

Dear guest,

Visit Vienna! - Even if the Gothic master builders and Baroque castle owners had not thought of wheelchair users. And if also today, barrier-free construction still occasionally falls victim to architectural gimmicks or a lack of consideration.

For years, the Vienna City Administration has made efforts to provide services for people with disabilities and special needs: from sloped sidewalks to guiding strips for the blind in subway stations. But there is still a lot to do: at private companies as well as historic attractions, where landmark protection makes technical changes difficult.

More information, less frustration. That is our guiding principle when it comes to guests with disabilities and special needs. Don't hesitate to ask us for any information that you require. There is one thing you can count on: Whenever obstacles need to be overcome, the friendly Viennese locals will be glad to assist you. The information in these guidelines is well-researched and up to date, but unfortunately it can also change without our knowledge. We would be very grateful if you would let us know about any errors that you may notice and we will correct them.

VISIT VIENNA! - NOW. FOREVER.

Your Vienna Tourist Board Team

WIEN-HOTELS & INFO

A-1030 Vienna

Tel. +43-1-24 555

Fax +43-1-24 555-666

info@vienna.info

WWW.VIENNA.INFO

With the **VIENNA CITY CARD** you can use public transport (subway, bus or tramway) for 24, 48 or 72 hours or the Big Bus to explore the city and get discounts to numerous attractions. Many of these sights already provide discounts to visitors with a valid disability card and their companions, and are unable to offer additional price reductions in such cases. The Bonus Book will give you information on where the **VIENNA CITY CARD** is accepted. You can buy the **VIENNA CITY CARD** at your Viennese hotel, at the Tourist Information Center (1st District, Albertinaplatz, daily 9:00 to 19:00, 10th District, Vienna Main Station - Am Hauptbahnhof daily 9:00 to 19:00), at sales and information booths of the Wiener Linien or in the online shop at: www.wienkarte.at.

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VIENNA INTERNATIONAL AIRPORT

Vienna International Airport is 100% wheelchair-accessible. Pictograms and guidance systems facilitate orientation; monitors at eye-height facilitate the readability of flight information. A request for assistance can be made 48 hours before departure with the relevant travel company. Assistance by specially trained personnel upon request to the airline; wheelchairs, sedan chairs, special vehicles for transport to and from airplane. Further information: http://www.viennaairport.com/en/passengers/airport/disabled-accessible_travel

Flight information: daily 00:00–24:00, Tel. +43-1-7007-22233, Medical Centre: Tel. +43-1-7007-22245, www.viennaairport.com or www.viennaairport.at

ARRIVAL AND DEPARTURE

By taxi:

There are clearly marked parking spaces (free of charge) for disembarking and unloading. Please register at the mobility service counter in the information hall or at Terminal 3 or at the check-in desk of your airline.

By car:

There are wheelchair-accessible parking spaces in Parking Garage 3 (Deck 2), 4 (Deck 0), at Parking Lot C (on the left of the entrance) and a short-stay parking lot K3 (at the thoroughfares to the arrival hall).

Discount in parking fees: 50% discount for Parking Garages 3 and 4 as well as Parking Lot C. The discount is given upon paying the parking fee at the cashier's office in Parking Garage 4, open 24 hours/day (Information: Tel. +43-1-7007-22 886) and upon presenting a copy of: ID according to § 29b StVO or EU parking card

https://europa.eu/youreurope/citizens/travel/transport-disability/parking-card-disabilities-people/index_en.htm

The individual airlines will be happy to assist their passengers with the transfer to and from the airport—be sure to inquire when you obtain your ticket.

