

major modes including multiple transfer possibilities but should be bought in advance, either single one-way tickets or three-day passes.

## Hotels

Excellent facilities of international standard are available in larger Austrian cities. In Vienna, travellers are advised to book early, particularly for the fall season, but also when fairs and international congresses are held and during the tourist season. The Embassy can obtain government rates for business travellers at the Vienna Hilton and Intercontinental. Reservations through the Embassy are usually made on a "guaranteed arrival" basis, and should a "no-show" occur without written prior cancellation either direct or through the Embassy, the originator will be billed for one night.

In addition to hotels of various classes there are many small comfortable "Pensions" available at lower rates with breakfast included but these are not always of "international" standard.

## Tipping

In Austria tipping is more frequent than in Canada for small services. By law a service charge of 10 per cent is included in restaurants bills, therefore theoretically additional tipping is discretionary. In practice however, an additional tip is usual and expected, ranging from 3 to 10 per cent according to service (round off the bill within this range, minimum five schillings). The same applies for taxis. Concierges of hotels also expect a tip for special services rendered, e.g.: obtaining theater tickets, repairs, etc. Porters in railway stations and airports have a fixed rate; in hotels the amount is discretionary and compares to international practice.

## Travel Tips

Seasoned business travellers bring a number of useful business supplies. Among those recommended are:

- company stationery;
- sufficient business cards (although facilities are available for rapid printing if required, they are expensive);