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# Welcome to Austria!

Dear trainee,

We are very happy that you chose our country as the destination for your internship with IAESTE.

Beside gaining valuable work experience, you will hopefully have a lot of fun with us in an unknown and exciting surrounding and make a bunch of new international friends.

Before we start our adventures together, we would like to offer you a few facts and general information that might help make your stay in beautiful and charming Austria more pleasant and stress-free, for example, regarding bureaucratic procedures, daily life, leisure activities, sightseeing etc. as well as all contact details of IAESTE. It's a basic guide to help you find your way around. To get more info about the city you will stay in during your internship, check your **local committee's (LC) guide**.

If you have any questions or suggestions, which come up in your daily life, please don't hesitate to contact IAESTE and especially your Local Committee.

We are always happy to help you!

Everyone at IAESTE is looking forward to welcome you and hope you have an unforgettable time in Austria!

Keep reading and you will be prepared as ever!

See you soon,

*IAESTE Austria*



This guide was created in July 2019.

## Contact Info

[iaeste.at](http://iaeste.at)

Visa questions: [office@iaeste.at](mailto:office@iaeste.at)

LOCAL COMMITTEE BOKU: [incoming@boku.iaeste.at](mailto:incoming@boku.iaeste.at)

LOCAL COMMITTEE GRAZ: [incoming@graz.iaeste.at](mailto:incoming@graz.iaeste.at)

LOCAL COMMITTEE INNSBRUCK:

[incoming@innsbruck.iaeste.at](mailto:incoming@innsbruck.iaeste.at)

LOCAL COMMITTEE LEOBEN: [incoming@leoben.iaeste.at](mailto:incoming@leoben.iaeste.at)

LOCAL COMMITTEE LINZ: [incoming@linz.iaeste.at](mailto:incoming@linz.iaeste.at)

LOCAL COMMITTEE SALZBURG: [incoming@salzburg.iaeste.at](mailto:incoming@salzburg.iaeste.at)

LOCAL COMMITTEE VIENNA: [incoming@vienna.iaeste.at](mailto:incoming@vienna.iaeste.at)



## Legal steps

In Austria we love bureaucracy. Sorry about that! This chapter includes details about the legal requirements when coming to Austria.



	<b>EU/EFTA citizens</b>	<b>Other countries</b>
<b>Registering your residence</b>	always	always
<b>Anmeldebescheinigung</b>	Only in case you are staying longer than 3 months	never
<b>Residence permit (Aufenthaltsbewilligung)</b>	never	Only if you require it (staying longer than 6 months in Austria and your country is part of the visa waiver arrangement)

### Registering your residence

Every trainee has to register with the police up until 3 working days of arriving at their residence (apartment, dormitory) in Austria (see <https://www.help.gv.at/Portal.Node/hlpd/public/content/150/Seite.1500002.html>). You need to fill out the “Meldezettel” application (<https://www.help.gv.at/Portal.Node/hlpd/public/resources/documents/meldez.pdf>) and go to the registration office (Meldeamt) with your passport. The form is only available in German, so please ask your landlord and local IAESTE Team to fill it out with you. The Meldezettel has to be signed by you and by your landlord. If you live in a

dormitory, you have to add the door number of your room in the dormitory as well!

The registration office will give you a piece of paper in return which you often need when applying for a bank account or other bureaucracy. Do not lose this paper since you have to pay to issue another one. Every time you move inside of Austria, you need to de-register your old residence and register your new one. **Once you leave Austria, you need to de-register** – just fill out the form accordingly (doesn't need the landlord's signature, just your own). Ask a member of the local IAESTE team and they will tell you where to go exactly!

### Anmeldebescheinigung

If you are from the EU/EFTA region intending to stay for more than 3 months you have to get an "Anmeldebescheinigung" within the first 3 months after your arrival. We suggest you apply in the first week! It costs 15€ and you will need your passport or ID card as well as your confirmation of employment (FB) or, if

you already have that, your working contract that you signed with your employer. The local immigration authorities might ask you for additional documents (e. g. pay checks which can be handed in later).

Ask a member of the local IAESTE team and they will tell you where to go exactly! Usually it is the magistrate of the city you are working in.

### Residence Permit

You are allowed to enter Austria due to visa waiver arrangement. Immediately, you have to apply for an **„Aufenthaltsbewilligung mit Aufenthaltzweck Sonderfälle**

**unselbständiger Erwerbstätigkeit**” (residence permit) with the local immigration authorities.

You will need all the required documents stated above under “Required documents”. It will cost 140€ - 160€. It is recommended to arrive 2-3 weeks prior to your first day of work in order to get your documents done before the start of your internship. In some Austrian cities it might even take 4 weeks - be sure to ask about the processing duration beforehand (office@iaeste.at). Please make sure to pick up your **“Aufenthaltsbewilligung”** (looks like a check card) once the authorities tell you it is ready! Without this card you are NOT allowed to work, even if the process was successfully completed!

Ask a member of the local IAESTE team and they will tell you where to go exactly! Usually it is the magistrate of the city you are working in.

**Waiver-free Countries:** Albania\*, Andorra, Antigua and Barbuda, Argentina, Australia, Bahamas, Barbados, Bosnia and Herzegovina\*, Brazil, Brunei, Canada, Chile, Colombia, Costa Rica, Dominica, El Salvador, Georgia\*, Grenada, Guatemala, Holy See, Honduras, Hong Kong\*\*\*, Israel, Japan, Kiribati, South Korea, Macau\*\*\*, Macedonia\*, Malaysia, Marshall Islands, Mauritius, Mexico, Micronesia, Moldova\*, Monaco, Montenegro\*, New Zealand, Nicaragua, Palau, Panama, Paraguay, Peru, Solomon Islands, Samoa, San Marino, Serbia\*, Seychelles, Singapore, Saint Lucia, Saint Kitts and Nevis, Saint Vincent

and the Grenadines, Taiwan\*\*, Timor-Leste, Tonga, Trinidad and Tobago, Tuvalu, Ukraine\*, UAE, Uruguay, USA, Vanuatu, Venezuela

\*biometric passport required!

