

ÖBB Lounge Conditions of Use



Whether you want to relax, work, or just enjoy yourself: Our 7 exclusive ÖBB lounges throughout Austria offer you the perfect atmosphere. All you need is the right ticket or the right customer or partner card.

Which tickets can be used to enter the lounges?

Guests with the following valid tickets are cordially welcome to use the lounges:

- ÖBB-ÖSTERREICHCARD 1st class
- ÖBB 1st Class upgrade to Klimaticket Ö
- ÖBB-ÖSTERREICHCARD 2nd Class with an upgrade to a 1st class ticket from a upgrade value of € 10 *
- Klimaticket Ö with an upgrade to an ÖBB 1st class ticket from a upgrade value of € 10 *
- 1st class standard ticket valid for ÖBB trains from a ticket value of € 15 *
- Upgrade from 2nd class to 1st class standard ticket from a total ticket value of € 15, where the 1st Class share of the upgrade on a 2nd Class standard ticket must equal at least € 8 of the total ticket value*
- Sparschiene ticket 1st Class **
- Sleeper train ticket
- Interrail Pass 1st class valid for Austria
- Eurail Pass 1st class valid for Austria
- European East Pass 1st class
- one of the following partner railway cards:
 - DB bahn.bonus comfort.card 1st Class 100 **
 - DB bahn.bonus comfort BahnCard First 100 **
 - SBB General Subscription 1st class
 - MAV START Premium
 - MAV START KLUB VIP
- Railteam partner card combined with a valid international long-distance ticket from a value of € 15 **

* The booked connection must be possible with RJ, ICE, EC, IC or D trains. You are not permitted to use the ÖBB lounge with a special offer ticket (e.g., the ÖBB summer ticket), network tickets (Verbundtickets), FIP or ÖBB-at.-Fahrbegünstigungskarten. The 1st Class share of the upgrade on a 2nd Class standard ticket (single ticket, group ticket, weekly or monthly card) must equal at least € 8 of the total ticket value. Seat reservations are part of the ticket. The relevant ticket value limits apply for one direction and one person. For 1st class weekly and monthly cards, as well, the relevant ticket value limits apply for one direction and one person. 2nd class weekly and monthly cards do not authorise the use of the Lounge.

** Exclusions are DB **Super Sparpreis** tickets - regardless of the card status and comfort class!

*** You can find a list of the Railteam partner cards which, combined with a valid international long-distance ticket, allow you to use the lounges, on the relevant display stand.

What do we treat you to free of charge?

Spend your waiting time in a stylish waiting room in an exclusive atmosphere:

- Enjoy (a reasonable amount) of first-class beverages and delicious snacks
- Use the Lounge's own WIFI portal and
- browse the APA kiosk. Here, you can browse our digital collection of the latest local and international newspapers and magazines!
- Power supply right by your seat for mobile devices
- Personal service is important to us - our lounge staff is more than happy to help you with any questions you may have concerning your journey

We look forward to welcoming you
from 1½ hours before departure and up to 1½ hours after arrival of your train
for a maximum of twice daily per location.

Where can I leave my luggage?

There are plenty of lockers at your disposal at the train station to store your luggage. For security reasons, we kindly ask you not to leave your luggage unattended in the lounge. We hope you understand that we cannot assume any liability or guarantee for luggage or personal belongings which are left behind. Our staff at the ÖBB lounges is also not able to keep an eye on your luggage or assume any other responsibility in this respect. Due to a lack of space, please do not take any luggage carts into the lounge.

What must I consider when using the WIFI access?

In the ÖBB Lounges, you can access the internet free of charge through our Lounge Portal or WIFI. Please follow the relevant instructions for use - you can obtain these from lounge staff or find them on the internet <http://www.oebb.at/de/leistungen-und-services/am-bahnhof/oebb-lounge> under menu item 'Instructions and House Rules'.

Please remember that this is a voluntary offer and not included in the ticket price.

What goes against the conditions of lounge use?

To make your stay in our lounges as pleasant as possible, **being considerate to others** is particularly important.

Please observe:

- **The Rules for your Lounge Visit** posted at the Lounge entrance, particularly during COVID-19 pandemic times:
 - the **Registration Obligation at all ÖBB Lounges**, and
 - the presentation of a **Proof of Low Epidemiological Risk** according to COVID-19 opening regulations, valid as from 19 May 2021 for entry to the ÖBB lounge - extract in separate document. If you cannot submit such a document of proof, you will be refused entry.
 - NO video documentation of self-administered COVID-19 tests is acceptable as proof for entry to the ÖBB lounges.
 - The ÖBB lounge staff will NOT administer any rapid antigen tests if you are unable to present the required document of proof.
- Please do not take beverages and snacks from the lounge away with you. You can purchase provisions and reading material for the rest of your journey in the shops located at the train station.
- Please do not disturb other passengers with loud discussions, phone calls or other activities.
- It is not permitted to **consume food and beverages brought into the lounge**.
- All ÖBB lounges are non-smoking areas. Please respect the smoking ban.
- Pets may not be taken into the ÖBB lounges. Assistance dogs or small pets in pet carriers are an exception as long as other guests are not disturbed.
- Unfortunately, there is no room in the ÖBB lounge for bicycles unless you are transporting the bike in the train packed as a piece of luggage. This also applies to scooters and other, similar means of transport.

If you use our lounges for purposes other than travel, consume excessive amounts of food and beverages (in particular, alcoholic beverages) or behave improperly, this violates our conditions of use and can lead to **permanent exclusion**.

Do you have any questions? Our staff members are more than happy to be of assistance.

***We look forward to your visit and hope you have a pleasant stay
in our ÖBB lounges.***