By special minibuses:

Transport by special minibuses is available for wheelchair users and their escorts. The following providers offer transport to the Vienna Airport:

- Airport Driver, Tel. +43-1-22 8 22, www.airportdriver.at
- ATS Airport Transfer Service, Tel. +43-1-7007-35910, www.ats-vie.com
- Airport Services VIE, Tel. +43-1-7007-33140, www.airportservices-vie.com
- C & K Airportservice, Tel. +43-1-44 4 44, www.cundk.at
- EasyMotion Limousines, Tel. +43-1-795 10 10, www.easymotion.at/limousines/
- Dr. Richard, Tel. +43 133 100-355, www.rcv.at

By CAT (City Airport Train) (VIENNA CITY CARD):

The CAT operates between the railway station “Bahnhof Wien Mitte” in the city center and the Vienna International Airport “Wien Schwechat”. The CAT platforms at Wien-Mitte and at the airport are accessible via an elevator. There are no steps into the train and two wheelchair-spaces in every railway car. Use of the CAT is reduced for wheelchair users.

www.cityairporttrain.com

By S-Bahn:

The entire services of the Austrian Federal Railroads: see Arriving by Train

ARRIVING BY TRAIN

VIENNA'S TRAIN STATIONS

Extremely busy train stations in Vienna, such as the Main Station, Westbahnhof, Wien Floridsdorf and Wien Meidling are wheelchair-accessible for travelers with restricted mobility. In order to organize the best possible assistance for you at the station, ÖBB needs prior notification of your travel requirements at least 24 hours before your journey (at least 48 hours for journeys outside Austria). ÖBB can assist with the following matters:

- Clarifying what facilities are available at the stations and on the trains
- Arranging the time and place to meet
- Providing information on the services available
- Coordinating the space available (wheelchair seat ...)

Further information on traveling with the train is available at www.oebb.at

VIENNA MAIN STATION (WIEN HAUPTBAHNHOF)

Vienna Main Station is the most modern and at the same time important national and international transit hub in Austria. All long-distance trains of the Austrian Federal Railway (ÖBB) stop here and continue farther south to the Wien-Meidling station. All night and car trains end here exclusively. The following services are available at the train station: elevator (24 hours a day), station wheelchair, wheelchair-accessible restrooms, wheelchair-accessible parking spaces and inductive hearing system. Mobility services must be reserved 24 hours prior to arrival: Tel. +43 (0) 5 1717-5, Email: msz@pv.oebb.at The Main Station is directly connected to public transportation.

VIENNA-MEIDLING

The recently converted Vienna Meidling station offers unrestricted wheelchair access.

- Elevators at both ends of the platform
- Guidance system for the visually impaired throughout
- Ramps at both ends of the underpass at Kerschensteinergerasse (access to the eastbound platform)
- 3 parking spaces for visitors with disabilities (at entrance on Eichenstrasse)
- Wheelchair-accessible restroom
- Station wheelchair, elevator and inductive hearing systems available

WESTBAHNHOF

The Vienna Westbahnhof, which is also called BahnhofCity, is the Vienna end station for all regional express trains and the Westbahn.

The main entrance from Europaplatz into the newly designed train station hall and all platforms are wheelchair-accessible. Direct wheelchair access from the subway lines (U3 and U6) into the train station hall is also possible. Within BahnhofCity, elevators enable barrier-free access to all levels.

Signed car pick-up and drop-off locations for wheelchair users at the entrance on Europaplatz. Guide systems for the blind and inductive hearing systems available throughout the entire train station.

Wheelchair-accessible restrooms are available on levels E1 and E0.

VIENNA-MITTE STATION

Vienna-Mitte train station is served by two subway lines, five express train lines and the City Airport Train (CAT), making it one of Vienna's most important transport hubs. The multi-year remodeling of Vienna-Mitte train station was completed at the end of 2012. Guidance systems for the visually impaired, parking spaces for people with disabilities and wheelchair-accessible toilets are available.

Direct wheelchair access to the station hall is possible from the Landstrasser Hauptstrasse. Wheelchair access to the City Airport Train CAT is possible from Marxergasse. Platforms 1/2, 3/4 are center platforms at basement level. Access by elevator is only possible with the subway elevator for the U3 and U4 lines!! Travel permit required for the subway!! Platform 23 is the platform for the CAT and can be reached by elevator through the CAT terminal.

TRAIN CONNECTIONS

Since there are various types of railway cars, some train connections are not easily accessible for travelers with disabilities and special needs.