\*\*only passports with registration number

\*\*\*waiver free for special passports

Due to changes in Austrian legislation the list of waiver-free countries may change, so be sure to check in the following list (column “ordinary passport” – if there is no “x” written in that column, you may enter without a visa):

[https://www.bmi.gv.at/202/Fremdenpolizei\\_und\\_Grenzkontrolle/Visumpflichtige\\_Laender/files/BF\\_EN\\_HP\\_BMI\\_Visaliste\\_20190220.pdf](https://www.bmi.gv.at/202/Fremdenpolizei_und_Grenzkontrolle/Visumpflichtige_Laender/files/BF_EN_HP_BMI_Visaliste_20190220.pdf)

## Income Tax

Your employer deducts tax from your salary and transfers it to the tax authorities on your behalf. You may claim back the tax you paid or at least parts of it.

You need to register online for this

(<https://finanzonline.bmf.gv.at/fon/>) and it makes sense to start the process before you leave since the tax office has to send you the login details for the website by post (only possible to an Austrian address). The form you need to fill out online is called “**Arbeitnehmerveranlagung**”, but you can only do it once the year is over (e.g. in January you can do it for the last year). Possibly the HR department of your workplace can help you with further information.

This can be a bit of a tricky process though and filling out the form is very individual, so please understand that we cannot help you all the way through.

# Health Care and Emergencies

## Emergency Numbers

- European SOS: 112
- Fire Department: 122
- Police: 133
- Ambulance: 144

Please save these numbers in your phone, so that you can call someone in an emergency situation.

## Healthcare in Austria

Healthcare in Austria is universal for residents of Austria and enrolment in the public health care system is part of the social security system. It is automatically linked to your employment, so you do not have to worry about registering for health insurance. The social security system covers the following: Prevention, sickness, incapacity for work/invalidity, maternity, unemployment, old age, death of a person liable to provide maintenance, survivors' pensions, nursing care and social need. Your employer will register you for the social security. Your workplace deducts the social security as well as the income tax automatically from your income.

About 2 weeks after the start of the contract, you will receive an E-Card with your social security number at your registered address. This E-Card is to be used every time you visit a doctor or seek medical treatment. (It's generally a good idea to keep it with you at all times. Emergencies are seldom planned events.) Since the backside of the card is an EHIC, it is valid in the whole EU and entitles you to the same treatment

in a different EU country than Austria (for when you are travelling for example).



For the days when you are not employed in Austria (e.g. the days before and after your internship) or when you are travelling to a different country outside of the EU, you should get a travel insurance. We recommend you to get SwissCare (<https://swisscare.com/>) because they have a cooperation with IAESTE and give you a discount.

## Going to see a doctor

In case you get sick, make sure you let your employer know as soon as possible and see a doctor to get your “**Krankmeldung**” (= sick note) for your employer. For a general practitioner, you do not need appointments, while for a specific doctor an appointment is mostly needed. You need not to pay there, but make sure you bring your e-card with you

You can use this tool to find dentists and doctors located nearby: <http://www.docfinder.at/arztsuche/>

## Hospitals

In case of accidents one can call the emergency number 144. An ambulance will pick you up and the staff will determine to which hospital they can take you.

In Austria, we make a difference between UKH (Unfallkrankenhaus) where you have to go to if you have an accident (for example falling down a stair etc. ) and are hurt because of that (broken arm,..). If you feel very ill, you have to go to the LKH/AKH (Landeskrankenhaus/Allgemeines Krankenhaus) where the doctors will take care of you

If you feel sick or have an accident, please also let the responsible person of the Local Committee know. They will help to find you a doctor etc.

## Vaccinations

You don't need any vaccinations coming into Austria. Nevertheless, if you are a very outdoorsy person it might be a good idea to get a vaccination against ticks (<https://en.wikipedia.org/wiki/Tick>). It costs about 20€ to get it in Austria.

# Work

## Working Culture

We hope your work will help you gain valuable new knowledge and skills.

However, as the work is paid, we urge you to try to fulfill the expectations of your employer. Please make sure to keep good relations (e.g. be punctual) with your supervisors at work. Make sure to make **regular reports** to them, especially if you are expected to work independently. It is totally acceptable to ask your supervisors for feedback and ask questions in case something is not clear to you. Better ask

before you hand in something that does not fit the requirements!

## Working Hours

People usually work from Monday to Friday 8 hours per day. Normally work starts between 8am and 9am and ends between 5pm and 6pm (one hour lunch break in between). We recommend asking your employer to confirm your working hours!

## Dress Code at Work

Usually there is no special dress code at work. It is fine wearing jeans and a t-shirt. If you work in a laboratory, the company will provide you with clothes. If you are required to bring your own laboratory shoes to work, you can buy a cheap pair at a shoe store like Deichmann.

## Prolonging the Internship

In some cases your employer might ask you to prolong your internship or would like you to finish a project. If this happens, the IAESTE office must be contacted as soon as possible and at least 2 months in advance. You can do this either by telling the person responsible for your internship or by writing an email to the IAESTE office. You also need to tell your employer that he needs to make a new company confirmation (“**Firmenbestätigung**”) for the new time period.

In case you need to prolong your visa, you will also need to contact your embassy. To apply for the visa you will most probably also need a confirmation of accommodation, which

can be written by the IAESTE office after you have prolonged your accommodation.

## Problems at Work

If you experience any problems at work or are unhappy with it please contact your IAESTE office. Such problems can be:

- Misunderstanding between you and your employer or colleagues
- Your work does not match the original description

We will do our best to clarify any difficulties and get misunderstandings cleared up. Please also inform us about any arguments, as this will reflect in companies' decisions for further internships.

Furthermore, please keep in mind that causing any difficulties with the employer might lead to the cancellation of the internship for future trainees. Therefore, we urge for sensibility in disagreeable situations. Please always stay in contact with IAESTE and communicate any problems you experience.

## Sickness

In case you get sick, make sure you let your employer know as soon as possible and see a doctor to get your **“Krankmeldung” (= sick note)** for your employer. The healthcare system makes also sure, that you get paid during your sick days. If you call in sick, you are not allowed to do outdoor activities!

