

INVESTING IN
LEARNING
STRENGTHENING
ECONOMIC POLICIES
AND INSTITUTIONS

Joint Vienna Institute

JVI Residence Guest Handbook



OVER 54,000
SUCCESSFUL ALUMNI

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The Residence

Check-in and Check-out time

Check-in time

Check-in begins at 4:30pm on Saturday. If participants arrive earlier, they may store their luggage in the bicycle room across the hallway from the reception at their own responsibility.

Check-out time

Guests must vacate their rooms and return their key cards to reception by 9:30am on Saturday. Those with late departures in the afternoon or evening may store their luggage in the bicycle room across the hallway from the reception until their departure.

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.

Please note that the Reception cannot accept packages on your behalf, and you are not permitted to have packages delivered to either the Residence or the Institute's address.

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.

Recreation room

Your keycard gives you 24-hour access to the recreation room, which is located on level "0". Computers are connected to the JVI network. Participants may also access the internet and use the printer. After 10pm, please keep noise levels down to avoid disturbing other participants.

Lounge

Residents are welcome to relax and enjoy the television in the lounge, which is adjacent to the reception area. Please ask the receptionist to assist you with the use of this equipment.

Table Tennis

There is a table tennis table in the recreation room. Paddles and balls are available at reception.

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 2nd, 4th, 6th, and 8th 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 an iron. Directions for using these machines are posted on the wall. A Coin Change Machine is located next to the reception. Please note that the €2 required for laundry should be in 50-cent coins.

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 guests can enjoy the sauna, for which they have to pay €5 for half an hour at the reception, where they will receive a special token. Ladies’ and men’s changing rooms and showers are located opposite the fitness room.

No smoking policy

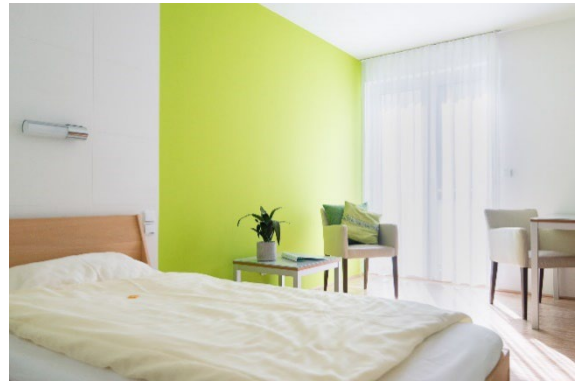
Please note that smoking is not permitted in the JVI facility or JVI Residence.

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. Bed linen is changed once a week, on Saturdays. Please be advised that cleaning staff will enter all rooms every Saturday. This applies to groups staying for more than one week. If a "Do Not Disturb" sign remains on the door for two days, housekeeping will enter the room on the third day to ensure cleaning is carried out.

Each room is equipped with the following:

- One glass for water
- One cup for teakettle
- hairdryer
- high speed WI-FI (the password is in the welcome pack)
- refrigerator
- safe
- telephone



How to use the safe

Before using the safe, please first read the user instructions, located on the inner side of the wardrobe that contains the safe.

To open the safe for the first time, press START, then 123, then START again. In some rooms, the code consists of more than three numbers; in such cases, enter 123456 instead of 123.

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**.



Turn left when leaving the Residence lobby and wait outside the bike shop Radpunkt next door (Schmalzhofgasse 10), for further instructions from the receptionist or porter.

The receptionist has to make sure everyone is accounted for, hence it is imperative you remain outside Radpunkt until he/she instructs you otherwise.

Good to know - Vienna

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 entwerfen” (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 [Wiener Linien website](#). You can search for connections and easily purchase tickets in [WienMobil app](#), available for Android and iOS devices.

24, 48 or 72 hours VIENNA

The ticket offers you free travel on Vienna's public transport for 24, 48 or 72 hours from validation. It is valid on all public transport services in the core zone of Vienna (with the exception of special express bus lines).

7-days VIENNA

The 7 Days VIENNA ticket is a flexible digital weekly pass for Vienna's public transport, valid for seven days from your chosen start date (until 1:00 am on the eighth day). It allows unlimited travel on the underground, trams, and buses within Vienna's core zone, excluding special express bus lines like the airport bus.

31 days VIENNA

The 31 Days VIENNA ticket is a flexible digital monthly pass for Vienna's public transport, valid for 31 days from your chosen start date (until 1:00 am on the 32nd day). It allows unlimited travel on the underground, trams, and buses within Vienna's core zone, excluding special express bus lines like the airport bus.

Vienna City Card

The Vienna City Card provides discounts at various museums, attractions, theaters, shops, and restaurants throughout Vienna. It also includes an optional 24-hour Hop-On Hop-Off tour and airport transfer. Additionally, the card serves as a public transport pass for unlimited travel on Wiener Linien services (metro, tram, S-Bahn, and bus) with options for 24, 48, 72 hours, or 7 days. You must validate the card before your first journey.