CENTER FOR MOBILITY SERVICES

Tel. +43 (0) 5 1717 menu item 5 (local rate)

Daily from midnight to midnight

msz@pv.oebb.at

Fax +43 (0) 5800 830-05555

All stations also offer assistance on the platforms for wheelchair users. Notification at the Center for Mobility Services.

WESTBAHN

The WESTbahn has plied between Vienna and Salzburg every 30 minutes since 10 December. There are 2 lines that are named after the WESTbahn colors. The trains are wheelchair-accessible.

WESTgreen departs from Wien Westbahnhof

WESTblue starts from Wien Praterstern

All you need to know: <https://westbahn.at>

PARKING IN VIENNA

SHORT-STAY PARKING ZONES

The center of Vienna and its surrounding districts are limited parking zones subject to parking fees. The following rules apply: In the center of the city and its surrounding districts (districts 1 to 9 and 20) from 09:00 to 22:00 on Mon–Fri (except public holidays), all parking places are short-term and require payment of a fee. Since 1 October 2012, short-stay parking zones have also been available in a number of districts near the Gürtel. Districts 10, 12 and 14 to 18 have also become chargeable short-stay parking zones from Mon–Fri (except public holidays), from 09:00 to 19:00. The area around the Stadthalle is excluded. The short-stay parking zone applies therefore from 09:00 to 22:00 on week days. On weekends (Saturday & Sunday) and on public holidays, short-stay parking applies from 18:00 to 22:00 pm.

In shopping streets, days and parking duration may vary: please pay close attention to the road signs. Short-term parking vouchers can be obtained at most tobacconists, in gas stations and the ticket offices as well as the ticket vending machines of the Vienna transportation system.

Throughout Austria, drivers are exempted from the parking charges in short stay parking zones if they are in possession of a parking pass for disabled persons in accordance with Sec. 29b of the Road Traffic Ordinance (European parking pass). Passengers may also make use of this parking benefit: www.oeamtc.at/thema/behinderung-mobilitaet

PARKING SPACES FOR PEOPLE WITH DISABILITIES

In order to improve the mobility of road users with disabilities, the city of Vienna has established numerous general parking spaces for the disabled and published them in a list of districts and as a set of district maps. A list of all locations can be found here:

www.wien.gv.at/verkehr/parken/behindertenparkplaetze/index.html

RESIDENT PARKING

In districts 1, 2, 3, 4, 6, 7, 8, 9 and 12, there are parking spaces specifically reserved for local residents, which cannot be used with a valid parking ticket. These zones are designated by no stopping/no parking signs with additional panels "excluding vehicles with a parking sticker for district xx and people with disabilities".

The short stay parking zones, parking spaces for people with disabilities and residents' parking spaces can also be found on the digital map of the city of Vienna. Click the menu item „Parking“ for relevant information:

www.wien.gv.at/stadtplan

SUBWAY, STREETCAR AND BUS

"Low floor" vehicles operate on almost all streetcar and bus lines in Vienna to make it easier for people with restricted mobility to board and alight. An exception is line 30, which is only a booster train for a regular line. "Low floor" streetcars are now operating on more than every second streetcar group. Displays at the streetcar stations have a blinking wheelchair symbol showing how many minutes are left until a "low floor" streetcar will depart. A dynamic information system about the departure times of "low floor" streetcars is available at <http://www.wienerlinien.at/itip/?lng=uk>.

"Low floor" buses are in use on all bus routes. The buses are equipped with folding ramps for wheelchair users. In all vehicles, the maximum weight of electric wheelchairs, user and luggage must not exceed 250 kg (maximum length 1250 mm). Gasoline-powered equipment is not permitted.

Vienna's subway system is very well-equipped for guests with limited mobility. All subway stations and trains are almost entirely wheelchair-accessible. Almost all stations have "guiding strips" for the visually impaired, showing the way to stairs, escalators and elevators.

