

# JVI Residence Guest Handbook

JVI Residence

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## Contents

Reception .....	4
Internet .....	4
Breakfast room .....	4
Computer room .....	4
Telephones .....	4
Lounge.....	4
Table Tennis.....	4
Refreshments.....	4
Kitchens .....	5
Laundry room.....	5
Fitness room .....	5
No smoking policy .....	5
Bedrooms .....	6
How to use the safe .....	6
How to use the telephone .....	6
How to adjust the heating and air-conditioning.....	7
Safety .....	7
What to do in the event of a fire .....	7
Public Transport System in Vienna .....	8
24-hour card .....	8
48-hour card .....	8
72-hour card .....	8
8-day “Klimakarte” .....	8
1-week travel card.....	8
1-month travel card .....	8
Vienna Card.....	8
Vienna Underground (U-Bahn).....	9
Sightseeing in Vienna.....	10
City Walk .....	10
View of Vienna from Kahlenberg .....	10
Schönbrunn Palace.....	10
Belvedere .....	10
Natural History and Fine Arts Museums.....	10
Museumsquartier .....	11
Albertina .....	11

Secession .....	11
KunstHaus Wien .....	11
Vienna's famous composers .....	11
Theatres (German-Speaking) .....	12
Theatres (English-Speaking) .....	12
Opera .....	12
Operetta and Musicals.....	12
Concert Halls .....	12
Cinemas .....	12
Restaurants .....	13
Traditional Austrian .....	13
American Fast Food.....	13
Chinese .....	13
Greek .....	13
Indian .....	13
Italian.....	13
Japanese .....	13
Middle Eastern.....	13
Russian.....	13
Vegetarian .....	13
Ice Cream .....	13
Shopping .....	14
Banks.....	14
Currency Exchange.....	14
Computer Equipment .....	14
Cosmetics/Beauty Salons .....	14
Drugstores.....	14
Flowers .....	14
Hairdressers.....	14
Pharmacies.....	14
Supermarkets .....	14
Tabak - Trafik .....	15
Shopping Malls.....	15
Flea market at Kettenbrückengasse.....	15
How to Get a Refund on VAT .....	15

## Reception

You can check in and out at the reception desk, located on the right-hand side of the foyer, where a receptionist is on duty 24 hours/7 days a week. Upon arrival, you will be given a keycard and an information pack.

*Keycard:* The keycard will enable you to enter your room and provides access to the JVI building and lecture rooms, other areas open to residents (computer room, fitness room, etc.), and to the garden. When you enter your room, you must insert this card in the box on the wall to turn on the lights. Please remember to take your card with you when you exit your room and to keep it with you at all times.

## Internet

Wireless internet is available throughout the building; the password can be found in the welcome pack.

## Breakfast room

You will find the breakfast room on the left-hand side of the foyer; follow the hallway and then go down the stairs. Complimentary buffet breakfast is available from 7:00 - 8:45am on weekdays, and from 7:00 - 10:00am on weekends.

## Computer room

Your keycard gives you 24-hour access to the computer room, which is located on level "0". Computers are connected to the JVI network. Participants may also access the internet and use the printer.

## Telephones

There are two coin-operated public telephones located in the hallway across from the Reception area.

## Lounge

Residents are welcome to relax and enjoy the television, DVD, VCR, CD player, and radio in the lounge, which is adjacent to the reception area. Please ask the receptionist to assist you with the use of this equipment. The lounge also has a selection of books for you to borrow.

## Table Tennis

There is a table tennis table in the computer room. Bats and balls are available at reception for a €10 deposit.

## Refreshments

A coin-operated vending machine is located on the ground floor, next to the elevator. Please note that tap water in Austria is drinkable!

## Kitchens

Kitchens with refrigerators, microwaves, ovens, and dishwashers are available for use on the 2<sup>nd</sup>, 4<sup>th</sup>, 6<sup>th</sup>, and 8<sup>th</sup> floors. Kitchen and cleaning utensils are provided. Please clean all dishes, utensils, and pots and pans when you are finished using them. Please DO NOT REMOVE anything from the kitchen area.

