Train Terminal in Wien-Mitte station if you have purchased a CAT ticket. Depending on which airline you are flying with, check-in is possible in advance from 24 hours up to 75 minutes before your flight. You can obtain the precise check-in times directly from your airline.

You can obtain a current list of all airlines offering this check-in facility at Wien-Mitte station at: www.cityairporttrain.com or you can enquire by calling the number: +43-1-25250.

CHECK-IN COUNTER
If possible, look up information concerning your terminal area before arriving at the airport. Please use the check-in finder on the Vienna Airport Website (www.viennaairport.com) under the heading “Check-in” for this purpose.

The current check-in counter for your flight is displayed on monitors in the terminals.

SELF-SERVICE CHECK-IN AT VIENNA AIRPORT
You can also check in using the self-service machines, with either your credit card or a Miles&More card, giving your surname, your booking code, or by scanning your passport. Follow the instructions displayed on the check-in machine display.
CHECK-IN WITH ANIMALS AND BULKY ITEMS
Please contact your airline in advance to provide details of your bulky item or animal. If you are taking an animal, you will get a label from your airline that has to be attached to a suitable animal transport container. Proceed first with your bulky item or animal to one of the counters for bulky luggage in Terminal 1 or Terminal 3 depending on your airline. Hand in your bulky item or animal cage to the counter staff. Your animal will not, of course, be placed on the conveyor belt but taken care of by an airport staff member. After you receive your luggage receipt tag, proceed to boarding pass or passport control and from there to your gate.

CHECK-IN TIMES
You should arrive at the airport in plenty of time for your flight. We recommend:

• 2 hours for domestic flights and international flights of less than 6 hours
• 3 hours for international flights of over 6 hours and for flights to Tel Aviv

PASSPORTS
For the entire EU area (Schengen Treaty states as well as non-Schengen states) travellers must be able to present a valid passport or travel document at all times and everywhere. A national driver’s licence is not a valid travel document.

If you are travelling to a non-Schengen state, you will need to go through the passport control for Gates D21–D70 and for Gates G01–G37. At the gate counter, you must also present your passport and boarding pass. If you have lost your passport and you are an Austrian citizen, you can apply for an emergency pass at Vienna Airport (document centre, situated in Terminal 3, Level 2). You will need a passport photo and some additional form of identity (e.g. driver’s licence). Furthermore, a fee of € 75.90 must be paid for the issuance of an emergency pass.
VISAS

Citizens of EU states do not need an entry visa for Austria. The Austrian Foreign Ministry provides information on visa requirements at www.bmeia.gv.at.

A visa can only be obtained outside the country and has a maximum validity of six months. It is not possible to extend a visa while in Austria.

TRAVEL VISA – VISA C
permits entry into the Schengen Zone for a maximum stay of 90 days within a six-month period, starting with the initial entry into one of the Schengen states.

RESIDENCE VISA – VISA D
is an Austrian national visa that allows for a stay of between three and six months. This visa permits travel within the entire Schengen Zone for a maximum period of 90 days within a six month period.

FLIGHT TRANSIT VISA – VISA A
permits a stay in the international transit zone of the airport between flights, but not entry into the country.

VAT REFUNDS

All visitors to Austria who do not live in the EU are entitled to obtain a refund of any Austrian VAT (sales tax) that was included in the price of any product purchased in Austria. The minimum transaction price is € 75.01.

Complete the VAT Refund form with each purchase (Tax Refund Cheque) and ask for it to be stamped at one of the Customs U34 Counters at the Airport. Cash the cheques at any Tax-Free-Cashpoint (bank or currency exchange counter). Alternatively, post the cheque in the special letter-box and the amount will be reimbursed to your account.
At Vienna Airport there are various lounges available in which you can enjoy the time before a flight in a relaxed and exclusive atmosphere.

LOUNGES AT VIENNA AIRPORT
Passengers can look forward to a varied buffet by Do & Co, alcoholic and non-alcoholic beverages, free Wi-Fi, a wide range of newspapers and magazines, relaxation areas with reclining chairs, showers (excluding AIR Lounge) and smokers’ booths.

The lounges are available free-of-charge to passengers with first-class and business-class tickets issued by various airlines, credit cards and membership cards (please enquire about the conditions with your airline or card issuer).