All of the stations can be accessed by wheelchair (elevator or ramp). However, since elevators need to be serviced or are out of order from time to time, it is possible to check in advance on whether the elevator is in operation on tel. +43-1-7909-100 and on the Internet www.wienerlinien.at/aufzugsinfo. Real-time information is available on the accessibility pages of the Vienna public transport companies:

www.wl-barrierefrei.at

Further information is available on tel. +43-1-7909-0 and www.wienerlinien.at (only in German)

A special service for blind and visually impaired guests is provided by Wiener Linien online:

<http://poptis.wl-barrierefrei.at>

Check which stop lights have aids for orientation for visually impaired (only in German):

www.wien.gv.at/verkehr/ampeln/signale/index.htm

INFORMATION AND ADVICE FOR VISITORS WITH DISABILITIES AND SPECIAL NEEDS

TOURIST INFORMATION VIENNA FROM THE VIENNA TOURIST BOARD

1., Albertinaplatz / Maysedergasse intersection (daily 09:00–19:00)

Main entrance: no steps, automatic sliding door (door width: 150 cm), no wheelchair-accessible restroom, seeing-eye dogs permitted, tactile Vienna maps for the blind and visually impaired are available on location. One counter is equipped with an inductive hearing loop. Wheelchair users can make use of an accessible service point equipped with a tablet.

TOURIST INFORMATION VIENNA AT VIENNA MAIN STATION (IN THE INFOPOINT OF ÖBB)

10., Am Hauptbahnhof (daily from 09:00–19:00)

Entrance: no steps, automatic sliding doors (door width: 200 cm), seeing-eye dogs permitted. The service counter is equipped with an inductive hearing loop.

WIENXTRA CHILDREN'S INFORMATION

Information and services for children's and family activities in Vienna

7., Museumsplatz 1 / Hof 2 in the MuseumsQuartier Vienna, Tel. +43-1-4000-84 400, Tue–Fri 14:00–18:00; Sat, Sun and public holiday 10:00–17:00

Main entrance: no steps, double swinging door with time-delayed closing mechanism, opens to the outside, 2 steps inside the facility to the cuddle area for small children, wheelchair-accessible restroom, seeing-eye dogs permitted.

www.kinderinfowien.at (only in German)

BIZEPS

Information Center for Persons with Disabilities

2., Schönngasse 15–17/4, Tel. +43-1-523 89 21, telephone hours: Mon–Thu 10:00–15:00, Fri 10:00–13:00, office@bizeps.or.at, www.bizeps.or.at (only in German), consultation only by prior arrangement.

You can find more restaurants in the BIZEPS "Dining with few obstacles" guide (in German), which you can download at: www.bizeps.or.at/shop/lokale.doc

BLINDEN-UND SEHBEHINDERTENVERBAND ÖSTERREICH (BSVÖ)

Austrian Federation of the Blind and Partially Sighted

13., Hietzinger Kai 85, Tel. +43-1-982 75 84-230, office@blindenverband.at, www.blindenverband.at

Audiobook library of the BSVÖ: opening hours: Mon–Thu, 08:00–12:00 and 12:30–16:00

www.hoerbuecherei.at

The Department for International Cooperation of the BSVÖ is responsible for implementing projects of the European Union as well as for the international networking of the Federation, and serves as an interface for organizations of the blind and visually impaired worldwide. office@blindenverband.at, Tel. +43-1-982 75 84-204 www.blindenverband.at

BRAILLE CENTER

2., Wittelsbachstrasse 5, Tel. +43-1-728 08 66-268 (Ms Eder) or-280 (Ms Wallner) or-218 (institute head publishing, Ms Papst), office@bbi.at, www.bbi.at

Tactile maps of various districts of Vienna are available at the "Bundes-Blindenerziehungsinstitut" for 2 EUR per tactile map plus colored drawing. Find an exact listing of the available maps at: <https://www.bbi.at/braille-zentrum/braille-produkte/tastskizzen>