## Laundry room

The laundry room is located on the “0” level, around the corner from the computer room, and contains three washing machines, two dryers, ironing boards and irons. Directions for using these machines are posted on the wall.

The cost for using these machines is as follows:

- Washing machine - €2
- Dryer - €2
- Iron - free of charge

## Fitness room

You can use the fitness room, which is equipped with weights and aerobic equipment, located on the “0” level down the hall from the laundry room. In the same area residents can enjoy the sauna and solarium. Ladies’ and men’s changing rooms and showers are located opposite the fitness room.

## No smoking policy

Please note that smoking is not permitted in the JVI facility or JVI Residence.

## Bedrooms

Participants are accommodated in single rooms at the JVI Residence. Please note that spouses/guests are not permitted to stay at the JVI Residence.

Each room is equipped with the following:

- cutlery and dishes
- kettle
- hairdryer
- high speed WI-FI (the password is in the welcome pack)
- refrigerator
- safe
- telephone

### How to use the safe

To open the safe for the first time, press START, then 123, then START again.

To program a new user code, press the red button (by the hinges inside the door). You will hear a short sound, after which SET CODE appears on the display. Enter a code of your choice. It must be at least three numbers, but no more than eight numbers.

Confirm your entry by pressing the button START. A signal sounds and you can see IN on the display and the numbers you have programmed. The programming was successful.

If you have a problem with the safe, please notify the reception desk for assistance.

### How to use the telephone

To call a guest in another room, please dial 5 + the room number.

To contact the reception desk, lift the headset and press the RECEPTION button.

To call a number outside the JVI you must use one of the paid public telephones located on the ground floor. It is not possible to call an outside number from the telephone in your room.

Calls from outside the JVI will come through:

- 1) The reception desk. The number to reach you from outside the JVI is: (43-1) 596-4989-100 and the receptionist will put the caller through, or
- 2) Directly to your number. The caller should dial: (43-1) 596-4989-5 + your room number. If for example, your room number is 203 the caller should dial: (43-1) 596-4989-5203. If after 5 rings no one picks up the phone, the call will be transferred to reception and they will take a message for you.

### How to adjust the heating and air-conditioning

A small white box from which you can adjust the heating and cooling is located next to the entrance to your room. To cool your room, scroll toward the minus (-) sign; to heat your room, scroll toward the plus (+) sign.

Please note that if you open the windows or the terrace door the air cooling will turn off automatically.

### Safety

Please note the location of the nearest fire extinguisher, fire alarm and escape routes (marked by green signs).

All bedrooms, kitchens, etc., are equipped with highly sensitive smoke detectors. If smoke is detected an alarm alerts the fire brigade directly, who then respond promptly. Heavy cigarette smoke and/or candles positioned directly below a smoke detector, or the use of small cooking appliances without sufficient ventilation will trigger the alarm.

Any resident who sets off the alarm will be charged for the cost of calling out the fire brigade.

SMOKING and IRONING are not permitted in the rooms nor on the balconies!

### What to do in the event of a fire

In case of fire, you will hear a continuous siren. Follow the signs along the escape routes and leave the building immediately but DO NOT USE THE LIFTS.

## Public Transport System in Vienna

The following information applies to travel on the underground (U-Bahn), regional trains (S-Bahn), local buses and trams. In general, if the words: “Bitte entwerten” (Please validate) are shown, you have to stamp the ticket or one strip of the “Streifenkarte” at the outset of your journey.

A single ticket is valid for one journey within Vienna Zone 100 using any combination of public transport. You may purchase single tickets in advance online, from Austrian Tabak stores, or buy them from the automatic ticket machines at underground stations.

Up-to-date information on routes and ticket prices can be found at [www.wienerlinien.at](http://www.wienerlinien.at).

### 24-hour card

Must be stamped at the outset of the first journey and entitles you to unlimited travel within the city for 24 hours from the time stamped.

### 48-hour card

Must be stamped at the outset of the first journey and entitles you to unlimited travel within the city for 48 hours from the time stamped.

### 72-hour card

Must be stamped at the outset of the first journey and entitles you to unlimited travel within the city for 72 hours from the time stamped.