## Accommodation

In order to prolong or change the accommodation at which you are staying, you need to contact the people responsible for it at least 2 months in advance. It is important to notice, that as a trainee, only you and your accommodation provider carry all the responsibility for your place of stay. IAESTE is not responsible for anything connected with it. All we can do is try to help you, but we cannot be held responsible in case of failure.

Usually, there are no common problems with the accommodation. If one occurs, contact someone of the LC who will do the best to help you.

## About Austria

Austria is famous for...

### **Music**

In almost every city you'll have the opportunity to visit classical concerts, operas,... During summertime there are excellent classical music festivals in many places. In general there are many summer festivals and open air parties during this time.

### **Architecture**

The heritage of the former dual monarchy is omnipresent. You can find beautiful romantic and gothic buildings as well as many wonderful baroque masterpieces all over the country.

### **Food**

Typical Austrian cuisine is rather substantial, consisting of large amounts of meat, often fried, and sweet dishes. To digest you might well need a Schnapslerl (strong distilled alcohol) – at least that’s what the locals will tell you.

### **Clothes**

Traditional clothes are called “Dirndl” for women and “Lederhosn” for men. People mostly wear them to entertain tourists, except for the countryside, where traditional clothing is still more common.

### **Alps**

You can enjoy natural beauty and diversity in the alps, which spread across many regions – hiking and Skiing in the alps are very popular all over the year. If you plan to go on a hike, be sure to check the weather and trail information. IAESTE people from your LC can also help you find good routes and inform you about proper equipment if needed.

### **Balls**

The most famous ball in the world is the Vienna opera ball. However, there are many other balls in the whole country mostly during carnival time (11.11. – mid of February) or in spring.

## **Living in Austria**

### **Dress Code**

In general there is no dress code for public places. Only in churches and similar places you should cover your shoulders

and knees. If you want to visit special events like operas or classical concerts, elegant clothing will be required.

## Politeness

Many Austrians are very formal. They are often obsessed with academic titles. Also, it is not common to address strangers and colleagues by their first name in the beginning. So stay formal: if you know that a person has an academic degree use it (especially in emails) unless the person asks you to omit it and use the surname unless the respective person offers you to use the first name (then you can of course drop the title, too).

## Fire alarm

There is a public fire sirens practice alarm every Saturday at 12:00pm in all of Austria except in Vienna. Don't be scared :) They are just testing if the sirens work.

## Safety

Austria is one of the safest countries in the world - being outside alone during the night is usually not a problem. But as everywhere, there are also some places, especially in the big cities, that you should avoid at night. Therefore, have a look at the specific city guide or ask an IAESTE member of your city.

Also, Austria is proud to have equality between men and women. In the daily life, most people do not make a difference between the gender. So as a woman, you do not have to worry if you e.g. are going home alone after a party.

## Mobile Phone Networks

**If you have a phone that is locked by a network provider by your home country, no SIM card will work with your phone until you get it unlocked!**

The main mobile phone networks in Austria are:

- **A1** [www.a1.net](http://www.a1.net)
- **Drei** [www.drei.at](http://www.drei.at)
- **T-mobile** [www.t-mobile.at](http://www.t-mobile.at)
- **Magenta** [www.magenta.at](http://www.magenta.at)
- **S-Budget Mobile** [www.s-budget-mobile.at](http://www.s-budget-mobile.at)
- **HoT** [www.hot.at](http://www.hot.at)
- **spusu** [www.spusu.at](http://www.spusu.at)

You can find the actual best tariffs on <https://www.tarife.at/>, for your time here we recommend you a prepaid tariff.

Currently (2019), the best tariffs are by offered by Hot, S-Budget Mobile and Spusu:

- Hot: 9,90€ / month, 1000 Minutes/SMS, 8GB (Hofer Shop)
- S-Budget: 9,90€ / month, 1500 Minutes/SMS, 8GB (Spar Shop)

These are pre-paid tariffs. SIM cards can be bought inside the shop. The payment works with a pre-paid account. To top up your account, buy a “Ladecoupon” at the shop and follow the instructions. As soon as you run out of credit the card stops working. After a couple months of not paying, the tariff is cancelled, and the phone number is not valid anymore.

If you think you won't be able to manage putting in the SIM card on your own, you can go to an electronics shop (e.g. Media Markt) and an employee will assist you.

- Spusu: 8,90€ / month, 800 Minutes, 100 SMS, 6GB

This card needs to be ordered online and will be sent to your address.

## Supermarkets

There are many different supermarket chains in Austria: Billa, Spar, Lidl, Penny, Hofer, Merkur,.. etc. Hofer, Lidl and Penny are probably the cheapest option, but every place has different special offers going on. Seeing that on Sunday all shops are closed, supermarkets get very crowded on Saturday afternoon and fresh fruit and vegetables can get sold out fast.

It sounds a bit odd, but here are some tips on how to shop in Austria:

- Austria recycles a lot and we want to keep it that way! Bring your own bags, otherwise you will have to pay for one.
- For using a shopping trolley you will need a 0,50€, 1€ or 2€ coin.
- When buying fruit and vegetables you sometimes need to weigh them yourself. Check the item's number, shown next to the price tag, and use this number to identify the item on the board above the scales.
- Most supermarkets close before 8pm during the week and at around 6pm on Saturdays. There are exceptions depending on the stores and location.

### Costs:

- Here is a short overview of the cost of typical groceries.
- Milk (regular - 1 liter) 1.04 €

- Banana (1kg) 1.86 €
- Loaf of White Bread (500g) 1.78 €
- Bottle of Wine (Low/Mid-Range) 5.00 €

Please note, that **all shops are closed on Sunday and on holidays**. That is rather important, because if you don't prepare and buy food on latest Saturday, life get very difficult. Additionally, the opening times are respected, so if you are in a shop at closing time, you will be asked to leave. The shops close punctually, and there is no "open until the last client" rule.

