



Deployment billing ÖBRD – LOrg NÖ/W

Information for accident victims

This information is addressed to accident victims and interested people to explain how the billing system of the Austrian Mountain Rescue Service Provincial Organisation Lower Austria/Vienna (Österreichischer Bergrettungsdienst Landesorganisation Niederösterreich/Wien, or ÖBRD LOrg NÖ/W) works.

The billing of deployments is an important source of income that allows the Austrian Mountain Rescue Service to subsist, even if it is just a small component of covering the costs of the mountain rescue service. The major burden of the costs must be covered by government grants as well as sponsors and donors.

If there is a rescue by helicopter in alpine scenery, the mountain rescue service will be alarmed by the emergency centre (Notruf NÖ) as well. As the possibility of a rescue from the air is unclear until the helicopter arrives and it is our job to provide optimum care and rescue casualties as quickly as possible, the mountain rescue team must prepare a ground-based rescue. Therefore, costs are also incurred if the helicopter can carry out the rescue, as the mountain rescue service also provides a service and supports the rescue operation.

Flat-rate billing system (number of hours deployed per local unit)

The ÖBRD LOrg NÖ/W charges a rescue according to a flat-rate system. These hourly rates include all mountain rescuers and vehicles deployed, as well as the material used. Additional medical material and medical personnel are not included in these rates and will be charged separately on the invoice. There are three different flat rates that apply according to the intensity of the operation. Each flat rate depends on the costs and efforts linked to the operation.

Flat rates (incl. 10% VAT)

- Standard deployment € 544,50 / hour
- Small deployment (slope/bike park) € 163,90 / hour
- Large deployment € 1089 / hour

Flat rate surcharges (incl. 10% VAT)

- Avalanche deployment € 544,50 / one time
- Additional medical material € 220 / one time

Special billing

Special types of deployments can require a “special billing”. These are non-standard special cases and are determined individually by the provincial office.

Deployment time

The deployment time is the time from receiving the alert up to the end of deployment of our rescue workers. One hour is charged at least. After that, every additional hour that was started for more than 30 minutes is rounded up and charged.

Deployment time 15 min ⇒ 1 hour charged

Deployment time 3 hours and 15 min ⇒ 3 hours charged

Deployment time 5 hours and 45 min ⇒ 6 hours charged

Animal rescue

The ÖBRD LOrg NÖ/W charges animal rescues and people rescues equally. The same billing flat-rates as above apply. In this case, we charge the owner.

Validity

This billing method applies to all deployments from 01.01.2024. The ÖBRD LOrg NÖ/W reserves itself the right to adapt these flat rates to the index.



Payment conditions

The person rescued (or for minors, their legal guardian) receives an invoice. The attached invoice must be paid directly to the Austrian Mountain Rescue Service Lower Austria/Vienna, regardless of any possible assumption of the costs by an existing mountain rescue insurance. Sponsors of the Mountain Rescue Service also receive an invoice that can be submitted to the respective provincial organisation (see next point).

Attention: The health insurance funds usually don't cover any expenses!

Sponsor/supporting member

If you, your spouse or your life partner is a "supporting member" – with our mountain rescue insurance – you and children under 18 living in your household have access to rescue insurance that covers rescue costs.

To process the claim, we need you to provide the following documents:

- The original invoices listing all costs incurred during the rescue (such as mountain rescue, slopes rescue, helicopter, etc.)
- A copy of the payment of the sponsor contribution as a confirmation of the transfer (payment confirmation/account statement)
- Social insurance number and name of your social insurance
- Contact information (phone number, e-mail address) where you can be reached
- Please also tell us whether you have taken out any other insurance that also covers rescue costs

If you are a sponsor of the Lower Austria / Vienna provincial organisation, or one of the 30 local units in Lower Austria/Vienna, please send the required documents for processing the claims to us by post at: Österreichischer Bergrettungsdienst, LOrg NÖ/W, Schulze-Delitzsch-Straße 3, 3100 St. Pölten.

Alternatively, the notification of claim can also be completed online at <https://bergrettung-nw.at/schadensmeldung>

If you wish to become a sponsor of the Mountain Rescue Service and benefit from the protection of mountain rescue insurance in future, you can do so by paying a sponsor contribution of at least 32 Euro. The rescue insurance covers search and rescue costs up to 25,000 Euro in case of emergency.

Not only for you, but for your family too (spouse or life partner and children under 18 living in the same household)! You will find the request form as well as more information on the ÖBRD homepage at <https://foerderer.bergrettung-nw.at>

Further information

Since in many cases, other existing rescue insurance may provide a complete or partial refund of rescue costs, we would like to let you know that members of alpine associations (such as: ÖAV, ÖTK, Naturfreunde, etc.) can have their rescue costs refunded by these organisations. Credit card holders (such as Visa, etc.) and members of automobile associations may also be insured against rescue costs, but the concrete insurance terms must be clarified with the credit card company, the alpine association or the automobile association directly.

ÖBRD LOrg NÖ/W consists of more than 1350 mountain rescuers who are on standby around the clock 365 days a year. The aim of our association is to aid, search and care for, rescue, and evacuate all victims of accidents, missing persons, sick people or people who are otherwise in need, regardless of their type of emergency or whether they are to blame for it, away from public roads on impassable alpine terrain.

The revenue from deployment billing is used to cover the costs of operations as well as vehicles, mountain rescuer trainings, acquisition and maintenance of material and other administrative tasks.