BLINDEN-UND SEHBEHINDERTENVERBAND WIEN, NIEDERÖSTERREICH UND BURGENLAND (BSVWNB) / LOUIS BRAILLE HAUS

UNION OF THE BLIND AND VISUALLY IMPAIRED FOR THE PROVINCES OF VIENNA, LOWER AUSTRIA AND BURGENLAND / LOUIS BRAILLE HOUSE

14., Hägelingasse 4–6, Tel. +43-1-981 89-112 and Tel. +43(0) 800 22 77 00 (free of charge), Mon–Thu 08:00–15:00, Fri 08:00–12:00, info@blindenverband-wnb.at, www.blindenverband-wnb.at (only in German)

AUSTRIAN COUNCIL FOR THE DISABLED (FORMERLY THE AUSTRIAN UNION FOR REHABILITATION)

10., Favoritenstrasse 111/TOP11, Tel: +43-1-5131533, dachverband@behindertenrat.at, www.behindertenrat.at

Federation of Austrian Handicapped Associations. On the website of the Council for the Disabled you will find a listing of the Austrian euro key restrooms, stair lifts etc. (only in German)

INFORMATION FOR DEAF PEOPLE

Information on topics concerning deaf people also at: www.gehoerlos.at

AUSTRIAN ASSOCIATION FOR DEAF PEOPLE (ÖGLB)

10., Waldgasse 13/2, Tel. +43-1-603 08 53, Fax: +43-1-602 34 59, info@oeglb.at, www.oeglb.at (only in German)

GEBÄRDENWELT (SIGN LANGUAGE PLATFORM)

News from around the world in Austrian sign language and a calendar of relevant dates for the deaf people

10., Waldgasse 13/2, Tel. +43-1-641 05 10, Fax +43-1-641 05 10-20, info@gebaerdenwelt.at, www.gebaerdenwelt.tv (only in German)

SERVICE CENTER ÖGS.BARRIEREFREI

Tailor-made, obstacle-free solutions for the web and communication

10., Waldgasse 13/2, Tel. +43-1-641 05 10-12, Fax +43-1-60 23 459, info@oegsbarrierefrei.at, www.oegsbarrierefrei.at

ÖGSDV ÖSTERREICHISCHER GEBÄRDENSPRACH-DOLMETSCHERINNEN-VERBAND

Sign language interpreters for Austrian Sign Language (ÖGS) and German

A-1131 Vienna, P.O. Box 95, Fax +43-1-802 52 82, info@oegsdv.at, www.oegsdv.at

VISUAL SIGNS

Sign language interpreter for Austrian Sign Language (ÖGS) and German, other foreign languages (English, Italian, French) on request

12., Rosaliagasse 19/6, Tel. +43-1-966 02 61, Fax +43-1-208 39 99, info@visual-signs.at, www.visual-signs.at

INFORMATION FOR THE HEARING-IMPAIRED

VOX-SCHWERHÖRIGENZENTRUM WIEN (VOX HEARING IMPAIRED CENTER VIENNA)

15., Sperrgasse 8-10/2/15-16, Tel. +43-1-897 31 31, Fax: +43-1-897 31 32, info@vox.at, www.vox.or.at (only in German)

VOX TECHNICAL ASSISTANCE & ADVISORY CENTER FOR THE HEARING IMPAIRED VIENNA)

15., Sperrgasse 8-10/1/7, Tel. +43-1-897 47 87, Fax: +43-1-897 47 89, Mobile: +43 676 844 361 330, office@ta-vox.at. www.schwerhoerigen-service.at

ÖSB ÖSTERREICHISCHER SCHWERHÖRIGENBUND DACHVERBAND

Austrian Union of the Hearing Impaired & "trans.SCRIPT-Austria" written interpreting center

15., Sperrgasse 8-10/1/9, Tel: +43 676 844 361 320, Fax: +43-1-897 31 32, wien@oesb-dachverband.at, www.oesb-dachverband.at and www.transscript.at

MARIENAPOTHEKE PHARMACY

Sign language, hearing-impaired employees, induction loop etc., wheelchair-accessible entrance,

Mon-Fri: 08:00-18:00, Sat: 08:00-12:00, 6., Schmalzhofgasse 1, Tel: +43-1-597 02 07, info@marienapo.eu, www.marienapo.eu

WHEELCHAIR RENTAL & ORTHOPEDICS

Please note that there may be long waiting periods when renting an electric scooter.

