



OKTOBERFEST 2013

ADVICE FOR AUSTRALIAN TRAVELLERS

Honorary Consulate, Munich: 089 30903 234

Australian Embassy, Berlin: 030 8800 88 0

Australian Consulate-General, Frankfurt: 069 90558 0

24-hour Consular Emergency Centre : +61 2 6261 3305

TOP TIPS

- Check the www.smartraveller.gov.au website for regular updates of our Travel Advice for Germany.
- Ensure you have a valid ID with you at all times. Keep a copy of your passport separate from your original passport.
- Keep in touch with family and friends so they are aware of your plans. Save next of kin contact details in your passport.
- Do not carry large amounts of cash with you. Tourists can be targets of petty theft.
- If you do lose your passport or any other items obtain a police report from the local police for insurance purposes.
- Wear solid footwear! A cut to feet from broken glass is one of the most common reasons to seek medical assistance at Oktoberfest.
- English advice for women on personal safety at Oktoberfest can be found at www.sicherewiesn.de.

RESPECT LOCAL LAWS

- We urge all Australians attending Oktoberfest to behave responsibly and to respect local laws and customs.
- Bavarian authorities have a zero tolerance policy on illegal drugs
- Bavarian authorities have imposed harsher penalties (including imprisonment) than would be received in Australia for antisocial behaviour. For example, a charge of assault with a deadly weapon has been levied for fights with beer steins.
- It is a criminal offence to steal beer steins from tents.
- Police video surveillance operates throughout the entire Oktoberfest Grounds.

HOW TO GET CONSULAR ASSISTANCE

Throughout Oktoberfest, Australian consular staff will be available in Munich, Berlin and Frankfurt to provide consular assistance and can be contacted through the numbers above.

After hours emergency assistance can be sourced by ringing the 24 hour Consular Emergency Centre on the above number.

WHAT AUSTRALIAN

CONSULAR STAFF CAN DO

- With most problems 'we can help you to help yourself'.
- If you lose your passport we can issue an emergency travel document in Frankfurt or Berlin. This is subject to background checks and confirmation of ID. This document has short term validity. If a document is lost or stolen you will also incur a lost and stolen fee. Please make an appointment with Passport officers in Berlin and Frankfurt for replacement travel documents.
- Offer advice on transferring funds and getting in contact with local authorities.
- In cases of illness, accidents, serious injury or death, arrange for next of kin to be informed and offer advice on procedures.
- Provide list of local lawyers or doctors who speak English.
- If time and circumstances permit, visit Australian citizens if arrested, or in hospital. Arrange for messages to be passed on to next of kin.

WHAT AUSTRALIAN

CONSULAR STAFF

CANNOT DO

- We do not assist with work normally carried out by travel agents, airlines, banks etc.
- We do not pay hotel, medical, legal or other fees.
- We can not get you out of prison or interfere in the German judicial process and we do not give legal advice or start court proceedings.
- We can not get you preferential treatment in hospitals or prisons.
- We do not get involved in crime investigation.

EMERGENCY NUMBERS

- Police: 110 (general) / 089 500 32 20 (at Oktoberfest)
- Ambulance: 112
- Red Cross: 089 50 22 24 24 (at Oktoberfest)

USEFUL CONTACTS

Report any lost credit cards, air or rail tickets.

- ANZ Bank: +61 3 9683 7043, -99, -33
- Commonwealth Bank: +61 2 9999 3283
- National Bank: +61 3 8641 9121
- Westpac Bank: (+61 3) 6345 1058
- American Express (Germany): 069 9797 1000
- Mastercard (Germany): 0800 819 1040
- Visa (Germany): 0800 811 8440

If you are without financial means, contact family and friends and arrange for money to be sent to you via a Western Union money transfer.

Transfers can be made online via credit card on the Western Union website; the money can then be collected in Germany at the Reisebank (found in most large train stations and airports) or a post office. *You will be required to present your passport.* A deposit can also be made in Australia through Travelex or designated Australia Post outlets.

- ReiseBank (Germany): 0180 52 25 82 2 or www.reisebank.de
- Western Union (Germany): 0800 181 1797 / +49 (0) 69 8509 8373 or www.westernunion.de
- Western Union (within Australia): 1800 173 833 or www.westernunion.com.au
- Australia Post: +61 3 8847 9045 or www.auspost.com.au

LOST AND FOUND

- Oktoberfest Lost and Found office: (Also buses/ trams lost & found) 089 233 96045
- Deutsche Bahn (German rail) Lost and Found office: 0900 1 990 599.
- German Railroad lost & found hotline for items already gone one week: 018 0599 0599
- MVG Central Station lost & found information: 089 2191 3240
- S-Bahn lost & found: 089 13 08 66 64
- Munich Airport Lost and Found office: 089 9752 13 70 (Terminal 1) or 089 975 22 870 (Terminal 2)
- Regional buses: 089 551 640
- Munich City Lost and Found office : 089 233 459 05