They can also be used by any airline customer, regardless of the airline, at a price of 29 Euros.

JET Lounge (Schengen)*
05:00–22:00** +43-1-7007-23407
After the boarding pass checkpoint (for departures from Gates B, C, D)

AIR Lounge (Non-Schengen)
05:00–24:00** +43-1-7007-23415
After the passport control (for departures from Gates D)

SKY Lounge (Schengen)**
05:00–22:00** +43-1-7007-23417
After the security check, level 2 (for departures from Gates F)

SKY Lounge (Non-Schengen)**
05:00–22:00** +43-1-7007-23418
After the security check, level 2 (for departures from Gates G)

*shower and disabled toilet available
**The opening hours may be adapted to the current flight plan.

Contact by email: vielounges@viennaairport.com

AUSTRIAN AIRLINES LOUNGES
Two lounge areas covering an area of 2000 m² are located after the central security check in Terminal 3 on level 2.

Austrian offers a Business Lounge, a Senator Lounge and a HON Circle Lounge in each lounge area.
There is also an Austrian Business Lounge available in the departure area for Gates D.

The opening times for the Austrian lounges:

- Schengen lounges (Gates F): 05:30–22:30
- Non-Schengen lounges (Gates G): 05:30–23:30
- Non-Schengen lounges (Gates D): 08:00–20:00

**CHANGING FACILITIES**

There are nappy-changing facilities in almost all of the disabled toilets as well as in the baggage reclaim hall, arrivals hall and in the shopping and dining areas adjacent to Gates F and G.

**FAMILY CORNER**

There is a children’s play area in the area adjacent to Gates F and G, containing an interactive multi-media attraction *Catch a plane*. Inspired by the children’s game “it can fly” (similar to “Simon Says”), various objects and characters fly across a realistic landscape and players are challenged to identify those that cannot actually fly. The aim is to prevent them from flying by using simple hand and body movements. Parents are invited to watch how enthusiastically their children play!

**FAMILY FUN GATE**

Infants and older children will find age-appropriate playing facilities in the “climbing area” at Gates F. There is also a climbing wall, seating for parents and a cloakroom for the children. There are also baby changing facilities in the WC by the Family Fun Gate.
PRAYER ROOM

A place of peace and tranquillity in the midst of a busy airport, the prayer room is available to members of all religions and philosophies. The prayer room in Terminal 3 (level 2) is publicly available around the clock for all persons. Other prayer rooms are located in Terminal 3 (level 3) and in the Plaza, but they are only accessible with a boarding pass. The Airport pastoral care office in Terminal 3 (level 2) is manned by staff from Monday to Friday from 10:00 to 13:00. In urgent cases, the pastoral care team can also be reached by telephone. The telephone number can be found at the entrance to the office. A Christian church service is held on Sundays at 08:00.

CUSTOMS – ON ARRIVAL

Goods purchased in the EU are considered to be in so-called “free movement” and not subject to customs charges. Tobacco products or alcoholic drinks in your luggage are only duty-free if they are intended for personal consumption.

Persons arriving from non-EU states may bring in the following goods, which may be duty-free depending on the quantity concerned:

DUTY-FREE LIMITS UP TO A VALUE OF ABOUT € 430

- 200 cigarettes
- 100 cigarillos
- 50 cigars
- 250 g tobacco or a combination of these
- 4 l wine
- 16 l beer
- 1 l spirits > 22% vol.
- 2 l spirits < 22% vol. or a combination of these

For any other goods there is a general limit of € 430 per person, or € 150 for travellers under the age of 15. A reasonable quantity of personal medical supplies can be imported.

A general ban exists on the import of bonsai plants, citrus plants or vines. For more detailed regulations concerning the import of plants and animals, visit www.bmf.gv.at.
CUSTOMS – ON DEPARTURE

Passengers travelling to destinations outside the EU are subject to the individual import regulations of the respective country. Non-EU citizens may obtain a refund of VAT (sales tax) that they have paid (see VAT Refunds section). For any other export formalities, please see the Customs Office in the arrivals hall.

