

# **Important Information while on your trip**

## **AUSTRIA**

### **IN CASE OF EMERGENCY / PROBLEM WITH SERVICES / DELAYED ARRIVAL:**

Your vacation package includes the services of our local suppliers, who are your hosts and will ensure that your vacation goes smoothly. They are located in the same time zone as your itinerary and can provide immediate assistance if necessary. Please call them if a problem should arise and give them the opportunity to find a resolution during your stay. Please be sure to contact them to re-confirm your arrival transfer if your flight or train is delayed.

#### **Pegasus Incoming (for Vienna services)**

Office hours: Monday - Friday 9:00am – 6:00pm,  
Saturdays 9:00am – 12:00pm

Office phone number: (43) 1 599 33 333

Monday to Sunday 8:00am – 8:00pm

#### **Euronet Travel (for Salzburg and Innsbruck)**

Office hours: Monday - Friday 9:00am – 5:00pm

Office phone number: (43) 662 877 111

After hours number: (43) 664 2602 489 (weekends and holiday 9:00am – 5:00pm)

**Note:** For Best Western hotels using the Advance Rate Card or Minotel hotels – please deal directly with the hotel for any issues during your stay

### **TOURS AND TRANSFERS:**

Please note that if you need to cancel a day tour or transfer during your trip, you must contact Pegasus Incoming or Euronet Travel at least 48 hours to advise.

### **YOUR VOUCHERS / TRAVEL TICKETS:**

- You have been given a voucher / travel ticket for each segment and / or service that you have purchased for your trip. To redeem these services, give these vouchers / travel tickets to each of the suppliers listed on them.
- Vouchers include applicable information such as addresses, pick-up times, instructions, and telephone contact numbers for our local companies representing us at your destination.

### **Documentation Requirements:**

US Citizens: Passport is required. Visa is not required for stays of 3 months or less. Persons other than US citizens should check directly with the Austria Consulate. In addition, persons visiting Austria must be able to show they have sufficient funds, roundtrip or onward ticket.

### **U.S. Embassy:**

Parkring 12

1010 Vienna

Telephone: (43) 1 31339 7535

### **Communications:**

When dialing direct to Austria, dial the proper international access code + 43 (country code) + (city code) + (local number). The international access code if dialing from the US is 011. Audible sounds: Ringing, similar to the US ringing tone except shorter. Busy signal is again similar to the US except faster.