



Important Information

for tour guides and
coach drivers



Dear tour guides,
dear coach drivers,



The boarding and drop-off zones in Vienna – particularly at Schwedenplatz, the Albertina, the Hundertwasserhaus and the Belvedere – are popular destinations for our coach guests.

During peak times, these zones regularly experience congestion. This has a direct impact on the flow of traffic, especially at Schwedenplatz. Please be advised that our operations managers are not able to supervise these zones continuously.

There are situations in which groups do not arrive on time or are not brought to the coaches in a coordinated manner. This leads to significant delays and impacts traffic flow, as the boarding process is considerably prolonged.

In order to ensure a smooth boarding and alighting experience for all guests, the coach operators, the representatives of the Wirtschaftskammer Wien (Vienna Chamber of Commerce), the Stadt Wien (City of Vienna), and the Wiener Tourismusverband (Vienna Tourist Board) would like to remind you of the agreement that **buses in the boarding and drop-off zones are not permitted to wait for groups.**

We recommend the following procedure to ensure a smooth process:

- **Staggered access:** Travel groups should gather at designated meeting points outside the boarding and drop-off zones.
- **Efficient boarding:** Tour guides are requested to coordinate with each other and to organize group handling in coordinated 5-minute intervals.
- **Perfect timing:** The coach may only pull up once the entire group, together with the tour guide, has arrived.

By consistently adhering to these guidelines, we can maintain the coach zones in the long term and avoid conflicts.

All coach drivers and tour guides are asked to strictly observe this procedure.

The common goal of the signatories is to bring about a well-organized process, eliminate unnecessary waiting times, avoid conflicts – and ensure a relaxed travel experience for our visitors to Vienna.

We thank you for your understanding and your support.

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(Municipal Department 46)

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Managing Director, WienTourismus
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Dr. Ludwig Richard
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