BSTÄNDIG

1., Freyung 5, Tel. +43 5 99 789 02, 1010@bstaendig.at

The branch has 3 sales levels which wheelchair users can reach by elevator. There is a ramp at the entrance, width: 95 cm.

3., Landstrasser Hauptstrasse 102, Tel. +43 5 99 789 10, 1030@bstaendig.at

The floor is level throughout the store, except for 7 steps to a separate sales level at the rear.

6., Mariahilfer Strasse 95, Tel. +43 5 99 789 05, 1060@bstaendig.at

22., Am langen Felde 6, Tel. +43 5 99 789 46, 1220@bstanedig.at

The floor is level throughout the store and there is a large customer parking lot.

Store hours: Mon–Fri 08:00–18:00, Sat 09:00–13:00 (Wheelchair repairs: Mon–Thu 08:00–17:00, Fri 08:00–16:00)

Wheelchair rental: reservation by telephone recommended office@bstaendig.at
www.bstaendig.at (only in German),

FRÜHWALD & SÖHNE

1., Börseplatz 7, Tel. +43-1-533 21 00, Mon–Fri 08:00–17:30

Wheelchair and electric scooter rental: from 15 Euro per week (2 week minimum), reservation by telephone recommended. Workshop: 22., Rudolf Hausner Gasse 11, Tel. +43-1-533 25 15, Mon–Fri 07:00–16:00

www.fruehwald.net (only in German)

MATZKA REHATECHNIK GMBH (REHABILITATION CENTER)

2351 Wiener Neudorf, IZ NÖ Süd, Strasse 2, Objekt M2, Tel. +43 2236 392 39, Mon–Thu 08:00–17:00, Fri 08:00–13:00, office@matzka.at

Wheelchair-rental, quick wheelchair repairs

www.matzka.at (only in German)

ORTOPROBAN

8., Piaristengasse 17, Tel. +43-1-402 21 25-0, Mon–Fri 08:00–18:00, Sat 09:00–12:00, office@ortroban.at

Workshop: Mon–Fri 08:00–18:00, Sat 09:00–12:00 by appointment

Wheelchair-accessible sales room, single level. Sale of orthopedic articles, walking aids and useful objects for everyday life, repair of artificial limbs, wheelchair rental: www.ortoproban.at (only in German)

SPECIAL TRANSPORTATION

Many of our sightseeing buses for hop-on-hop-off tours can carry 1 wheelchair. Electric wheelchairs on request.

VIENNA SIGHTSEEING TOURS (VIENNA CITY CARD),

Tel. +43-1-712 46 83-0,
office@viennasightseeing.at,
www.viennasightseeing.at/hop-on-hop-off

RED BUS CITY TOURS (VIENNA CITY CARD),

Tel. +43-1-512 40 30, info@redbuscitytours.at,
www.redbuscitytours.at

BIG BUS CITY TOURS (VIENNA CITY CARD)

Tel. +43-1-905 910 00, infovienna@bigbustours.com,
www.bigbustours.com

DANUBE TOURS:

Guests with restricted mobility can also discover the Danube anew on a boat ride!
DDSG Blue Danube Schiffahrt, 1020 Vienna, Handelskai 265, +43-1-588 80,
info@ddsg-blue-danube.at, www.ddsg-blue-danube.at/spezielle-beduerfnisse

SERVICES

The following companies also offer special transport for wheelchairs:

BLAGUSS-MINIBUS-SERVICE GMBH

Fleet for wheelchair-accessible pleasure trips and running errands as well as group, holiday and excursion trips of every kind. 100 minibuses for the disabled, as well as two tour buses fully equipped to handle wheelchairs. Wheelchair-appropriate rental buses also available.