## Banks and Money

### **Opening times and money withdrawal:**

In Austria, banks are generally open from 8 am to 4 pm on weekdays. However for specific times one has to check their website, as it also depends on the bank. Money can be withdrawn from ATM's ("Bankomat") at any time of the day. This is the ATM sign:



### **Opening a bank account:**

In order to open a bank account in Austria you will need your passport and your "resident registration form" (Meldezettel). You should also already have a phone number. There are a number of banks from which you can choose. We currently recommend Erste Bank, as they have the best conditions. Here is a list of the most popular banks in Austria:

- Erste Bank (also known as Sparkasse AG)

- Unicredit Bank Austria
- Raiffeisen Bank
- Bawag

There are banks which only offer online banking:

- easy Bank
- BankDirekt
- DKB (Deutsche Kreditbank AG)
- DirektAnlage

The simplest type of account is the Giro (Girokonto) and can be opened for free in most banks. It can be used for payment and other transactions, but only offers a credit card after about 3 months.

Unfortunately, we have had some bad experiences with the postage of the bank cards to home addresses. Therefore, we highly recommend to **ask the bank not to send the card per post, but instead collect it personally at the bank.**

## Customs and habits

Austria's culture is quite similar to the rest of western Europe. However, we do have some unique elements you should know about:

**Shops are closed on Sunday and religious holidays.**

This means you need to prepare and get your shopping done beforehand. At main railway stations some shops stay open for a few hours.

**Austria is very punctual, so it is important to be on time!**

At work you are expected to be on time or even a little earlier. It will make a very negative impression if you arrive late, especially if it happens several times (parties are an exception). When you make an appointment, or are going to work you are always expected to come on time or even a bit earlier (10-15min).

**Give tips at restaurants.**

Nearly everyone in Vienna tips the waiter or waitress, unless the service was very bad. Officially it's 10%, but students can also round up the amount to a full Euro or add an extra 50c.

## Language

The official language in Austria is German, but English is widely spoken by Austrians and foreigners alike. Just in case, here are some useful phrases that could help you in your everyday life:

Good morning - *Guten Morgen*

Good afternoon - *Guten Tag*

Good evening - *Guten Abend*

Good night - *Gute Nacht*

Informal 'Hi' – *Servus / Grüß dich!*

Official 'Hello' - *Grüß Gott (typical Austrian)*

Goodbye - *Auf Wiedersehen*

Informal "Bye" - *Servus / Ciao*

Thank you - *Danke*

Please – *Bitte*

Excuse me. (e.g. when you want to pass by someone on the street) - *Entschuldigung*

I'm sorry. (e.g. when you are apologising for something) - *Entschuldigung*



Help! - *Hilfe!*

Could you please help me? - *Können Sie mir bitte helfen?*

What's your name? - *Wie heißt du?*

My name is ... - *Ich heiße ...*

How are you? - *Wie geht es dir?*

I'm fine. - *Mir geht's gut.*

I feel great! - *Ich fühl mich super!*

How much is it? - *Wie viel kostet das?*

The bill, please. - *Die Rechnung, bitte.*

Where is the toilet? - *Wo finde ich die Toilette?*

I'll do this tomorrow. - *Ich mache das morgen.*

Informal "Ok" - *Passt.*

Help! - *Hilfe!*

Fun! - *Spaß!*

I don't want to leave Austria! - *Ich will nicht weg aus Österreich!*

## Weather and Clothing

### **Summer:**

Austria can be quite warm in summer (22-30°C) with occasional peaks over 35°C. We receive a moderate amount of rainfall, the maximum in June. Generally, we have a few big thunderstorms and overall it is sunny. Therefore it is recommended to bring light clothing, but also prepare for rain. Austria also has many lakes, so it would be nice to bring a swimsuit.

### **Winter:**

From the end of November to February the temperatures often fall below freezing. There is a good chance of snow, especially in the mountain areas. It is wise to bring gloves, a scarf and a warm hat for cold winter days. Also, water resistant winter shoes are recommendable, as snow can turn into slush quickly.

### **Autumn and Spring:**

The temperatures are mild with around 15°C. The weather can be very unpredictable. There are less storms than in summer, but sometimes it can drizzle over long periods of time. Therefore, remember to bring a rain jacket or an umbrella.

## Food

If you are **allergic** to something, there is sometimes a list of allergic ingredients listed in the menus of restaurants. Nevertheless, it is always better to ask!

In general, food from Austria mixes Central European produce, textures and flavours. Most of these influences date back to more than six centuries of Habsburg Empire. While savoury Austrian food focuses on meat, poultry, root vegetables, and dairy, Austrian desserts mostly work their magic using chocolate, soft cheese, yeast, compotes and jams.

Typical Austrian dishes are Wiener Schnitzel, Schweinsbraten and Sachertorte. While you can get these nearly everywhere,

there are many different cuisines. Especially in bigger cities, you find shops that sell food from nearly all around the world. Also, there is quite a big variety if you are looking for vegetarian or vegan food in cities. The meat which is mostly eaten in Austria is pork, beef and chicken. So if you don't eat some of these due to cultural reasons, it's better to ask which meat they offer in restaurants.

**We make dumplings like no one else.** Who'd have thought such tasty things could be made from a simple base of flour and water. From Semmelknödel to Käsespätzle, the art of making dumpling and doughy-based dishes has been well and truly mastered by the Austrians. Throw in their equally stodgy but delicious Marillenknödel and Kaiserschmarrn and you've got the hangover meal of the century. Popular street foods are Kebab, Schnitzelsemmel and various types of sausages.

## Cultural Problems

... unfortunately Austria isn't always the kindest place for foreign visitors, especially if they don't speak Austrian German. In case you ever get treated unfairly or unequally, please let us know! This doesn't happen very often at work, but every now and then in public spaces or stores. Especially, if it happens with anyone you deal with on a regular basis, we urge you to let us know, as we would like to act against this unnecessary behaviour.

Just let your closest IAESTE Member know. Thanks!