### 8-day “Klimakarte”

Entitles you to unlimited travel within the city. The card does not have to be used on consecutive days and can be used by more than one person as long as each section is validated once, for each person travelling, on the day of use. Each section is valid for 1 day’s unlimited travel within the city.

### 1-week travel card

Valid from Monday-Sunday. No photograph is required.

### 1-month travel card

Valid from the 1<sup>st</sup> of the month to the 2<sup>nd</sup> of the following month. No photograph is required.

One-week and one-month travel cards are transferable, i.e., can be shared by several people travelling at different times. When buying these tickets from a ticket machine, look for the red button marked W (week) or M (months).

All tickets are available at automatic dispensers (which accept coins and notes) in the large underground stations and from all the Austrian Tabak stores throughout the city.

### Vienna Card

There is a 24-hour card, a 48-hour one, and a 72-hour one. They can be used on any underground, bus or tram to explore the city and to enjoy some of the most attractive sights at special reduced prices. The card entitles you to reduced rates for guided tours, discounts for shopping, and special offers in cafes, at Heurigen taverns, and in restaurants. You can buy your Vienna Card at tourist information offices (for example, 1<sup>st</sup> district, Albertina Platz/Tegetthoffstr. 2, open daily 9:00am - 7:00pm) or from Wiener Linien (Vienna Transport) sales counters and information offices (Stephansplatz, Karlsplatz, Westbahnhof, Landstraße/Wien Mitte).

### **Vienna Underground (U-Bahn)**

The city metro operates Monday-Friday from 5:00am to 12:30am, and around the clock on weekends and before public holidays (at 15-minute intervals during the night).

Nightline buses operate at 30-minute intervals from midnight to the resumption of normal daily services (around 5:00am). Not all tickets include nightline buses. Please check your ticket to see if it is valid for this bus. You may be required to purchase an additional ticket.

## Sightseeing in Vienna

Vienna has a rich cultural heritage, historic buildings and churches, excellent museums and galleries, an extensive music program, lovely gardens and parks, and famous restaurants and cafes. Walking around in historic downtown will give you an impression of the many things to explore. Below are some suggestions for inexpensive ways to see Vienna.

Information on current events is available at the reception desk.

### City Walk

Take the U3 to Stephansplatz, 1<sup>st</sup> district, the centre of the city, where the famous gothic Stephansdom is located. Walk down Kärtner Straße to the Staatsoper, turn right and walk along the Ringstraße (this street is in a form of a ring) until you return to the starting point. You will see many of the major buildings - Parliament, City Hall, University, the Burgtheater, Votivkirche - on the way. This route is particularly recommended at night when the buildings are floodlit.

Around the Stephansdom in the first district, you will find most of Vienna's historic churches and palaces, including the imperial Hofburg, the Augustinerkirche and the Burgkapelle, and market squares like the Freyung and Neue Markt with shops and restaurants. The Graben and Kaerntnerstrasse are famous for their elegant shops. Typical Viennese coffee houses you may wish to visit are Café Demel, Café Landmann, Café Havelka, Café Griensteidel, and last but not least, the famous Hotel Sacher where the Sachertorte originated. Not only for children is a visit to the famous Spanische Hofreitschule with its unique Lipizzaner horses.

### View of Vienna from Kahlenberg

Take the U3 to Landstraße/Wien Mitte, change to the U4 towards Heiligenstadt (the terminus). Then take the 38A bus from just outside the U4 terminus up the mountain to Kahlenberg (the 38A terminus). There is a viewing platform and café/restaurant to suit everyone's pocket.

### Schönbrunn Palace

U3 to Landstraße/Wien Mitte, change to U4 (towards Hütteldorf), exit at Hietzing, turn left and follow the road to the Gothic church about 100 metres from the station. Entrance is to the left of the church through large iron gates.

Walk up the main tree-lined avenue to the Palace on the left or to the Gloriette on the right. Enjoy a coffee in the café! In summer, visit the open-air swimming pool in the park.