You can purchase the Vienna City Card at the following locations, open daily from 9:00 am to 6:00 pm:

- Service Center: Opernring 3-5 17/24, 1010 Vienna
- Ticket Shop: Opernpassage (Metro station Karlsplatz), 1010 Vienna

- Tourist Info: Albertinaplatz, 1010 Vienna and Vienna Airport

Find all discounts here.

The card can also be purchased [online](#) as a Print at Home ticket.

You can purchase and download the card via ivie - [Vienna Guide app](#).

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). You can easily search for connections and timetables in the [Wien Mobil app](#) or in Google Maps.

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, 1stdistrict, 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 1st 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 20th 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 18th 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 1st district, the Secession is a key example of modern architecture and art of the 20th 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 20th century, are on permanent display. Open daily from 10:00am to 6:00pm. The Kunsthaus is located at Untere Weissgerberstrasse 13, 1030 Vienna.

Vienna's famous composers

Joseph Haydn's house is in the 6th 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 19th district (bus number 38A from U4/Heiligenstadt).

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

The home of waltz king Johann Strauss the younger can be visited at Praterstr. 54 in the 2nd 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](#)

Theatres (English-Speaking)

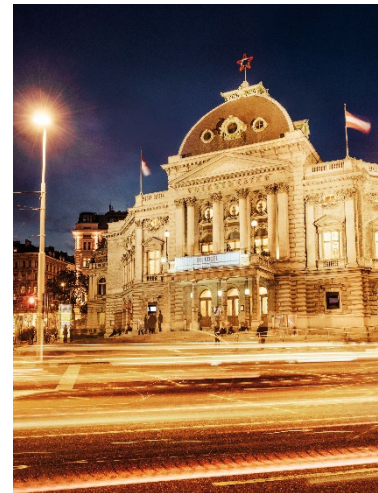
[Vienna's English Theatre](#)

Opera

[State Opera](#)

[Volksooper](#)

[Theater an der Wien](#)



Operetta and Musicals

[Theater an der Wien](#)

[Raimundtheater](#)

[Ronacher](#)

Concert Halls

[Musikverein](#)

[Konzerthaus](#)

Cinemas

[Apollo](#) (German)

[Burgkino](#) (original language or English)

[Artis](#) (English)

[Haydn Cinema](#) (English)

Shopping

Most shops in Vienna are open Monday-Friday from 9am - 6/7pm. On Saturdays most shops are open from 9am - 6pm. 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
Erste Bank	1060, Mariahilferstr. 69
Raiffeisen	1070, Mariahilferstr. 88a

Currency Exchange

Westbahnhof, 1st floor at the departure hall

Computer Equipment

Cyberport	1150, Westbahnhof
MediaMarkt	1070, Mariahilferstr. 42-48

Cosmetics/Beauty Salons

MIA Beauty Spa	1070, Lindengasse 22
Alice Kosmetik	1070, Neubaugasse 38/5
Schön im 7.	1070, Kaiserstraße 43

Drugstores

BIPA	1060 Mariahilferstr. 112
DM	1060 Mariahilferstr. 89a
Müller	1060 Mariahilferstr. 97

Flowers

Blumen Brigitte Aigner	1070, Westbahnstr. 5a
Calla Floristik	1060, Gumpendorfer Straße 70
Blumen Minh Nan	1060, Otto-Bauer-Gasse 24

Hairdressers

IKS - Next Generation	1060, Mariahilferstr. 61
VYDEN SALON	1060, Otto-Bauer-Gasse 24

Feinschnitt	1060, Bürgerspitalgasse 10
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Pharmacies

Zur Kaiserkrone	1070, Mariahilferstr. 110
Marienapotheke	1060, Schmalzhofg. 1
Essenz Apotheke	1070, Mariahilfer Str. 72

Supermarkets

Billa	1060, Mariahilferstr. 35
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Billa	1060, Webgasse 37/1
Lidl	1070, Zieglergasse 8
Hofer	1060, Mariahilferstr. 85-87
Spar	1060, Otto Bauer Gasse 1
Billa Plus	1070, Mariahilferstr. 42-48

Tabak - Trafik

(Shops to buy public transport tickets)

- 1060, Otto Bauer Gasse 4
- 1070, Mariahilferstr. 58
- 1070, Mariahilferstr. 72
- 1070, Mariahilferstr. 100
- 1070, Mariahilferstr. 126

Shopping Malls

[Donau-Zentrum](#)

Take the U1 to Kagran (direction of Leopoldau).

[Shopping City Süd \(SCS\)](#)

[Shopping Center Nord \(SCN\)](#)

[Wien Mitte](#)

[G3](#)

[Designer Outlet Parndorf](#)

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.

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.