

10 THINGS PARENTS NEED TO KNOW

1. **Emergency?** Call 122 for Fire (2s look like fire hoses); 133 for Police (3s look like handcuffs), and 144 for Ambulance (4s upside down look like the letter “h” in hospital). A bit clumsy, but you’ll remember!

2. Hospitals and health

Vienna has many public or private hospitals. For a preview of them, district by district, please read in English the information provided by the Vienna city government

<https://www.wien.gv.at/english/health-socialservices/hospitals/>

Beside see the Health Information on the AIS website (<https://www.ais.at/parents/health-information>) and refer to the school nurse, Ms Renèe McCormack (at (+43 1) 40132 2131) for any question.

3. Public Transportation in Vienna (Safe, Efficient, Reasonable)

Adult Yearly Ticket (Jahreskarte) is €365 and can be ordered online (German only) or purchased a larger U-Bahn ticket offices. A photo is required.

Student Tickets:

Children under the age of 6 always travel free.

Children 6-15 travel free on Sundays, public holidays, and during Vienna school holidays.

There are two kinds of tickets (both can be ordered online, or purchased at Trafik/Tabaks and U-Bahn ticket offices)

Jugendticket (€19.60): Good for travel only on school days and around Vienna, and must be shown with a valid student ID. ES students can get a school ID from the AIS reception office; MS and HS students receive an ID.

Top-Jugend Ticket (€70): The top youth ticket is valid for a full school year (including the subsequent summer holidays) throughout the composite transport network of Vienna, Lower Austria and Burgenland (VOR, VVNB). As credential students must have a student ID,

Individual tickets are available at ticket machines in most underground stations. Tabak/Trafik shops also sell tickets. You can purchase a ticket right on the tram or bus (but must purchase an U-Bahn ticket in the station), although you will pay a little bit more.

Trams (S-Bahn), buses, and U-Bahn all use the same ticket. Transfer easily between them using one ticket so long as you are going in one direction. Validate your ticket at the entrance to the U-Bahn in the station or on the bus or tram. Look for the blue boxes. Insert your ticket to have it stamped. Tickets bought directly from the driver are already validated.

Public transport in Vienna works on the honor system. But there is the inspector, the “Schwarzkappler”, who will board, looking like an ordinary citizen, until the doors close and he puts on his badge. Being found without a ticket will cost you a fine of 100€.

The Qando app offers route and real-time Wiener Linien information.

<http://www.wienerlinien.at/eportal/ep/channelView.do/pageTypeld/9082/channelId/-45036>

4. Parking in Vienna requires care.

<http://www.wien.gv.at/english/transportation/parking/shortterm.htm> has current information regarding parking.

You will need a permit sticker if you live in Districts (Bezirks) **1-9, 12, 14-20**. This sticker can be purchased at the Magistrat in your district.

<http://www.wien.gv.at/english/transportation/parking/parkvoucher.htm> has current information regarding the purchase of short-term parking permits (Parkscheine). Buy your permit at Trafik/Tabac shops, or use one of several apps available.

5. Vienna is a safe city. But avoid these places after dark: Karlsplatz U-bahn station, Prater, and Praterstern (spots known for drugs and addicts), Mexikoplatz (suspected blackmarket center), and Hauptbahnhof Ost, the S-Bahn, and tram stations along Margareten and Wieder Gürtel.

10 THINGS PARENTS NEED TO KNOW

6. **Drink the water.** It's fantastic. Ask for "Leitungswasser" at restaurants to avoid bottled water charges.
7. **Grocery Stores** are generally open from 7:00 until 19:00 Monday through Friday, and until 18:00 on Saturday, but are closed on Sundays and holidays. Small markets at gas stations, rest stops on the highways to/from city, and these few stores are open when others are not:
- Billa at Praterstern BH Wien Nord, 1020 Wien (6:00 – 22:00)
 - Billa at Flughafen Wien-Schwechat (6:30 – 22:00); Spar at Flughafen Wien-Schwechat (05:00-10:30)
 - Billa at Julius Tandler Platz 3, 1090 Wien (6:00 – 22:00)
 - Interspar –Pronto at Hauptbahnhof (6.00-23.00)
 -

"Merkur Inside" (small versions of the larger store) are open at 5 BP gas stations throughout the city on Sundays and holidays (prices are consistent with the larger store)

- 1020 Vienna Handels 276
- 1100 Vienna, Triesterstraße 153
- 1120 Vienna, Altmannsdorferstraße 117
- 1120 Vienna, Altmannsdorferstraße 94
- 1190 Vienna, Heiligenstädterstraße 77

There are also many "Spar Express" inside CiaoAgip and Turmoil gas stations.

Please check store websites for opening hours as different companies and locations operate during different hours.

8. There are many **Public Holidays** in Vienna, often consistent with the Catholic religious calendar. Just about everything is closed including banks, pharmacies, stores including grocery stores, and many restaurants, so plan ahead! Tourist attractions are usually open, but check websites for holiday information.

For the list of public holidays please see the following link

<http://publicholidays.at/>

One pharmacy (Apotheke) is always open on holidays.

<http://www.vienna.at/apothekendienst-und-nachapotheken-wien/news-20100511-10313154>

9. **Snow Tires** are required by Austrian law during snow season, from November 1 to March 30. Schedule an appointment with your car dealer early; places book up as early as October.
10. Vienna is **proud to be green**. You are expected to recycle by separating your trash and using the recycle containers found outside many apartment buildings or at the end of streets.



Black: trash
Red: scrap paper
Brown: organic waste
Blue: metal cans
Yellow: plastic bottles
Gray: clear glass
Green: colored glass