### Belvedere

These baroque castles - the Upper and the Lower Belvedere - and a beautiful park are well worth a visit. Several collections, among them mediaeval, baroque, and 20<sup>th</sup> century art—including, paintings by Gustav Klimt and Egon Schiele—are housed in the Belvedere. The Belvedere is located at the Prinz Eugen Strasse, near the Karlsplatz, in the 3rd district (take tram D from the Opera).

### Natural History and Fine Arts Museums

The Naturhistorisches and the Kunsthistorisches Museums are located at the Maria-Theresien-Platz (U3/Volkstheater). The Kunsthistorisches Museum has the world's largest

collection of Breughel's works; the paintings of Tizian, Rembrandt and Veronese are impressive.

### **Museumsquartier**

The most recent addition to Vienna's rich cultural offering is the Museumsquartier, located at Museumsplatz 1, 1070 Vienna, within walking distance of the JVI.

The Museumsquartier houses the Leopold Museum and the Museum of Modern Art Ludwig Foundation.

### **Albertina**

The newly renovated 18<sup>th</sup> century Albertina houses one of the most famous collections of graphic art in the world. It also features important art and photography exhibits.

### **Secession**

Located at Friedrichstrasse 12 in the 1<sup>st</sup> district, the Secession is a key example of modern architecture and art of the 20<sup>th</sup> century. Famous names associated with the Secession are Otto Wagner, Adolf Loos, and Gustav Klimt.

### **KunstHaus Wien**

The works of Hundertwasser, one of Austria's most famous artists of the 20<sup>th</sup> century, are on permanent display. Open daily from 10:00am to 7:00pm. The Kunsthaus is located at Untere Weissgerberstrasse 13, 1030 Vienna.

### **Vienna's famous composers**

Joseph Haydn's house is in the 6<sup>th</sup> district (Haydngasse. 19, 5 minutes walking distance). Mozart's Figaro House is at Domgasse. 5 (U3/Stephansplatz).

Beethoven's Heiligenstadt residence, where at the age of 32 he wrote the "Heiligenstadt Testament" is at Probusgasse 6 in the 19<sup>th</sup> district (bus number 38A from U4/Heiligenstadt).

Schubert was born at Nußdorferstr. 54 in the 9<sup>th</sup> district (trams 37 and 38) and died in the 4<sup>th</sup> district at Kettenbrückengasse 6 (U4/Kettenbrückengasse).

The home of waltz king Johann Strauss the younger can be visited at Praterstr. 54 in the 2<sup>nd</sup> district (U1/Nestroyplatz); he was living here when he composed The Blue Danube Waltz in 1867.

The Zentralfriedhof contains the graves of some of Vienna's great composers - Beethoven, Schubert, Brahms, the Strausses, Schönberg, among others. To reach the Zentralfriedhof from the JVI, take the U3 to Simmering, and then change to tram 71. Leave the tram at the stop named Zentralfriedhof, Tor 2 (gate 2). Walk about 100 metres along the main avenue towards the church and look for a small sign on the left that says Musiker. This leads to the graves of Beethoven, Schubert, Brahms, and the Strausses. Schonberg's grave is further up the main avenue at the square by the church, the Karl-Lueger-Kirche.

The monument to Wolfgang Amadeus Mozart is a memorial only; the approximate location of his actual burial, in an unmarked grave, can be seen at the now deconsecrated St. Marx-Friedhof at Leberstraße 6-8 (tram 71).

### **Theatres (German-Speaking)**

Burgtheater  
Volkstheater  
Akademietheater  
Theater in der Josefstadt

[www.burgtheater.at](http://www.burgtheater.at)  
[www.volkstheater.at](http://www.volkstheater.at)  
[www.burgtheater.at](http://www.burgtheater.at)  
[www.josefstadt.org](http://www.josefstadt.org)

### **Theatres (English-Speaking)**

Vienna's English Theatre

[www.englishtheatre.at](http://www.englishtheatre.at)

### **Opera**

State Opera  
Volksoper

[www.wiener-staatsoper.at](http://www.wiener-staatsoper.at)  
[www.volksoper.at](http://www.volksoper.at)