HOTEL

NH HOTELS AUSTRIA
The NH Vienna Airport Hotel offers a sophisticated and innovative ambience. Its 500 rooms in three categories (Standard/Business/Superior) have been furnished with attention to detail as well as the most modern technology. All rooms contain a safe, direct-dial telephone, TV and Wireless LAN. To make your stay even more peaceful, the windows are sound-proof.

www.nh-hotels.de

TRANSFERS

With its minimum connecting time of 25 minutes, Vienna Airport is leading in Europe. Quick transfers are made possible, above all, by the clearly designed one-roof concept and a signage system that provides passengers with easy-to-understand directions.

WHAT TO NOTE WHEN IN TRANSIT
You will find details of your connecting flight on your ticket or the information monitors. Take note of the gate number for your connecting flight and follow the signs to your gate. If you do not yet have your boarding pass for the onward flight, contact the nearest service counter or the airline personnel at one of the gates.
TRANSFER ROUTES AT VIENNA AIRPORT
If you are transferring within the Schengen Zone, your departure gate will be within easy reach. If you arrive at Gates F and your connecting flight is at Gates B or C, then please note that you will have to go through another security check.

When transferring from Schengen to Non-Schengen countries (and vice-versa) you will pass through a passport control and a security check if you are travelling from a third country and transferring in Vienna.

TRANSFER SHUTTLE
In order to offer more comfort to passengers, a free Transfer Shuttle has been established between the terminal buildings. A shuttle runs from the Schengen Bus Arrivals (Gates B, C) to the Schengen Bus Arrivals Terminal 3 (Gates F) every five minutes.

VIP & BUSINESS SERVICES
Regardless of the selected booking class and airline, the Vienna Aircraft Handling VIP Service offers personal support in a pleasant atmosphere as well as a high level of flexibility, discretion, security and time-saving.

Whether you are arriving, departing or in transit; you’ll be able to go quickly through check-in, baggage handling, passport and customs formalities as well as the security check. All guests are welcomed directly at the arriving aircraft or chauffeured to the departing aircraft in exclusive VIP buses.

The VIP Service at Vienna Airport can be booked by all passengers. Your personal VIP host is available for consultation at any time.

General Aviation & VIP Services
Steinriegelweg, Property 140, 1300 Vienna Airport
Tel.: +43-1-7007-23300, Fax: +43-1-7007-23250
Email: vip.vie@viennaairport.com
AIRLINES AT VIENNA AIRPORT

Adria Airways  JP  www.adria.si
Aegean Airlines  A3  www.aegeanair.com
Aer Lingus  EI  www.aerlingus.com
Aeroflot  SU  www.aeroflot.ru
Air Algerie  AH  www.airalgerie.dz
Air Baltic  BT  www.airbaltic.com
Air Berlin  AB  www.airberlin.com
Air China  CA  www.airchina.com
Air France  AF  www.airfrance.at
Air Malta  KM  www.airmalta.com
Air Serbia  JU  www.airserbia.com
Alitalia  AZ  www.alitalia.com
Asiana Airlines  OZ  www.flyasiana.com
Austrian  OS  www.austrian.com
British Airways  BA  www.britishairways.com
Brussels Airlines  SN  www.brusselsairlines.com
Bulgaria Air  FB  www.air.bg
Cargolux Airlines Intern.  CV  www.cargolux.com
China Airlines  CI  www.china-airlines.at
China Southern Airlines  CZ  www.csair.com
Condor Flugdienst GmbH  DE  www.condor.com
Croatia Airlines  OU  www.croatiaairlines.com
Easyjet  EZY  www.easyjet.com
Easyjet Switzerland  E5S  www.easyjet.com
Egyptair  MS  www.egyptair.com.eg
El Al  LY  www.elal.co.il
Emirates  EK  www.emirates.at
Ethiopian Airlines  ET  www.flyethiopian.com
Etihad Regional  F7  www.etihadregional.com
EVA Air  BR  www.evaair.com
Fedex  FX  www.fedex.com
Finnair  AY  www.finnair.com
Georgian Airways  A9  www.airzena.com
Germania  ST  www.flygermania.de
Germanwings  4U  www.germanwings.com
Iberia  IB  www.iberia.at
Iran Air  IR  www.irana.ir
<table>
<thead>
<tr>
<th>Airlines at Vienna Airport</th>
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</thead>
<tbody>
<tr>
<td><strong>Airlines</strong></td>
</tr>
<tr>
<td>Iraqi Airways</td>
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<tr>
<td>Jet2.com</td>
</tr>
<tr>
<td>KLM Royal Dutch Airlines</td>
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<tr>
<td>Korean Air</td>
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<tr>
<td>LOT Polish Airlines</td>
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<tr>
<td>Lufthansa</td>
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<tr>
<td>Luxair</td>
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<td>Montenegro Airlines</td>
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<td>NIKI</td>
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<td>Norwegian</td>
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<tr>
<td>Onur Air</td>
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<tr>
<td>Pegasus Airlines</td>
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<tr>
<td>Peoples Vienna Line</td>
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<tr>
<td>Qatar Airways</td>
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<tr>
<td>Rossiya Airlines</td>
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<tr>
<td>Royal Jordanian</td>
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<td>SkyWork Airlines</td>
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<tr>
<td>SunExpress</td>
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<tr>
<td>SWISS</td>
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<tr>
<td>TAP Portugal</td>
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<tr>
<td>TAROM</td>
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<tr>
<td>TNT Airways*</td>
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<tr>
<td>Transaero Airlines</td>
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<tr>
<td>Transavia Airlines</td>
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<tr>
<td>Tunisair</td>
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<tr>
<td>Turkish Airlines</td>
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<tr>
<td>Ukraine International Airlines</td>
</tr>
<tr>
<td>United Parcel Service*</td>
</tr>
<tr>
<td>Vueling</td>
</tr>
</tbody>
</table>