Tel. +43-1-610 70-0, fahrtendienst@blaguss.com, www.blaguss.com

ELM EISELER & LÖFFLER GMBH

Wheelchair-accessible pleasure and chore rides as well as group, vacation and excursion rides of all kinds. wheelchair-accessible rental buses available

Tel. +43-1-258 58 80, Fax +43-1-258 58 80-88, ELM@fahrtendienst.wien,
www.fahrtendienst.eu

FAHRTENDIENST GSCHWINDL

Special wheelchair-tours (full-day and half-day) by bus, with 3 to 15 wheelchairs

Tel. +43-1-810 40 01, Fax +43-1-810 40 02, office@gschwindl.at,

www.gschwindl.at

HALLER MOBIL

Special wheelchair-tours (full-day and half-day), place orders 1–2 days in advance

Tel. +43-1-869 82 62, Fax +43-1-869 82 62-50, Email: office@haller-mobil.at,

www.haller-mobil.at (only in German)

JOCHER

Special wheelchair-tours (full-day and half-day)–prior arrangement via email necessary

Tel. +43-1-408 94 64, Fax +43-1-408 95 28, info@fahrtendienste-jocher.at,

www.fahrtendienste-jocher.at (only in German)

ÖHTB FAHRTENDIENST

Special wheelchair tours (full-day and half-day)

Tel. +43-1-768 50 80, Fax +43-1-768 50 80-17, dispo@oehtb-fahrtendienst.at,

www.oehtb-fahrtendienst.at

WAKA FAHRTENDIENST

Excursions on wheelchair minibuses (up to 6 wheelchair seats) in and around Vienna

Tel. +43-1-332 55 42, Fax +43-1-332 55 45, Mon–Fri 08:00–16:00, Sat 09:00–12:00, outside of office hours calls are forwarded to the emergency mobile number, office@waka.at,

www.waka.at (only in German)

WIENER LOKALBAHNEN VERKEHRSDIENSTE

More than 100 vans equipped for guests with disabilities and special needs, operate securely for you in Vienna, plus 1 coach fully equipped to handle wheelchairs. Also, special wheelchair-tours (full-day and half-day).

Tel. +43-1-815 60 70, verkehrsdienste@wlb.at,

www.verkehrsdienste.at

SPECIALIST TOUR OPERATORS

HOLIDAY ON WHEELS

A1 Start up Campus,

Treustrasse 24

1200 Vienna

Tel: +43-664-163 61 01

office@holidaysonwheels.at

www.holidaysonwheels.at

ACCESSIBLE AUSTRIA

Bernreither Strasse 45

8344 Bad Gleichenberg

Tel: +43-3159-45001

office@accessibleaustria.info

www.barrierefrei-reisen.at

SPECIALIZED TOUR GUIDES

These tour guides offer special tours for visitors with disabilities and special needs:

BUCHAS, GABRIELE

17., Promenadengasse 57/A2/1

Tel. & fax. +43-1-489-42 63, mobile phone: +43 664 173 26 05

info@wiensehen.at, www.wiensehen.at

German, English, tours for visitors with disabilities and special needs

FRANTAL, GERTRUDE

10., Urselbrunnengasse 17/4/56

Mobile phone: +43 664 929 94 84

Email: gertrude@my-vienna.at

German, English, Spanish, tours for visitors with disabilities and special needs

JONKE-HRDLIČKA, ROMANA

19., Leopold-Steiner-Gasse 54 (house 2)/7

Tel. +43-1-320 75 43, mobile phone: +43-664-201 77 65

romana.jonke@aon.at

German, English, French, Italian, tours for blind visitors

KAHL, CAROLA

Poststeig 5, 3003 Gablitz

Tel. +43-2231-612 82, mobile phone: +43-664-371 20 24

carolakahl@drei.at

German, English, tours for visitors with disabilities and special needs

MASSENBAUER, MAG. SIGRID

9., Widerhoferplatz 4/12

Tel. +43-1-317 24 35, mobile phone: +43 664-160 92 14

Email: sigrid.massenbauer@massenbauer.at

German, English, tours for the visually impaired / tours for visitors with disabilities and special needs

