



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman

IOI Workshop for NPMs “Communication skills & techniques”

25 – 27 September 2017 | Vienna, Austria

PRACTICAL INFORMATION

TRAINING VENUE

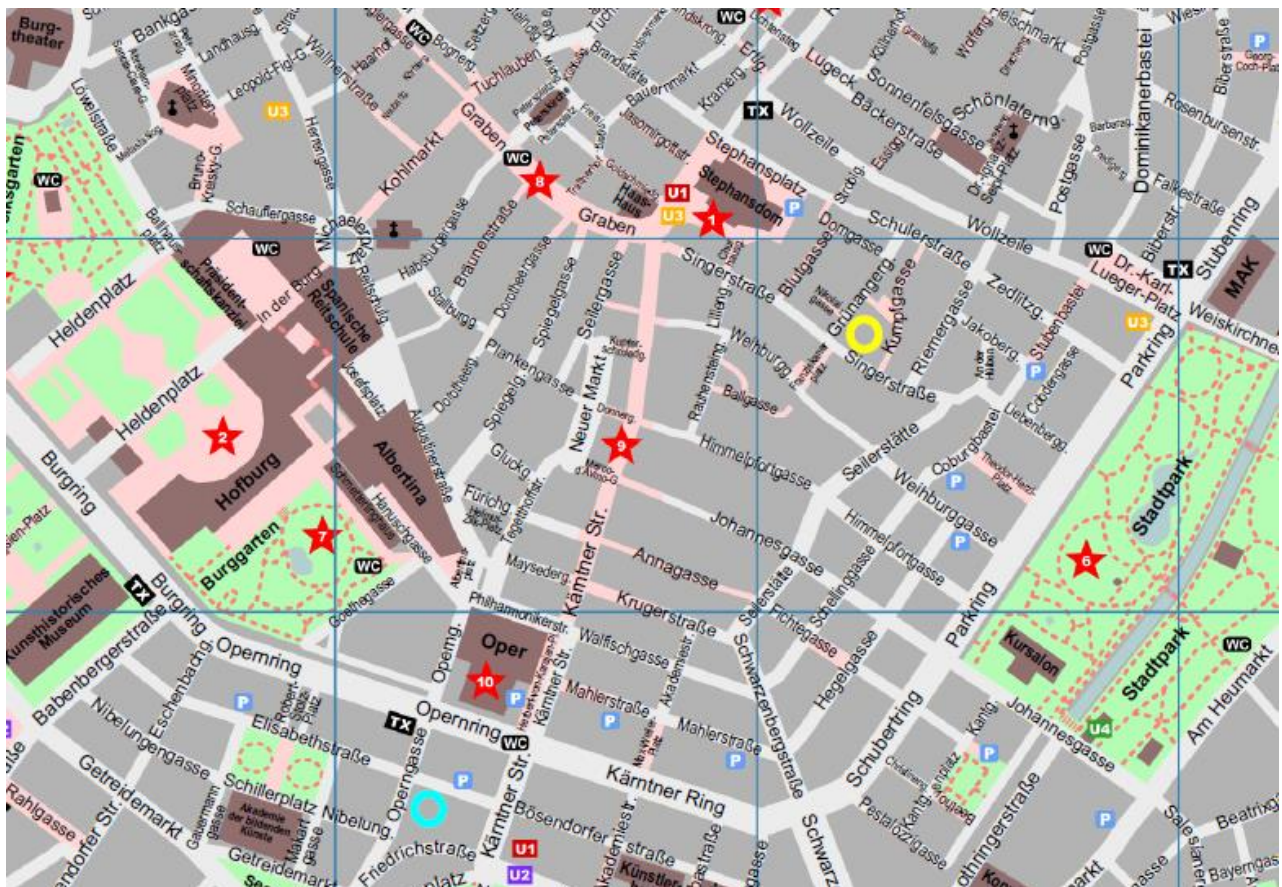
The training will be held at the IOI General Secretariat, which is located at the premises of the Austrian Ombudsman Board (*Volksanwaltschaft*) right in the city centre (close to St. Stephen's Cathedral) at:


Austrian Ombudsman Board (*Volksanwaltschaft*)


Singerstrasse 17, A-1010 Vienna, Austria

Phone: +1 512 93 88

Email: ioi@volksanw.gv.at



 = Motel One (Elisabethstr. 5)

 = Austrian Ombudsman Board (Singerstr. 17)

PARTICIPATION

The IOI offers this training free of charge to member institutions in good standing (i.e. with paid up fees for the membership year 2016/2017). Travel and accommodation costs must be covered by the participants themselves. Hotel options can be found further below.

The training will be conducted in **English**; a high level of English proficiency is therefore requested from participants.

To ensure the highest possible outcome, participation is limited to a maximum number of **35 participants** and to a maximum number of two representatives per member institution.

Registrations will be accepted on a “first come, first serve” basis and must be made by returning the completed registration form to the IOI General Secretariat by Email (ioi@volksanw.gv.at) or fax (+43 1 512 93 88 200) as soon as possible but no later than **14 July 2017**.

SCHOLARSHIPS

The IOI will once again be able to provide a small number of scholarships for institutions with limited resources.

Scholarships will be awarded by the IOI Executive Committee and include refund for economy airfares and/or payment of the accommodation costs for 3 nights (24 – 27 September) in a double room (single use) at Motel One.