* Freight
You need to pick someone up from Vienna Airport or you have a plane to catch yourself? With the Vienna Airport App you can get all the information and updates related to your flight or an important arrival on your smartphone. It will always keep you updated, taking all the stress out of your departure or meeting your guest. Just enter the booked or expected flight number and date and you will receive up-to-date reports direct to the app.

FEATURES OF THE VIENNA AIRPORT APP:

• Pre-notification with no time restrictions of a flight from the flight list or by entering the flight number, date and time of departure or arrival
• Verification of the selected flight approx. 24 hours in advance
• Information on departure/arrival times, check-in zone, airline and gate
• Alert messages for the selected departure (information 24 hours and 6 hours in advance, go to gate, boarding and boarding closed)
• Alert messages for the selected arrival (expected time of arrival, actual time of arrival, landing, and in-position)
• Alert messages for last-minute updates, such as change of gate, delay, cancellation
• Direct link to the mobile website and relevant information for Vienna Airport
**SHOPPING & RESTAURANTS**

**STROLL, SAMPLE, SAVOUR**

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**FASHION, TOP BRANDS & INTERNATIONAL FLAIR**

Vienna Airport is a true Shopping Paradise. Whether it’s business or casual, shoes or accessories, top international brands are waiting to be purchased on the way to the gate. All wishes are fulfilled at Hugo Boss, Dolce & Gabbana, Longchamp, Michael Kors, Philipp Plein, Victoria’s Secret, Wolford, Ermenegildo Zegna and many other luxury boutiques. Many of the latest collections from all over the world are represented here, such as fine jewellery and watches by Christ, Freywille, Swarovski and other jewellers, 365 days a year.

**SHOPPING MILE**

A quality shopping paradise awaits you on your way to the departure gates, while varied dining is available in the arrivals and departures areas.
SHOPPING EXPERIENCE VIENNA AIRPORT
In addition to the top brands and exclusive jewellery, travellers will also find street fashion, souvenirs and a wide range of Duty-Free products. With a total of 8 Duty-Free shops, the well-known retailer’s brand Heinemann Duty Free is represented at all Vienna Airport Gates inviting passengers to shop. Travellers will find spirits, sweets and tobacco products, toys, perfumes and cosmetics from top international brands at favourable prices. The comprehensive range is complemented by regional specialities, delicacies and modern souvenirs.

Furthermore, you can also shop without long queues in the public area of the airport without a boarding pass, seven days a week. Here you will find Billa, Spar, Bipa, a pharmacist, a Post Partner Shop, a tobacconist and much more!