## Recycling

As you settle down in Austria, you might be confused by the amount of different waste bins. Don't worry, the division of

waste follows some very simple rules. Here are the different categories, indicated by the colour of the waste bins:

- **Papier (red):** simply ... paper. Newspapers, textbooks, packaging, paper bags. DO NOT put in: Milk Cartons (see Ökobox), tissues, oily paper (this goes in Restmüll).
- **Biotonne (brown):** biological waste. Vegetable leftovers, tea, bread, plants. DO NOT put in: Plastic bags, eggs, meat, bones, fish, earth (this is Restmüll), wood, old medicine (please give back at the pharmacy).
- **Metall, Dosen (blue):** Metal and cans. Cans from drink and food, metal foil, metal caps, cables, frying pans and pots, cutlery, coffee packaging from aluminium. DO NOT put in: Spray cans (this is Restmüll) or house appliances.
- **Plastikflaschen (yellow):** plastic bottles. Empty PET-bottles from drinks, cleaning detergents, food products. DO NOT put in: plastic packaging and bags, polystyrene.
- **Weiß-/Buntglass (white & green):** white or coloured glass. Includes glass bottles and jars. DO NOT put in: broken drink cups, porcelain, lightbulbs.
- **Restmüll (orange):** leftover waste. Pretty much anything that does not go in the other waste bins and is not in some form dangerous to humans or animals in direct contact(industrial waste, poisonous waste, batteries). DO NOT put in: electrical appliances,



wood, Styrofoam, concrete, bottles that still contain liquid, CD & DVD's.

- **Batteries:** They can just be brought to any supermarket where they collect it usually close to the entrance.

Papier (red) and Restmüll (orange) can be found in every individual house in Austria either in a garbage room (Müllraum) or in a yard.

The other bins are public and found alongside the pedestrian paths.

## Hygiene

Austria is a very clean country. Tap water has a high quality. You can use it as drinking water without any risks, no need to buy bottled water! It is also completely ok to throw the toilet paper into the toilet, Austria has good plumbing.

## Public Holidays

In Austria, Christianity is the most common religion, therefore there are many holidays related to Christian traditions. Here is a list of Austrian holidays. Your company will most likely be closed during those dates. Supermarkets and banks will also be closed.

If a holiday falls on a Thursday /Tuesday, it could be possible that your company gives you Friday / Monday off of work (it is called a "Fenstertag"). Ask your company about their holidays, because then you can take a long weekend trip!

Jan 01 - New Year's Day

Jan 06 - Epiphany

Easter Monday is different every year, usually in March or April

May 01 - State Holiday

Ascension Day (sixth Thursday after Easter, exactly 40 days after Easter Sunday)

Whit Monday (roughly seven weeks after Easter Sunday, or 50 days after Easter)

Corpus Christi (usually a Thursday in the middle of June)

Aug 15 - Assumption Day

Oct 26 - National Day

Nov 01 - All Saints' Day

Dec 08 - Immaculate Conception Day

Dec 25 - Christmas Day

Dec 26 - St. Stephen's Day

## What to pack

Here is a short list of things you should not forget. Most of the items are quite obvious, but reminders don't hurt.

- Passport (with Visa, if necessary)
- IAESTE documents
- Passport size photos
- Your travel ticket
- Student ID card or similar
- Medication, if you take any
- Adapter for electrical equipment (types C and F are used in Austria)



- Enough money for the first month, we recommend about 750-1000€ (you will receive your payment at the end of every month or after 4 weeks)
- An international bank card that lets you withdraw money
- Credit card for booking flights
- Towel (always bring your own towel!)
- A small reminder of your country that makes you feel at home in Austria
- Gifts from your country for your work colleagues and new IAESTE friends
- International Student ID card, ISIC (International Student Identity Card). This can save you some €€

It is important to consider the weather when packing clothes. We also listed some other items, we recommend depending on the season.

### **Summer:**

- swimsuit
- sunglasses
- sunscreen

### **Winter:**

- scarf, gloves and hat
- water resistant winter shoes
- a warm jacket or winter coat

### **Autumn and Spring:**

- a light but warm jacket

In all cases it would make sense to bring a **rain jacket** and some **fancy clothing**, if you want to make a nice impression at your company or at parties :)

If you want to do IAESTE a favour: we would really enjoy a small item of your country to add to our collection or you could cook a traditional dish or an amazing movie with us, so that we get an insight into your culture.

## Your Internship in Austria: Step by Step

Here are the most important steps for a smooth arrival and departure in Austria.

### **DAY 1:** *Public transport ticket*

If you are living a bit farther away from your workplace, you might want to use public transport to go to work. Monthly tickets are a good deal.

### **DAY 1:** *Name on post box*

Write your name on your post box so that the post can deliver letters to you.

### **DAY 1 - 3:** Register at the municipality office (Meldeamt)

You need your passport and a document, the "Meldezettel", with the signature of your landlord! You need to be registered to start a bank account.

### **DAY 1 - 3:** *Bank account*

As a non- eurozone citizen, you will need to start a bank account. For this, you need your work acceptance papers from IAESTE (was sent to you before you came to Austria) and your housing registration. ("Meldezettel")

**DAY 1 - 3: *Sim Card***

If you are not from the EU, it makes sense to get a local number. Also, make sure we add you to our WhatsApp group and Facebook group.

**FIRST 2 WEEKS: *E-Card (Health Card)***

As your health insurance is provided by your work placement, you will receive an E-Card within 2 weeks to your registered address. Please check your post.

**LAST WEEKS: *Income tax refund***

You need to register online for this (<https://finanzonline.bmf.gv.at/fon/>) and it makes sense to start the process before you leave since the tax office has to send you the login details for the website by post (only possible to an Austrian address). The form you need to fill out online is called "**Arbeitnehmerveranlagung**", but you can only do it once the year is over (e.g. in January you can do it for the last year). Possibly the HR department of your workplace can help you with further information.

**LAST 3 DAYS: *De-register at the municipality office (Meldeamt)***

Please de-register, as you could be fined if you don't. Just fill out the Meldezettel again, no signature of the landlord is needed, and hand it in.

# Travelling around Austria

It's sometimes necessary to buy tickets for public transport before the start of the journey. Always inform yourself before you enter a train or bus, otherwise it can be very expensive.