### **Operetta and Musicals**

Theater an der Wien  
Raimundtheater  
Ronacher

[www.theater-wien.at](http://www.theater-wien.at)  
[www.musicalvienna.at](http://www.musicalvienna.at)  
[www.musicalvienna.at](http://www.musicalvienna.at)

### **Concert Halls**

Musikverein  
Konzerthaus

[www.musikverein.at](http://www.musikverein.at)  
[www.konzerthaus.at](http://www.konzerthaus.at)

### **Cinemas**

Apollo (German)  
Burgkino (original language or English)  
Artis (English)  
Haydn Cinema (English)

[www.cineplexx.at](http://www.cineplexx.at)  
[www.burgkino.at](http://www.burgkino.at)  
[www.cineplexx.at](http://www.cineplexx.at)  
[www.haydnkino.at](http://www.haydnkino.at)

## Restaurants

### Traditional Austrian

Schnitzelwirt	1070, Neubaugasse 52	+43 (0)1 523 37 71
Steman	1060, Otto Bauer Gasse 7	+43 (0)1 597 85 09
Depot	1070, Andreasgasse 7	+43 (0)1 522 22 46

### American Fast Food

McDonald's	1060, Mariahilferstr. 85-87	+43 (0)1 585 49 49
McDonald's	1070, Mariahilferstr. 114	+43 (0)1 526 36 52

### Chinese

Chens China+Sushi	1070, Schottenfeldgasse 49	+43 (0)1 478 69 88
Yang Haus	1060, Otto Bauer Gasse 20	+43 (0)1 581 01 10

### Greek

Der Grieche	1060, Barnabitengasse 5	+43 (0)1 587 74 66
Rhodos	1070, Kaiserstr. 38	+43 (0)1 523 31 53

### Indian

Rani	1060, Webgasse 41	+43 (0)1 596 51 11
Shalimar	1060, Schmalzhofgasse 11	+43 (0)1 596 43 17

### Italian

Bocan's Pann Caffee	1070, Neubaugasse 7	+43 (0)1 523 95 58
Bar Italia	1060, Mariahilferstr. 37-39	+43 (0)1 585 39 35

### Japanese

Akakiko	1070, Mariahilferstr. 42-48	+43 (0)1 524 06 16
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### Middle Eastern

Levante	1070, Mariahilferstr. 88a	
Hafes (Iranian)	1070, Kaiserstr. 98	+43 (0)1 523 99 36

### Russian

Wladimir	1060, Bürgerspitalgasse 22	+43 (0)1 595 25 24
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### Vegetarian

Nice-Rice	1060, Mariahilferstr. 45	+43 (0)1 586 28 39
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### Ice Cream

Bortolotti	1070, Mariahilferstr. 94	+43 (0)1 523 75 63
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## Shopping

Most shops in Vienna are open Monday-Friday from 9am - 6/7pm. On Saturdays most shops are open from 9am - 5pm. Some food stores at railway stations are open longer but are more expensive. Shops in Vienna are closed on Sundays!

### Banks

BAWAG	1060, Mariahilferstr. 89a	<a href="http://www.bawagpsk.com">www.bawagpsk.com</a>
Erste	1060, Mariahilferstr. 69	<a href="http://www.sparkasse.at">www.sparkasse.at</a>
Raiffeisen	1070, Mariahilferstr. 88a	<a href="http://www.raiffeisenbank.at">www.raiffeisenbank.at</a>

### Currency Exchange

Westbahnhof, 1st floor at the departure hall

### Computer Equipment

Cyberport	1150, Westbahnhof	<a href="http://www.cyberport.at">www.cyberport.at</a>
Saturn	1070, Mariahilferstr. 42-48	<a href="http://www.saturn.at">www.saturn.at</a>

### Cosmetics/Beauty Salons

Salon Marta	1070, Neustiftgasse 120	+43 (0)1 526 11 95
Institut Millet	1060, Webgasse 6	+43 (0)1 597 50 84
Stella	1060, Mariahilferstr. 93	+43 (0)1 596 37 92
Life Style	1070, Neubaugasse 64-66	+43 (0)1 526 45 15
Yasmine	1070, Neubaugasse 16	+43 (0)1 523 75 73