ENJOY AND FEEL GOOD
Besides the impressive architecture, excellent service and a sustainable shopping experience, the culinary delicacies of our top gastronomers will make your stay unforgettable. Whether it’s after shopping or before departure – regional to international, fast food to fine dining, cafe or patisserie, there’s something here for every taste.

SPECIAL OFFERS
In addition to the extensive range of Shops & Restaurants, there are new and attractive offers to discover every month at Vienna Airport: From sales promotions on culinary highlights through to various themed weeks. Treat yourself and enjoy your departure with our Special Offers at attractive prices.

Start your holiday with a special shopping and indulgence experience and look forward to attractive offers in our Shops & Restaurants!

An updated list of all Shops and Restaurants at Vienna Airport can be found at www.viennaairport.com/en/shopping and www.viennaairport.com/en/restaurants.

Stay up-to-date and discover what we can offer you in terms of Special Offers: It’s worth taking a look!
ARRIVAL AND DEPARTURE

WILLKOMMEN, BIENVENUE, WELCOME! AUF WIEDERSEHEN, A LA PROCHAINE, SO LONG!

GETTING TO AND FROM THE AIRPORT!
There are various means of transport for getting easily to and from Vienna Airport: There are several parking options available for those using their own car, the City Airport Train (CAT) offers first class comfort between the airport and Wien-Mitte station, several bus and train services operate at regular intervals within Austria and abroad. Car rental, car sharing, taxi and limousine services are also available. Left luggage facilities and advance check-in also guarantee more flexibility and security.

WORLD TRAVELLERS
Vienna Airport recorded more than 22 million passengers in 2014.
www.viennaairport.com/arrivalandparking
CITY AIRPORT TRAIN (CAT)

MOVE RAPIDLY BETWEEN CITY AND AIRPORT
Vienna, with its CAT City Airport Train, has a fast connection between the airport and city centre. In just 16 minutes, the City Airport Train takes you nonstop from the airport into the city of Vienna and vice versa. Stress-free, traffic-free and environmentally friendly. The City Airport Train is available 365 days a year from early in the morning until late at night.

COMFORTABLE SERVICE
• The CAT terminal in Wien-Mitte station offers advance check-in facilities for most airlines, from 18.00 of the day before the flight, up until 75 minutes before the flight time (includes transport of luggage). Please ensure you have a valid CAT ticket when checking in.

• A separate CAT counter is located in the arrivals hall, where you can obtain information about all CAT services, purchase a ticket and much more.

• As well as the regular CAT tickets, it is also possible to buy a combi-ticket for the CAT and Viennese public transport, giving you access to the entire public transport network of Vienna at an economical price.

ACCESSIBILITY
Level access from the platform makes it easy to board the CAT trains – and CAT staff are also pleased to help. Once on board the train, the corridors are wide and an area is reserved for wheelchairs. Moreover, use of the CAT is entirely free for wheelchair users.

7 DAYS A WEEK, 365 DAYS A YEAR
First train from Wien-Mitte: 05:36 (every 30 min.)
First train from the Airport: 06:06 (every 30 min.)
Last train from Wien-Mitte: 23:06 (every 30 min.)
Last train from the Airport: 23:36 (every 30 min.)

www.cityairporttrain.com
OTHER RAIL CONNECTIONS

<table>
<thead>
<tr>
<th>Rail connection</th>
<th>Line</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wien Mitte</td>
<td>Rapid transit S7</td>
<td>25 min.</td>
</tr>
<tr>
<td>Linz (via Wien Hbf, St. Pölten)</td>
<td>ICE</td>
<td>1h 47 min.</td>
</tr>
</tbody>
</table>

The platforms at Vienna Airport are connected to the terminals by under-cover walkways.

www.oebb.at

BUS CONNECTIONS

REGIONAL ROUTES

<table>
<thead>
<tr>
<th>Bus connections</th>
<th>Bus line</th>
<th>Journey time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wien Morzinplatz/</td>
<td>Vienna Airport Lines</td>
<td>20 min.</td>
</tr>
<tr>
<td>Schwedenplatz</td>
<td>Vienna Airport Lines</td>
<td>40 min.</td>
</tr>
<tr>
<td>Wien Donauzentrum</td>
<td>Vienna Airport Lines</td>
<td>45 min.</td>
</tr>
<tr>
<td>Wien Westbahnhof</td>
<td>Vienna Airport Lines</td>
<td>30 min.</td>
</tr>
<tr>
<td>Wien Bahnhof Meidling</td>
<td>Eurolines</td>
<td>15 min.</td>
</tr>
<tr>
<td>Wien Erdberg (VIB)</td>
<td>Postbus</td>
<td>20 min.</td>
</tr>
<tr>
<td>Enzersdorf a. d. Fischa</td>
<td>Postbus</td>
<td>45 min.</td>
</tr>
<tr>
<td>Neusiedl am See</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

