

JUGENDGÄSTEHAUS WIEN–BRIGITTENAU & BRIGITTENAU YOUTH PALACE

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„Da legst di nieda!“
[Transl.] That's no wonder at all!



Dear Guests,

The team of the Youth Hostel Vienna Brigittenau is very glad to welcome you in Vienna.

To make your stay as pleasant as possible we want to give you some information about us and our house.

Arrival:

After your registration each person on our prepared rooming list will get one electronic keycard for his room.

- ✉ **Our tip:** you can also get the rooming list 2 weeks ahead of your arrival from our reception by telling us your reservation number. We ask you for understanding that until the arrival date there could be changes within the rooming list.

Please note that

- the rooming list is also the registration - form for all participants
- guests from foreign countries have to fill in also their passport numbers (Austrian Registration law)

- ✉ **Our tip:** a prepared list with family names and passport numbers of all group members would save you a lot of time at your arrival.

- the group leader has to fill in a single registration form at the reception
- the group leader has to sign the filled in rooming list to confirm the receipt of the electronic keycards.

Electronic keysystem

For your **personal security** our house is equipped with an **electronic key-system** and a **video surveillance**, but we kindly ask you to **pay attention to your valuables** anytime.

Please note that

- opening the room-doors from outside is only possible with an active keycard.
- On the day of departure the keycards are only active until 10 o'clock. Afterwards it's not possible to reenter the rooms.

- ✉ **Our tip:** If you want to lock your cupboard you can buy a padlock at the reception. Please **deposit your valuables for free** in the safe at our reception. For **lost or disappeared valuables in the rooms we cannot take any liability.**

During the Stay:

To guarantee you, your group and all our other guest a comfortable stay in our house, the following guidelines are necessary.

Please take note that:

- **alcohol is not allowed.**
- **Smoking is forbidden in the whole building.**
- **cooking, handle with open fires and washing clothes in the rooms is strictly forbidden.**
- the **windows** can only be **tilted, not completely opened**. The **Brigittenau Youth Palace** is a **low energy building**, for technical reasons **the windows cannot be opened**.

- ☒ **Our tip:** our house is equipped with an **automatic fire alerting system**. If the fire alarm is pulled the fire brigade automatically comes to the hostel. The bill for a **false alarm is up to € 700.-- which the violator has to pay**.

Our **elevators** are connected with the emergency center of the manufacturer. In case of an **emergency evacuation** caused by **willful release** of the safety equipment (such as overloading, jumping in the elevators a.s.o) an expense amount of **€ 150.-- which the violator(s) have to pay immediately**.

- pets are not allowed
- during **10.00 p.m. and 06.00 a.m. are quiet hours** by law.

- ☒ **Our tip:** **For being together at any time, you can use our lounge downstairs in the basement of the old building or the lobby at the reception, which is open 24 hours.**

- For security-reasons the front door will be closed during the night. Your electronic keycards opens also the main entrance during the night.

Departure:

Please allow **20 minutes in your schedule** on the day of departure **for check-out formalities**.

Please note that on the departing day:

- all sheets have to be taken off (**except Youth Palace – please leave the sheets on the beds**)
- the sheets have to be put in the designated laundry-shaft
- the room has to be left by 10.00 a.m and the electronic keycards have to be returned to our reception.

- ☒ **Our tip:** please note that the electronic keycards won't work after 10 a.m.

- the group leader has to check with the reception that all keys are handed in.
- everybody who stored valuables at the reception must pick them up.

Please do not hesitate to contact our Reception-team or Ms. Hiess from the management if you have any wishes or for further informations during your whole stay.

We wish you and your group
a very pleasant stay at our house and a wonderful time in Vienna
The Team of the Jugendgästehaus Wien-Brigittenau