There are several options to travel around Austria:

- **ÖBB** (Austrian Federal Railway)  
If you want to book tickets directly:  
[tickets.oebb.at/en/ticket](https://tickets.oebb.at/en/ticket)  
For general information: [www.oebb.at/en/](https://www.oebb.at/en/)  
There is also an app! Just search for “ÖBB” or “OEBB”.  
There is also an “old” version called “Scotty” which only tells you how to get from A to B, but does not let you buy the ticket.
- **WESTbahn** (private and cheap railway service)  
<https://westbahn.at/>  
Operates just between Salzburg and Vienna  
Westbahnhof and Vienna Praterstern
- **FlixBus**  
[global.flixbus.com/](https://global.flixbus.com/)  
Low cost (transnational/cross-country) bus travelling
- **Postbus** (Austrian Bus Agency) [www.postbus.at/en/](https://www.postbus.at/en/)  
Bus service in the rural areas of Austria
- **Rent-a-Car**  
Buchbinder.at, sixt.at,...
- **Air travel**  
Inside of Austria it is probably too expensive to fly

and distances are quite short. If you want to visit some other country in Europe, Austria has many regional airports from where you can fly from, but the cheapest option will probably be from Vienna since it is a huge airport.

Additional information about special fares for train travelers:

#### **VORTEILScard <26 Jugend:**

This is a discount card which would give you a discount of 50%, if you buy the ticket yourself on the machine or in the internet and 45% when you are going to the ticket counter. It costs 19,90 €. You must be younger than 26 to be able to purchase this ticket

You can order it online or buy it at the train station (you might have to queue): <https://www.oebb.at/en/tickets-kundenkarten/kundenkarten/vorteilscard.html>

#### **Summer ticket:**

If you are an owner of the VORTEILScard <26 Jugend card, you can buy the “**Sommerticket**” for 69 € which is an all-inclusive-ticket for all trains within **the borders of Austria**. If you buy the ticket online or with the ÖBB app, then you get a discount and it is only 59 €!

The ticket is valid from **Monday – Friday from 8am to 12am (midnight). Saturday, Sunday and Holidays all day long**. The ticket is only for 30 days inside of the period 1. Juli - 8. September 2019. You can choose the start date of the 30-day-period.

More info about this ticket is here:

<https://www.oebb.at/de/tickets-kundenkarten/freizeit-urlaub/sommerticket.html>

### **SparSchiene:**

With SparSchiene ticket you can travel to many European cities already starting from 19 €.

<https://www.oebb.at/en/tickets-kundenkarten/oesterreich-europa/sparschiene.html>

## Travel Destinations in Austria

Austria is in the heart of Europe, it's location makes it quite easy to move around and travel to different countries such as Czech Republic, Germany, Switzerland, Italy, Hungary, Slovakia and Slovenia. The country itself offers several destinations for travellers, whether it is summer or winter, there is always something interesting to see and do.

Here is our list of MUST SEE places in Austria:

- **Vienna:** the capital of Austria and its largest city; the city still holds more than 200 balls each year. Beautiful architecture, museums, monuments, and a great nightlife. A city you can't miss!
- **Salzburg:** probably best known as the birthplace of Wolfgang Amadeus Mozart. With its hill-topped medieval fortress, picturesque Altstadt (old town) and breath-taking Alpine scenery, Salzburg is one of the best places to visit in Austria.



- **The Hallstatt-Dachstein alpine landscape:** part of the Salzkammergut, is one of visual drama with huge mountains rising abruptly from narrow valleys.
- **Innsbruck:** located in the Region of Tyrol, it is internationally known for its winter sports.
- **Graz:** known as a city of students, with its six universities enrolling more than 44,000 students. It also has one of the best preserved old towns in central Europe, which reflects the culture of the Balkan States and Italy.
- **Wörthersee:** Carinthia's biggest lake, Wörthersee is one of Austria's most famous summer destination. Popular for its several caves, including Griffen Stalactite Cave, which is considered Austria's most colorful cave.

Want to know more? Check out the links below!

**Vienna** [www.wien.info](http://www.wien.info)

**Salzburg** [www.visit-salzburg.net](http://www.visit-salzburg.net)

**Graz** [www.regiongraz.at/en](http://www.regiongraz.at/en)

**Innsbruck (Tirol)** [www.tyrol.com](http://www.tyrol.com)

**Linz** [www.linztourismus.at/en](http://www.linztourismus.at/en)

**Styria** [www.steiermark.com/en](http://www.steiermark.com/en)

**Lower Austria** [www.lower-austria.info](http://www.lower-austria.info)

**Carinthia** [www.visitcarinthia.at](http://www.visitcarinthia.at)

**Burgenland** [www.burgenland.info](http://www.burgenland.info)

IAESTE have LCs in Vienna, Linz, Salzburg, Graz, Innsbruck and Leoben. Find us on Facebook or send us a message if you are visiting any of these cities!

## Summer Reception Weekends

IAESTE Austria offers a wide range of activities for you. Every weekend during the summer specially organized events will take place in and around Austria. We will also help you get in touch with other trainees so that you can organize your own trips together.

Many IAESTE local committees in Europe organise a weekend in their city, called a Summer Reception Weekend. Those events are just for IAESTE members and trainees, so you will meet a lot of new people with the IAESTE spirit there. The events are about exploring the city and partying. It is a great opportunity to get to know other parts of Europe!

An overview of the events is available on the CER website ([cer.iaeste.org/iaeste-events](http://cer.iaeste.org/iaeste-events)). If you are interested in one, check the registration link and do not forget to register in time. Some weekends have a limited amount of participants.

## IAESTE Graz Guide

No matter if you come in summer or winter, the IAESTE team Graz welcomes you in our city!

During your stay you are free to join our events in Graz and all over Austria. In the summer, we organize the so called “Graz Weekend” where trainees from different countries around Europe also take part. Throughout the whole summer many of those weekends are organized in different places in Austria and all over Europe. There is also the “Graz Mountain Weekend” organized by us in the fall where you will be hiking up a mountain and sleep in a cabin. IAESTE does not pay for the travelling costs to those cities. However, usually the fee, which covers accommodation and the program of the weekend is fairly cheap.

