



Important Information

for tour guides and
coach driver





Dear tour guide,
Dear coach driver,

the boarding and drop-off points in Vienna – particularly Schwedenplatz, the Albertina, the Hundertwasserhaus and the Belvedere – are popular destinations for coach passengers.

As a result, bottlenecks can form during peak times, which have a negative impact on the flow of traffic. Security personnel can only be posted to these areas during peak periods.

In order to make boarding and alighting coaches as smooth as possible for all our visitors, the coach operators, the interest groups of the Vienna Chamber of Commerce, the City of Vienna and the Vienna Tourist Board jointly agreed that coaches **should not wait for groups in these boarding and drop-off areas.**

The coach should not pull up until the group has arrived along with the guide.

All coach drivers are required by their managers to adhere to this procedure without exception, as are the tour guides.

These signatories want to ensure that no conflict situations arise and that our visitors can enjoy a relaxing travel experience in Vienna.

We ask for your understanding and thank you for your support!

Mag. Dr. Markus Raab,
Head of Department
Traffic Management and
Organisation, City of Vienna

Norbert Kettner,
CEO Vienna Tourist Board

Dr. Ludwig Richard,
Chairman of the Professional
Association of Bus, Aviation and
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KommR Gerti Schmidt,
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