INTERNATIONAL ROUTES

<table>
<thead>
<tr>
<th>Country/City</th>
<th>Operator</th>
<th>Journey time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slovakia/Bratislava</td>
<td>Eurolines/Flixbus</td>
<td>1hr 00 min.</td>
</tr>
<tr>
<td>Slovakia/Bratislava</td>
<td>Slovak Lines</td>
<td>1hr 00 min.</td>
</tr>
<tr>
<td>Slovakia/Presov, Kosice</td>
<td>Eurobus</td>
<td>8hr 50 min.</td>
</tr>
<tr>
<td>Hungary/Budapest, Györ</td>
<td>Eurolines/Flixbus</td>
<td>2hr 40 min.</td>
</tr>
<tr>
<td>Hungary/Budapest, Györ</td>
<td>Orangeways</td>
<td>2hr 45 min.</td>
</tr>
<tr>
<td>Czech Republic/Prague</td>
<td>Student Agency</td>
<td>5hr 30 Min.</td>
</tr>
<tr>
<td>Czech Republic/Brno</td>
<td>Student Agency</td>
<td>2hr 30 min.</td>
</tr>
<tr>
<td>Czech Republic/Brno</td>
<td>Eurolines/Tourbus</td>
<td>2hr 40 min.</td>
</tr>
</tbody>
</table>

The airport bus-stops are directly in front of the arrivals hall. The current times of departure are shown on screens in the arrivals hall, as well as at the stop itself.

www.viennaairport.com/en/bus
ARRIVING BY CAR

Located 20 km from the centre of the city, directly on the Eastern Motorway or A4, Vienna Airport can be reached quickly and easily by car. It is also only a 45 minute drive from Bratislava, some 60 km away.

PARKING DIRECTLY AT THE AIRPORT

There are several parking areas at Vienna Airport, most of them connected to the terminals by under-cover walkways:

- Two short-term car parks, K1 for dropping off, and K3 for picking up, near to the terminals and arrivals hall.
- Two multi-storey car parks: When checking-in in Terminal 1 and 1A, we recommend PH3. For Terminal 3 the nearest is PH4.
- an open air car park (C).

You can find out which is the most economical option by calling +43-1-7007-22886 or at www.viennaairport.com/parking.

BOOK YOUR CAR PARK ONLINE

Select a car park according to your needs and book direct online. parking.viennaairport.com

DISABLED PARKING

Reserved spaces for disabled drivers can be found in multi-storey car parks (Parkhaus) 3 and 4, as well as in car park (Parkplatz) C. Drivers are entitled to a 50% discount on the parking charge on presentation of an EU disabled persons identity card (according to section §29b of the National Traffic Regulations) or a disabled pass marked “exempt from using public transport due to permanent damage to health”.

Outside the departure terminals, stopping is restricted to collecting or dropping off passengers!

www.viennaairport.com/disabledaccessibleparking

MAZUR CAR PARK

The Mazur Parking Area is situated on the B9 road between Vienna Airport and Schwechat and offers an inexpensive parking alternative. Parking charges include the use of an airport shuttle service to and from the Terminal.
LIMOUSINES & TAXIS

Airport Driver +43-1-22 8 22
ATS – Airport Transfer Service +43-1-7007-35905
Flughafentaxi ttc +43-1-7007-33141
40100 +43-1-40100
www.viennaairport.com/en/taxi

CAR RENTALS

Avis +43-1-7007-32700
Buchbinder +43-1-7007-33316
Budget +43-1-7007-32700
Enterprise +43-1-7007-33316
Europcar +43-1-7007-32812
+43-1-866-16-10
Fox Autorent +43-1-227-87-177
Hertz +43-1-7007-32661
+43-1-79532
Megadrive +43-1-7007-33316
+43-50105 4000
Sixt +43-1-7007-36517
Thrifty n.a.
www.viennaairport.com/carrental

