



# PRACTICAL INFORMATION

*Badge, transportation, venue, accommodation, catering...*

## 1- PRIOR THE CONFERENCE

### a) Book your accommodation

Some rooms have been pre-booked at negotiated rates in Vienna (subject to availability). Booking links are available with negotiated rates and attractive terms:

#### 1) Hotel Schani UNO City (10 minutes by walk from conference center)

- 15% discount on the flexible, variable rate - please note that prices can change daily. The earlier you book the better. The link will expire 2 weeks prior to arrival
- Use the **Booking link** and specify the code "SYMFONYCON":
- Cancellations are free of charge up to 1 week before arrival. If cancelled afterward or in case of no-shows, the hotel will charge 100% of the services ordered.

#### 2) NH Hotel group (several hotel options)

- Negotiated fixed prices
- Use the **Booking link** and specify the code "SYMFONYCON"
- Cancellations are free of charge up to 1 week before arrival. If cancelled afterward or in case of no-shows, the hotel will charge 100% of the services ordered.

#### 3) Bassena Hotel group (several hotel options)

- Negotiated fixed prices
- Bassena Wien Donaustadt hotel: Use the **Booking link**
- Bassena Wien Messe Prater hotel: Use the **Booking link**
- Cancellations are free of charge up to 2 weeks before arrival. If cancelled afterward or in case of no-shows, the hotel will charge 100% of the services ordered.



## b) Complete your account information

Once you are registered, customize your SymfonyCon experience by completing your profile:

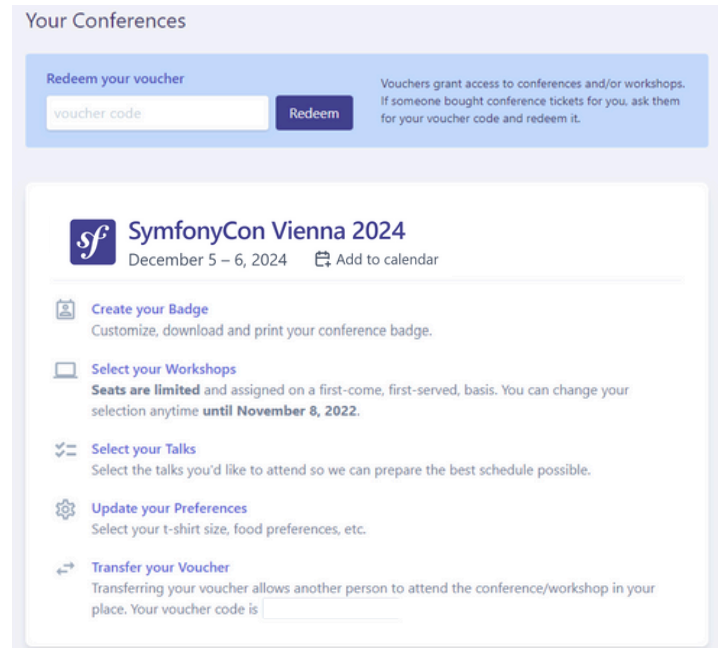
- Personalize your badge
- Select your workshops (if applicable)
- Select your talks
- Choose your t-shirt size and food preferences

## c) Print your badge

For safety reasons we ask all participants to print their badge before arriving at the conference.

**There will be no printing on site.**

Lanyards and badge pocket will be available at the welcome desk.



# 2- JOINING THE CONFERENCE CENTER

## a) By train

Vienna is accessible from 15 European countries by rail without having to change! We recommend your traveling this way to limit your carbon footprint. Vienna has several train stations: **Vienna Main Station** (Wien Hauptbahnhof), **Wien-Meidling Station**, **Westbahnhof Station**, **Wien Mitte Station**. Getting to the Main Station and Wien-Meidling station is easy with public transportation as they can be reached from any subway or rapid transit railway station in Vienna in under 30 minutes.