### Drugstores

BIPA	1060 Mariahilferstr. 7	<a href="http://www.bipa.at">www.bipa.at</a>
DM	1060 Mariahilferstr. 89a	<a href="http://www.dm-drogeriemarkt.at">www.dm-drogeriemarkt.at</a>
Müller	1060 Mariahilferstr. 97	<a href="http://www.mueller-drogerie.at">www.mueller-drogerie.at</a>

### Flowers

Fleurop Blumen Naderer	1070, Kirchengasse 21	+43 (0)1 523 83 89
Fleurop - M. Müller	1070, Neubaugasse 1	+43 (0)1 523 55 65

### Hairdressers

Gruppa l'Ultima	1070, Mariahilferstr. 120	+43 (0)1 524 08 70
Happy Hair	1060, Stumpergasse 32	+43 (0)1 596 19 65
Strassl	1060, Mariahilferstr. 77-79	+43 (0)1 586 38 07

### Pharmacies

Zur Kaiserkrone	1070, Mariahilferstr. 110	<a href="http://www.kaiserkrone.at">www.kaiserkrone.at</a>
Marienapotheke	1060, Schmalzhofg. 1	<a href="http://www.marienapo.eu">www.marienapo.eu</a>

### Supermarkets

Billa	1060, Mariahilferstr. 35	<a href="http://www.billa.at">www.billa.at</a>
Billa	1060, Webgasse 37/1	<a href="http://www.billa.at">www.billa.at</a>
Lidl	1070, Zieglergasse 8	<a href="http://www.lidl.at">www.lidl.at</a>
Hofer	1060, Mariahilferstr. 85-87	<a href="http://www.hofer.at">www.hofer.at</a>
Spar	1060, Otto Bauer Gasse 1	<a href="http://www.spar.at">www.spar.at</a>
Merkur	1070, Mariahilferstr. 42-48	<a href="http://www.merkurmarkt.at">www.merkurmarkt.at</a>

## Tabak - Trafik

(Shops to buy public transport tickets)

1060, Otto Bauer Gasse 4	+43 (0)1 586 33 61
1070, Mariahilferstr. 58	+43 (0)1 523 82 78
1070, Mariahilferstr. 72	+43 (0)1 526 38 16
1070, Mariahilferstr. 100	+43 (0)1 526 94 45
1070, Mariahilferstr. 126	+43 (0)1 526 24 10

## Shopping Malls

### Donau-Zentrum

[www.donauzentrum.at](http://www.donauzentrum.at)

Take the U1 to Kagran (direction of Leopoldau).

### Meidlinger Hauptstraße

Take the U3 to Landstraße, change to U4 (direction of Hütteldorf) alight at Meidlinger Hauptstraße and walk about 50 metres to the pedestrian precinct where the shops begin.

### Shopping City Süd (SCS)

[www.scs.at](http://www.scs.at)

### Shopping Center Nord (SCN)

[www.scn.at](http://www.scn.at)

### Wien Mitte

[www.wienmitte-themall.at](http://www.wienmitte-themall.at)

### G3

[www.g3-shopping.at](http://www.g3-shopping.at)

### Designer Outlet Parndorf

[www.mcarthurglen.com/at/designer-outlet-parndorf/de/](http://www.mcarthurglen.com/at/designer-outlet-parndorf/de/)

## Flea market at Kettenbrückengasse

Saturdays only from 7:00am - 2:00pm. This is Vienna's largest open air market. Take the U3 to Landstraße/Wien-Mitte (6 stops) and change onto the U4 (in the direction of Hütteldorf). Kettenbrückengasse is 3 stops from Landstraße.

## How to Get a Refund on VAT

If you plan to spend at least €75.01 in a shop affiliated with the Europe Tax-Free Shopping scheme, ask the Sales Assistant for a "Tax-Free Cheque" before you complete the purchase. Residents of non-European Union countries may claim a VAT refund if the goods are exported from the European Union within three months of the last day of the month in which the goods were purchased. For example, if you purchased goods on March 1, you will receive a VAT refund if you export your goods from the European Union by June 30.