Scholarship applications must be forwarded to the IOI General Secretariat as soon as possible, but no later than **14 July 2017** and should include the following information:

- Letter of intent explaining why your institution applies for funding and what you would need funded (i.e. flight, accommodation, or both);
- If you need funding for flight costs, please include a quotation for the airfare and note that the respective amount cannot be paid in advance, but only be reimbursed after the training upon receipt of the relevant travel documents (i.e. boarding passes);
- If you need funding for accommodation, the IOI General Secretariat will make the necessary reservations at Motel One and arrange for a direct payment.

ACCOMODATION & HOTEL INFORMATON



A block of rooms has been reserved at [Motel One – Wien Staatsoper](#), which enjoys a prime location (address: Elisabethstrasse 5, A-1010 Vienna, Austria) close to the Vienna State Opera and to the most important sights and shopping areas of Vienna. The hotel is only a 15-minutes' walk away from the training venue (i.e. the Office of the Austrian Ombudsman Board).

Special rates have been arranged as follows:

- **Double room (single use):** EUR 100,74 per room / per night (incl. breakfast)
- **Double room (double use):** EUR 125,62 per room / per night (incl. breakfast)

Please indicate on your registration form if you would like to make reservations at Motel One. The IOI General Secretariat will then take care of the necessary arrangements for your reservations. Payment must be made by each participant upon arrival/check-in.

Please note that the following **cancellation terms** will apply:

- 6 weeks prior to arrival date = cancellation free of charge
- 4 weeks prior to arrival date = cancellation fee of 50% of total costs of reservation
- less than 4 weeks prior to arrival date = cancellation fee of 90% of total costs of reservation

Other hotel options in or near the city centre would be the following (see below). Please note that no special arrangements have been made with these hotels and that you are required to make your reservations directly with the hotel yourself.

[Schick Hotel Group](#)

(Hotel am Parkring / Hotel Stefanie / Hotel City Central / Hotel Capricorno)

[Kremslehner Hotel Group](#)

(Hotel Royal / Graben Hotel)

[Hotel Amadeus](#)

Wildpretmarkt 5, A-1010 Vienna, Austria

Phone: +43 1 533 87 38 / Email: office@hotel-amadeus.at

[Hotel Kärtnerhof](#)

Grashofgasse 4, A-1010 Vienna, Austria

Phone: +43 1 512 19 23 / Email: info@karntnerhof.com

[Hotel Post](#)

Fleischmarkt 24, A-1010 Vienna, Austria

[Hotel Austria](#)

Am Fleischmarkt 20, A-1010 Vienna, Austria

Phone: +43 1 515 23 / Email: office@hotelaustria-wien.at

[Hotel Wandler](#)

Petersplatz 9, A-1010 Vienna, Austria

Phone: +43 1 534 550 / Email: reservation@hotel-wandler.com

[Pension Nossek](#)

Graben 17, A-1010 Vienna

Phone: +43 1 533 70 41 – 0 / Email: reservation@pension-nossek.at

AIRPORT TRANSFER

Vienna International Airport is about 16 km east of Vienna. The city center can be reached quickly and comfortably by public transport, such as:

City Airport Train (CAT)

The [City Airport Train](#) connects the airport with the transport hub at *Wien Mitte* where you have easy access to the Vienna metro lines **U3** and **U4**. The ride is non-stop and takes about 16 minutes.



From the airport to the city center (*Wien Mitte*) trains run daily every 30 minutes from 6.09 am to 11.39 pm. From the city center (*Wien Mitte*) back to the airport trains run daily every 30 minutes from 5.36 am to 11.06 pm.

Tickets can be purchased [online](#) or from ticket vending machines at the airport and at *Wien Mitte*. Single tickets cost €11; return tickets cost €19.

Express Train S7

The express train *S7* runs between Vienna Airport and *Wien Floridsdorf*. The journey takes 37 minutes as the train makes a number of stops.

From the airport to *Wien Floridsdorf* the train runs daily from 5.18 am to 0.18 pm. From *Wien Floridsdorf* to the airport the train runs daily from 4.36 am to 11.36 pm.

Tickets can be purchased from ticket vending machines at the airport and at every train stop. Please note: the airport is located outside the Vienna city zone! You need to purchase two single tickets: one for the zone up to the Vienna city limits and another one for the Vienna city zone.

Bus connections

The buses of [Vienna Airport Lines](#) take you direct to the city center, to the *Donauzentrum*, or to Vienna's *Westbahnhof*. To the city center (i.e. *Morzinplatz/Schwedenplatz*) the bus ride takes 22 minutes.



From the airport to the city center (*Morzinplatz/Schwedenplatz*) buses run daily every 30 minutes from 4.50 am to 0.20 am. From the city center (*Morzinplatz/Schwedenplatz*) to the airport buses run daily every 30 minutes from 4.00 am to 11.30 pm.

Tickets cost €8 for adults and can be purchased from the bus driver.

PUBLIC TRANSPORT

Vienna's public transport network consists of five subway lines, 29 tram lines and 145 buses.

The five underground lines are **U1**, **U2**, **U3**, **U4** and **U6**; during the week, they run from about 5:00 am in the morning to around midnight (trams and buses stop running earlier).

Over the weekend (i.e. on Friday night and Saturday night) underground lines operate 24 hours.

Tickets can be purchased from vending machines in all underground stations and have to be validated prior to each journey.



Vienna Map - City Center

Tourist Map with Attractions

- Streets and Alleys
- Pedestrian Areas
- ★ Sights & Attractions
- Special Buildings
- Parks
- - - Footpaths
- Waters
- P Car Parks
- ✚ Churches
- ≡ Stairs
- U1 Metro Stations
- WC Public Toilets
- TX Taxi Stands

Grundlagedaten: Stadt Wien – ViennaGIS Scale approx. 1:8000 ~100m



city-walks
www.city-walks.info
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