CAR SHARING

car2go +43-1-267-71-11
DriveNow +43-1-505-26-4099
www.viennaairport.com/en/carsharing
AIRPORT CYCLE ROUTE

The Airport cycle route connects the municipality of Schwechat to the municipality of Fischamend via Vienna Airport. Thus, it closes the gap between the cycle path system in Vienna and the existing routes to Carnuntum and Neusiedler See.

www.viennaairport.com/radroute
BUSINESS AT THE AIRPORT

PERFECT LINKS TO EUROPE AND THE WORLD

OFFICES IN AN UNRIVALLED LOCATION
More and more firms are taking advantage of our Central European position to hold international conferences in Vienna Airport’s premises. Our Office Park buildings are centrally situated and offer an ideal office location for businesses which involve a high amount of travel and excellent business links with Central and Eastern Europe. Whether you’re looking for a long or short-term solution, we can be your partners for all your business needs.

TAILOR-MADE
Over 200 firms are currently profiting from the unique advantages of this location, using offices designed to suit their individual requirements.
CONFERENCES AND MEETINGS

Are you looking for an original location for your meeting or your presentation, do you need a specially equipped conference hall directly at the airport, or do you want a private room for confidential conversations? We offer meeting rooms from the very small to the very large, all tastefully furnished – professional support included, of course!

VIENNA AIRCRAFT HANDLING

With its prime location in close proximity to the airport and the city of Vienna, the General Aviation Terminal is the first port of call for congresses, conferences, conventions, seminars or meetings. The modern equipment and latest conference technology as well as the fascinating views over the apron from most of the seminar rooms create an inspiring ambience.

Our professional event team is available for consultation at any time.

General Aviation & VIP Services

Steinriegelweg, Property 140, 1300 Vienna Airport
Tel.: +43-1-7007-23300, Fax: +43-1-7007-23250
Email: vip.vie@viennaairport.com

MEETINGS AT THE NH VIENNA AIRPORT HOTEL

The NH Vienna Airport hotel offers 21 individually combinable rooms (most with natural light) with the most state-of-the-art technical equipment. The rooms have a combined area of 2,000 m² and offer space for up to 600 people.

For further Information: Tel. +43-1-701510

OFFICES

REGUS – FLEXIBLE INDIVIDUAL SOLUTIONS

Permanent complete offices, shared offices or mobile offices: everything is possible. For smaller units and immediate rentals, consult Regus, which manages an entire floor in the modern Office Park 1 building.

Information direct from Regus at www.regus.at or Tel: +43-1-59999 555.
AIRPORT MEDIA – 
ADVERTISING AT VIENNA AIRPORT

Unique contact quality paired with impressive contact figures. With Vienna Airport-MEDIA, you can reach various target groups accurately in the corresponding (brand) environment. For example, the advertising media ranges from an approximately 370 m² large LED advertising wall, digital advertising, City Light Vitrines and pillar advertising through to giant banners and promotion areas.

www.airport-media.at

We will be happy to advise you: Tel. +43-1-7007-22216 advertising@viennaairport.com

PROPERTY

Have you ever thought of moving your company to the Airport? A base at Vienna Airport can bring important advantages, especially for businesses that value ideal connections to Europe and the world: You can fly to around 240 destinations worldwide and receive guests from all parts of the world in your own office, just after they have landed. Our Office Parks 1–3 are located in the immediate vicinity of the terminals with shopping facilities, restaurants, leisure facilities and local stores, which are available far beyond the normal working hours. Small office units and large offices of up to 2,000 m² on a single floor are ready to welcome you.

Detailed information at: www.airport-city.at
AIRPORT PREMISES

- **Parkplatz**
Parking Lot

- **Parkhaus**
Parking Garage

- **Kurzparkplatz**
Short-Term Parking

- **Mietwagen**
Car Rental

- **Mietwagenrückgabe**
Car Rental Return

- **Supermarkt**
Supermarket

- **Einfahrt Parkmöglichkeit**
Car Park Entrances