Throughout the year there is also a “Summer or Winter Reception” program which has the purpose to entertain trainees during the weekends.

We’re looking forward to meeting you there! Enjoy your stay and do not hesitate to ask if you need something!



## Contact Info

### **Office address:**

The IAESTE Graz office will be your first point of contact and the starting point of many activities. The office is close to the tram station Schulzentrum St. Peter of the tram line 6, where also seven bus lines are crossing: 64, 68, 71, 72, 73U, 76U and 510.

*IAESTE Graz*

*Inffeldgasse 10 (second floor)*

*8010 Graz*

**Email:** [incoming@graz.iaeste.at](mailto:incoming@graz.iaeste.at)

## Important Addresses

### **Meldeamt address:**

*Meldeamt*

*Schmiedgasse 26  
8010 Graz*

**Magistrat (here you go for the residence permit or Anmeldebescheinigung):**

*Paulustorgasse 4  
8010 Graz*

**Hospital addresses:**

Don't forget your ecard when going to the hospital! Your insurance number is on it.

General Hospital:  
*Landeskrankenhaus (LKH)  
Auenbruggerplatz 1  
8036 Graz*

For serious accidents:  
*Unfallkrankenhaus (UKH)  
Göstinger Str. 24  
8020 Graz*

**Lost your documents or other valuables:**

*Fundamt Graz  
Annenstraße 19  
8020 Graz*

## About Graz

Graz is the capital of Styria and with about 270.000 citizens and an area of 128 square kilometers the second largest city of Austria. Graz is located in the South-Eastern part of the country on the Mur River and is about 200 km Southwest of

Vienna. Its Old Town is one of the best-preserved city centers in Central Europe and was added to the UNESCO list of World Cultural Heritage Sites. Also Graz is known for its students and universities. These days there live about 50.000 students in Graz.

## Travelling to Graz

Graz is quite easy to reach by plane, train, bus and car. The Airport of Graz offers daily flights to almost all major cities in Europe and others worldwide. It might be cheaper for you to fly to Vienna and then go to Graz by bus or train. You can take the train directly from Vienna Airport to Graz Hauptbahnhof. You can buy train tickets from Vienna to Graz from a red ÖBB ticket machine (not the green ones of Vienna's public transportation system) in any train station in Austria, in particular at Wien Meidling station and at the "light rail" station (Schnellbahn, SS) (not the CAT stop) at the airport. You can also buy an e-ticket on [www.oebb.at](http://www.oebb.at) or with the ÖBB app. The biggest train station in Graz is the Hauptbahnhof (Main Train Station), where you have good connections to neighboring towns and countries.

You can also check out Flixbus (<https://www.flixbus.at/>) which is probably cheaper than taking the train! But the ticket has to be bought in advance, you cannot buy it from the bus driver.

Be sure to tell us at least 2 weeks in advance when you are arriving so we can pick you up!

## Public transport

Graz's public transport is well organized and you can get nearly everywhere with public transport. All information about the public network can be found under: [www.holding-graz.at/linien.html](http://www.holding-graz.at/linien.html).

The network consists of 3 means of transport:

- **Trams ("Straßenbahn" or "Bim")** are marked by one or two digit numbers (eg: 1 or 26). They offer quick movement over short distances. They run during the day, but service ends shortly before midnight. Holidays and weekends the trams don't run as frequently. Tickets can be bought inside of the tram, there is a machine.
- **Busses** are marked by two digit numbers (eg: 34). Sometimes the number is combined with a letter. (eg: 34 E) Then this bus goes another route, than the bus without the letter, mostly a shorter one. Tickets can be bought from the driver. If you already have a ticket and you enter a bus after 8pm at night, you have to enter through the first door and show your ticket to the driver.
- **Nightlines** are marked with an N at the beginning (e.g N1), the nightlines are busses which are active only during the night (0:30-5:00 am). They have completely different routes than the daily lines, and are sometimes available only during the weekend and go from N1 to N8. They travel over much larger distances than normal buses. Tickets can be bought from the driver.

For monthly or weekly tickets, you can even buy them in the tram or in a “Trafik” (little shops where you can buy newspapers and cigarettes). In the bus, you can only get a single ticket or a daily ticket. There is also one ticket shop at the Jakominiplatz:

***Graz Linien***

*Jakoministraße 1*

*8010 Graz*

Graz is the core zone (Kernzone or Zone 101). With a ticket for this zone you can use any bus or tram with two letters. If you want to go outside of that zone, you will have to pay extra and take a bus with three letters. A single ticket is valid for travelling one way in one zone. You may change to different lines in the course, but you may not interrupt your journey.

The following tram routes are free for all passengers as part of the “Altstadtbim” (Old Town Bim):

Lines 1 + 7: between Südtiroler Platz & Kaiser-Josef-Platz

Lines 3 + 6: between Südtiroler Platz & Dietrichsteinplatz

Lines 4 + 5: between Schlossbergplatz & Finanzamt

Line 13: between Dietrichsteinplatz & Finanzamt

Line 26: between Jakominiplatz & Dietrichsteinplatz

Graz Taxi 24: +43 316 812190

A lot of people in Graz use bicycles as their main form of transport. You could buy a second hand bike from someone and then sell it once you leave. Be careful though, because bikes get stolen frequently, especially near the main train

station!

## Shopping

There are several areas in Graz which are good for shopping.

There is a number of shops in the city center around Main Square, Jakomini Square and Herrengasse, which also connects these two squares.

Probably the most exclusive and also a rather expensive place for shopping in Graz is Kastner & Öhler, which is located next to Main Square in Sackstraße 7, 8010 Graz.

Furthermore, there is also a number of shopping centers outside the city center. The biggest is Shopping City Seiersberg in the South of Graz. To get there take bus 32 from Jakomini Square until the final stop and then change to bus 78. Then get off at Shopping City Seiersberg.