- Vienna Main Station (Wien Hauptbahnhof): 20-25 minutes in public transports
- Wien-Meidling Station: 30-35 minutes in public transports
- Westbahnhof Station: 25-30 minutes in public transports
- Wien Mitte Station: 20-25 minutes in public transports

For more information about public transport, see details page 4

Tickets can be purchased on: <https://shop.oebbtickets.at/en/ticket>

## b) By plane

For our most geographically distant participants, we propose **attractive discounts with Lufthansa Group airlines**. The Lufthansa Group airlines bring people together - every day, all around the world. The global route network of Austrian Airlines, Lufthansa, SWISS, Brussels Airlines and Eurowings offers optimal connection and combination options, so you will benefit from quick and direct flights to the event.

You will reach the booking platform via this link

<https://www.lufthansa.com/de/en/meetings-and-events-delegates> and with the event code **FRAPYAN**. The reduced fares are automatically displayed.



*NB: Please enable pop-ups permanently in your browser while booking, otherwise the window in the booking platform will not open.*



Once landed in Vienna airport, you can reach the SymphonyCon Vienna 2024:

- **With a taxi**

To ensure a safe journey at a guaranteed price, we recommend that you always take an official airport taxi outside arrival hall. If you are approached outside the baggage claim area by persons claiming to be taxi, we invite you to decline any offer of transportation.

Airport taxis have a fixed price of 42€ (Taxi 40100, 60160) for a maximum of 4 passengers. You must specify an airport taxi when making a booking, otherwise additional costs will be charged (18€) for the taxi to return to Vienna.

**It takes around 25 minutes to reach the venue Austria Center Vienna.**



Viennese taxi companies are Taxi 60 160 / Taxi 40100 / Taxi 31300. Please visit the respective website for more information, to request a price and for fare information. Payment is possible by credit, taxi or debit card. A set price can be agreed if a cab is booked in advance and the destination address is given.

Tel. +43 1 60 160, [www.taxi60160.at](http://www.taxi60160.at)

Tel. +43 1 40 100, [www.taxi40100.at](http://www.taxi40100.at)

Tel. +43 1 31 300, [www.taxi31300.at](http://www.taxi31300.at)

Taxi apps 60160/40100/31300 in the APP Store or the Google PlayStore.

The following companies offer transport with special minibuses for wheelchair users and their escorts:

- Airport Driver, Tel. +43-1-22 8 22, [www.airportdriver.at](http://www.airportdriver.at)
- ATS Airport Transfer Service, Tel. +43 1 7007 359 10, [www.ats-vie.com](http://www.ats-vie.com)
- Blaguss Minibus-Service, Tel. +43 1 610 70-0, [www.blaguss.com](http://www.blaguss.com)
- Taxi Mann Mödling, Tel. +43 2236 30300, [www.taximann-moedling.at](http://www.taximann-moedling.at)

- **With shuttles**

You can choose between the following transfer options when travelling from the airport:

- The non-stop City Airport Train (CAT) service will take you to the centre of Vienna in 16 minutes (every 30 minutes daily, single ticket: 14,90€, return: 24,90€),
- Standard rail service, line S7, in only 30 minutes (every 30 minutes daily, single ticket: 4.40€)
- The airport express bus takes around 30 minutes to reach the Austria Center Vienna.



## c) By car

To get to the Austria Center Vienna by car, take the A22 motorway and turn off at the Austria Center Vienna/VIC (Vienna International Center) exit. Alternatively, take the Reichsbrücke bridge or approach from Wagramer Strasse. There is ample private on-site parking and 18 electric charging stations. It's a first come, first serve principle. Wheelchair parking is available in parking deck P2. A guide system for the blind leads from the forecourt to the information desk.

Contact for parking: [parken@acv.at](mailto:parken@acv.at) or [+43 1 260 69-0](tel:+431260690)





## 3- JOINING SYMFONYCON

### a) Workshops & Main conference

The conference will take place on December 5 & 6 at Austria Center Vienna located in the 22nd district of Vienna. It is situated next to the UN headquarter (UNO City) and surrounded by the Donau City.

