

FAQs parking facilities

General

1. When is the car park open?

The Austria Center Vienna car park is open 24 hours a day.

2. Are there any height restrictions?

The entrance height is limited to 2 metres. If you are unable to drive your vehicle into the facility as a result, please use the button by the right-hand barrier to call for assistance and the parking attendant will grant you access via the ramp behind it.

3. What happens if I enter the car park by mistake? Do I have to pay?

The first thirty minutes are free, so you can simply drive back out of the garage or drop off or pick up passengers at no cost. Please follow the signs to the exit. Under no circumstances should you attempt to drive back along the one-way access road leading to the car park as it is highly dangerous and could result in a fine.

Monthly tickets/long-term permits

4. How much does a monthly ticket cost for the garage?

A monthly ticket is currently priced at EUR 90. Please check the Austria Center Vienna website for the latest monthly, weekly and multi-day rates.

5. What happens if I lose my ticket?

A fee of EUR 45 is applied for lost tickets.

6. How can I buy a monthly/weekly/multi-day ticket?

Tickets are available from the ticket machines. FIRST press "Ticketsale" and THEN insert the ticket you took from the dispenser when you drove into the garage. Follow the menu to find the option you require and take the ticket after completing your purchase. The ticket will drop into the dispenser below, along with any change.

7. Are monthly tickets valid from the first of the month to the last of the month?

No, monthly tickets are not tied to calendar months. They are valid for 31 days from the date of entry. The date AND time of expiration is shown on the ticket, by which point customers must have already left the parking facility.

8. Can I extend a monthly ticket?

It is not possible to extend an existing monthly ticket. To purchase a new monthly ticket, you must drive out of the garage before the existing ticket expires and take a new ticket from the automatic dispenser upon reentering the facility. This can then be converted into a monthly ticket by applying the same procedure as for the previous month.

9. How come my monthly ticket was not recognised when I reentered the car park for the first time and I had to take a new ticket to gain access to the facility?

This is to do with the licence plate recognition system, which opened the exit barrier for the first time without you having to show your new monthly ticket. You can simply dispose of the new admission ticket. From the second time you leave the facility onwards you will need to insert the monthly ticket to leave the garage after which point it will be recognised each time you drive into the garage.

10. Can I buy a multi-month, half-yearly or annual ticket as a private customer?

No, these tickets are only available for companies that have block booked a certain number of spaces for their employees. Such tickets are issued as transponder cards and a corresponding administrative fee is applied.

Assigned spaces

11. Do I have an assigned space as a garage customer, and can you guarantee me a space?

No, there are no assigned spaces on either level and there is no guarantee that spaces will be available. It is conceivable that the garage will be full during some of the larger-scale events hosted at the Austria Center Vienna. Customers explicitly acknowledge this eventuality when they buy a ticket. As a result, parking fees for the facilities at the Austria Center Vienna are significantly lower than for any of the other car parks in the surrounding area.

12. Can I reserve a parking space at the e-charging point? How much does charging cost for electric vehicles?

No, it is not possible to reserve spaces as they are available on a first-come-first-served basis. At present, use of charging points is free for ACV customers. In 2020 there will be 18 new charging points by Wien Energie for a fee.

Data protection

13. How long will my licence plate be stored by the camera system?

Our garage uses a camera-based licence plate recognition system, similar to those in operation in virtually all other modern parking facilities. This helps to cut waiting times for customers as they drive out, as the barrier lifts automatically upon recognising the vehicle's number plate. Licence plates are saved in unencrypted form for 24 hours, and then as encrypted data for a further 48 hours after that. Afterwards all data is deleted. Automatic licence plate recognition is therefore only used if less than 24 hours elapses between a vehicle entering and exiting the facility. (Exception: on request, number plate data can be stored long-term for holders of transponder cards if express written consent is given)