The shopping center Murpark is also in the South of Graz, but closer to the center. To get there either take the tram no. 4 or the buses 64, 64E, 72, 74, or 75 and get off at Murpark.

In the North of Graz you can find the shopping center Shopping Nord. You can get there with the bus 52 from the main train station.

## Restaurants

A very popular chain of restaurants for students is called "Bausatzlokal". There are several in Graz: Bierbaron, Area 5, Continuum, Zeppelin, Sägewerk, Propeller, Posaune. You can

choose a couple of different dishes and then add the toppings you want (e.g. pizza, pasta, scrambled eggs, baked potatoes...). They are generally really cheap.

Popular street foods are Kebab, “Schnitzelsemmel” and hot dogs which you can get at the main square and Jakominiplatz.

## Cafes

A local coffee shop chain is Tribeka. A more fancy coffee shop is at the top of the Kastner and Öhler shop in the city center, near the main square. It has a great view over Graz.

## Sights

Graz is a very old and fancy town. The Herrengasse, for example, is the main street with a lot of history and the most expensive houses. The old town in the city center of Graz is protected as UNESCO world heritage. You can most easily visit this part of town by walking around.

In the middle of the old town is a hill called Schlossberg. From the top you will get an amazing view over whole Graz and the surrounding areas. You can walk to the top, or it might also be interesting to take the funicular to the top. Another option to get to the top of the Schlossberg is the elevator which is installed inside the Schlossberg.

Furthermore you can go to the biggest selection of arms at the Zeughaus. Other important museums are the Universalmuseum Joanneum and the museum of modern art in the Kunsthaus.

Another very interesting place is the castle in Eggenberg (Schloss Eggenberg) with its surrounding park which is also a UNESCO world heritage site.

## Museums

- **Kunsthhaus:** This is probably the most well known museum in Graz. It is also the exhibition center for Contemporary Art. You can easily reach it by taking any tram line, except for line 4 and 5, and get off at the station Kunsthhaus/Südtiroler Platz.
- **Zeughaus:** The Zeughaus is situated directly in the center of Graz, in the Herrengasse (House number 16). It is the largest historical assembly of weapons of the world and is definitely worth a visit.
- **Joanneumsviertel:** This museum is situated near the central transfer point Jakominiplatz and is only a five to ten minute walk away from there.

## Nightlife

If you want to party, Graz is definitely a great place to have a lot of fun. No matter if you prefer elegant clubs or student bars – entertainment is guaranteed. A big number of bars and clubs is located in Elisabethstraße and the surrounding area called Univiertel (around the Karl-Franzens-Universität/University of Graz) where you can party until the early morning hours.

If you want to go for a relaxed drink after work there are also a lot of great pubs and bars around the main square and in Sporgasse. Also the area around the modern art museum (Kunsthhaus) has a couple of nice bars.



## Parks

- **Stadtpark:** The biggest and most central park in the city.
- **Augartenpark:** Situation a few minutes away from the central transfer point Jakominiplatz; You can reach it by taking bus line 34 or 34E from Jakominiplatz as well.
- **Park on the Schlossberg:** A beautiful park and a good opportunity to visit and walk up the Schlossberg. (You can either walk up or take the railway or the elevator, however you have to pay for those. To get down you can slide down the brand new slide inside of the Schlossberg)

## Sports and recreation

There are plenty possibilities to exercise in your free time.

Here are some different options for you:

### **Fitness Centers:**

- Fit Inn (at Jakomini Square, at Libenau Stadium= UPC Arena, at main train station)
- Mac Fit (main train station)

Please check which memberships they offer because most of the times they are yearly or half- yearly.

### **Swimming:**

Some centers with indoor (and partly also outdoor) pools:

- Auster (tram 1 to Eggenberg/UKH and get off at the station Auster)

- Sportunion Steiermark (pool) Gauflgasse 3
- Bad zur Sonne (Feuerbachgasse 11-13)

Some leisure centers with only outdoor pools / lakes (open only in summer):

- Augartenbad (Schönaugürtel 1)
- Stukitzbad (Andritzer Reichsstraße 25a)
- Bad Strassgang (Martinhofstraße 3)

Lakes:

- Schwarzlsee
- Copacabana (at Copacabana you can also go diving, if you have a valid diving licence)

**Tennis center:**

- GTC Grazer Tennisclub (Jakominigürtel 23)

**Dance schools:**

- Tanzschule Eichler (Südtirolerplatz Griesgasse 1; tram 1,3,6,7 and get off at Südtirolerplatz/Kunsthau =blue bubble)
- Tanzschule Conny und Dado (Körösisstraße 81; Tam 4,5 and get off at Seniorenzentrum, walk along the white fence and you will get in front of it)

## Culture (Cinema, Opera)

You can watch movies in English at the **KIZ Royal cinema** which is close to Jakomini Square in Conrad- von- Hötendorfstraße 10. To get there take the tram 4 or 5 and get off at Finanzamt.

Other cinemas in Graz:

- **Cineplexx** (Tram 5; Bus 62, 24, 65, 78 or 80 and get off at Brauhaus Puntigam)
- **UCI Kinowelt Annenhof** (Annenstraße 29, tram 1,7,3,6 get off at Roseggerhaus)
- **Schubertkino** (offers more alternative movies, Mehlplatz 2)
- **KIZ Royal** (Conrad von Hötzendorfstraße 10; Tram 4 or 5, Finanzamt; This cinema usually offers movies in their original language)

The Opera house is situated at the Kaiser-Josef-Platz and hosts a great variety of different modern and classical operas, musicals and ballet performances. To get an overview of the current schedule go to: <https://www.oper-graz.com/spielplan/kalender/>

# How to become a "proper" Austrian

- Dance the IAESTE dance in front of a monument.
- Eat a Kebab at 05:00AM.
- Be grumpy about everything and anything.
- Complain about the weather - always.
- Have "Burning Mozart" with IAESTE.
- Eat a Schnitzel and Strudel as dessert!
- Drink a Radler, then a Spritzer, then a Schnaps!  
Exactly in this order :)
- Climb a mountain.
- Say "Oida" as much as possible.
- Learn to dance the "Viennese Waltz".