Address: Bruno-Kreisky-Platz 1, 1220 Vienna

Present yourself at the welcome desk with your pre-printed badge. We will be at your disposal for any further information.

Don't forget to **check the workshop recommendations** received by email to participate in the workshops. This will make it easier to get started with the workshops.

The schedule is regularly updated on the event page.

## 4- CATERING

### a) Indicate your food preference

Once you have registered, log in to your conference profile, click on Conferences and then on Update your Preferences. Here you go, you can choose Your food preference as "No special meal" or "I'm vegan" or "I'm vegetarian".

If you don't specify your diet beforehand, you won't have priority on the spot.

### b) Food and beverages included

All tickets (workshop, conference, workshop+conference) include a morning coffee break, lunch and afternoon coffee break per day. Dinners are not provided. In addition, a welcome coffee break will be served on **December 5** from 7:30 so **feel free to join us early to avoid the queue.**

Lunches will be served in lunch boxes. You can pick them up in the lobby and in the exhibition area. Only those who have registered and have a badge will be able to pick up their lunch box.

### c) Water accessibility

Water will be available at all times in water fountains

## 5- EVENING PARTY

An evening party will be organized on Thursday, December 5. More information will be communicated later.

## 6- HACKDAY

A Symfony hackathon will be organized on Saturday, December 7. More information will be communicated later.



## 7- DISABILITY INFORMATION

### a) Slow walkers & wheelchairs

- Wheelchair parking is available in parking deck P2 and then all levels are wheelchair accessible
- All rooms except Halls B and C are barrier free (they are built with teared seating). Access to these 2 rooms will be via a ramp on Level 3.
- Dedicated seating will be organized at front and side rows.
- 10-minute breaks are provided between each talk for moving time.

### b) Deaf & hard-of-hearing

- A guide system for the blind leads from the forecourt to the information desk.
- Dedicated seating will be organized at front rows.
- Sign language interpreter or technical devices during talks can be organized upon request by email (events@symphony.com)

### c) Guide and assistance dogs

Service dogs are welcome but must wear a mouth guard inside the building. They also must have current travel documents (document stating that the animal is a service animal), to be presented upon arrival. Participants must maintain control of their animal at all times and keep them on a leash or harness within the venue.

## 8- COMING WITH CHILDREN

### a) Childcare

Babysitting is available upon advance request only (minimum of 7 days). The request must be send by email (event@symphony.com) and be specific with the number of children, their age, requested day and duration.

### b) Breastfeeding

Breastfeeding is permitted wherever breastfeeding visitors feel comfortable in the Conference center. There is no dedicated room available in the venue. A fridge will be available. Please contact reception in good time.

## 9- FURTHER INFORMATION

### a) First aid station

If you begin to feel ill or need medical assistance, please do not hesitate to ask someone from the organization or security agents.

### b) Non-gendered toilets

At Square most of toilets are gendered. For your comfort, a non-gender sign will be added on the toilets dedicated to reduced mobility persons.

### c) Prayer room

There is no prayer room inside the conference area.



## 10- CARE TEAM & CONTACT

### **a) Code of conduct**

In the interest of fostering an open and welcoming environment, the "Code of Conduct Active Response Ensurers", or CARE team, pledge to ensure that the spirit of the Code of Conduct is respected. Our main priority is to ensure the safety of our community members. The second goal is to help educate the community as a whole to be aware of the Code of Conduct and how to help implement its spirit throughout the community. In case these goals conflict, we will prioritize safety of community members over all other goals.

More information on <https://symfony.com/care>

Email: [care@symfony.com](mailto:care@symfony.com)

### **b) Contact our team**

If you have any questions, suggestions or information please do not hesitate to contact our event team:

- email: [events@symfony.com](mailto:events@symfony.com)
- twitter: @symfonycon

*We look forward to seeing you!*