MINNICH, UTA

13., Weidlichgasse 12/2

Tel. & fax +43-1-876 88 54, mobile phone +43-664-271 95 65

utaguide@utanet.at

German, English, French, tours for the visually impaired

PAVESE, CLAUDE

23., Lechthalgasse 30

Tel. & fax. +43-1-889 40 70, mobile phone: +43 6991-212 20 04

claudepavese@aon.at

French, tours for the visually impaired

PFISTER, FRANZISKA MARIA

15., Kriemhildplatz 9 / 17

Mobile phone: +43-676-948 33 03

Email: austriaguide.wien@gmail.com, www.guidewien.com

German, English, Swedish, Norwegian, tours for visitors with special needs

Pleesz Susanne

Mobile phone: +43-699-815 05 236

pleesz@stadtfuehrung-wien.at, www.stadtfuehrung-wien.at

German, English

YU, HSIANG-CHO (KEVIN)

12., Bonygasse 9/1/1

Tel. & fax +43-2252-790 305, mobile phone : +43-676-408 19 82

office@austria-tour.info, www.austria-tour.info

German, Chinese, Taiwanese, tours for visitors with disabilities and special needs, wheelchair service, private transport

ZEILER, MAG. LISA

18., Schöffelgasse 38/3

Tel. +43-699-120 375 50

lisa.zeiler@gmx.at

German, English, tours for guests with special needs

OXYGEN SUPPLY

MESSER MEDICAL AUSTRIA GMBH

Admiralstrasse 13
2352 Gumpoldskirchen
Tel: +43 2252 607 250-0
medical.austria@messergroup.com
www.messermedical.at

AIR LIQUIDE AUSTRIA GMBH-

Sendnergasse 30
2320 Schwechat
Tel: +0810 242 144
medizin.at@airliquide.com
<https://www.airliquide.at>

These companies deliver the bottle(s), regulators and the carrier the day after the order is placed.

VACATION DIALYSIS

The available dialysis treatments for chronically ill patients are just sufficient enough to take care of Viennese patients (emergencies excepted). Should you depend on dialysis apparatuses, please contact one of the following dialysis centers before starting your trip.

UNIVERSITÄTSKLINIK FÜR INNERE MEDIZIN III AKH-GENERAL HOSPITAL

Clinical Department for Nephrology & Dialysis

Chronic Haemodialysis 1 & 2

9., Währinger Gürtel 18–20 (Building 31.1), Tel. +43-1-404 00-73 610 or-73 620, Fax +43-1-404 00-39 311

Appointments by telephone, at least three to four weeks ahead of time

www.akhwien.at

WILHELMINENSPITAL (HOSPITAL)

6., Medical Department for Nephrology and Dialysis

Chronic Dialysis Pavilion 17 & 19 & 29

16., Montleartstrasse 37, Tel. +43-1-49 150-2640, Outpatient clinic: Mon–Thu midnight–noon, Fri 10:00–12:00; prior registration by telephone required, only a few places available, prior reservation by telephone necessary four weeks ahead of time.

www.wienkav.at/wil

WIENER DIALYSEZENTRUM GMBH

22., Kapellenweg 37, Tel. +43-1-908 13 10, Fax ext. 6011, sekretariat@dialysewien.at, Surgery: Mon–Sat 07:00–19:00

Prior registration by telephone, medical papers necessary (HIV, Hepatitis B & C, dialysis modalities)

www.dialysewien.at

CENTER FOR SOCIAL MEDICINE

(Sozialmedizinisches Zentrum Ost–Donauspital), 3rd Medical Station

22., Langobardenstrasse 122, Tel. +43-1-288 02-5410 or 5411.

Outpatient clinic: Mon–Fri 8 am–1pm, prior registration by telephone four weeks ahead of time essential, medical papers necessary (HIV, Hepatitis B & C, blood type, dialysis modalities)

www.wienkav.at/kav/dsp