

**Easy-Living Apartments**  
**Lindenstrasse 21**

**EASY-LIVING**  
**APARTMENTS**  
**LINDENSTRASSE 21**

**+41 (0)41 250 46 48**  
**info@easy-living.ch**

## **Dear guests**

**In this booklet you can  
find some helpful  
information concerning  
our buildings and  
services.**

# Emergency numbers

**144**      **Ambulance**

**117**      **Police**

**118**      **Fire Fighters**

**+41 41 205 11 11**      **Emergency room Kantonsspital Luzern (Hospital)**  
Spitalstrasse, 6004 Luzern  
Sundays - Fridays      08:00 am – 11:00 pm 24h hotline  
Saturdays      08:00 am – 01:00 am 24h hotline  
For severe and/or life-threatening  
emergencies or accidents.

**+41 41 211 14 44**      **Permanence Medical Center Luzern**  
(At the Lucerne main station, underground level)  
Monday - Tuesday      07:00 am – 11:00 pm  
Friday - Sunday      Open 24 hours  
For less severe and urgent medical problems  
or tooth ache.

**0900 11 14 14**      **Lucerne doctors, Emergency telephone number**  
(for extra charge) Helpdesk / Consultation

**145**      **Swiss toxicological emergency information centre**

**0848 582 489**      **Dentists, Emergency telephone number**

**+41 41 220 13 13**      **Pharmacy**  
BENU Bahnhofsapotheke & Drogerie is a pharmacy  
located at the Lucerne main station, underground  
level.

## **Day of departure**

### **Check-out time: 10:00 am**

Check-out is possible until 10:00 am. Please leave the apartment on time. A late check-out is available only on request. Please contact us.

#### **Key Deposit**

The **black key-return-box** is located on the left side from the reception at Lindenstrasse 27 (near the grey key box).

#### **Cleaning at the Check-out**

During your stay and before departure, please bring the full rubbish bags downstairs behind the white door. The dishes and cutlery must be cleaned/dried. Please leave all the used towels on the bathroom floor and remove the bed sheets. A final cleaning fee, the amount of which varies depending on the work involved, is only charged if the room was left improperly or excessively messy. In case of any damages to the apartment or the furnishing, we are allowed to charge an additional amount on your credit card.

## **Services**

### **Internet Access / Wi-Fi**

You can use our free & unlimited internet access in your apartments.

### **Parking**

Parking spaces have to be reserved in advance. The parking cost CHF 10.- a day. Easy-living does not take any responsibility of fines for false parking.

### **Laundry**

Washing machine and dryer are available for our guests on the ground floor and on th 4<sup>th</sup> floor. The instructions you will find in the laundry room.

### **Cleaning**

Cleaning every 14 days with new linen and towels is included (unless other agreement has been made). If you would like to have extra cleaning of your apartment during your stay, please contact the reception. Cleaning charge is CHF 60.- / hour.

### **Extrabed**

An Extra bed costs CHF 80.- per week, (dependant on availability).

### **Letter box**

There is a letter box behind the COOP petrol station (yellow mailbox).

## **Good to know**

### **Current Voltage**

220 V alternating current.

### **Drinking Water**

In Switzerland the water from the tap is safe to drink.

### **Waste Disposal and Rubbish Bags**

During your stay, you can dispose the full bags behind the white door on the floor at the ground floor. New rubbish bags you will receive automatically from our cleaning staff. If you need more, please contact the reception.

### **Recycling of PET Bottles**

A PET-recycling bin and an aluminum container are placed behind the white door at the ground floor. Glass, paper and cardboard can be disposed at our recycling station at Lindenstrasse 46 by the back entrance to the house (by the parking lots). **Under no circumstances may waste be disposed of in the bags / containers not intended for this purpose!**

### **Food & Beverages Shop**

You will find the **COOP petrol station** at the end of the Lindenstrasse. The shop sells the most important products: variety of different breads, dairy products, beverages, non-food products etc. Everything else can be bought in the city. **Opening hours: 6:00 am – 10:00 pm**

Larger shops can be found in the immediate vicinity. You can also benefit from extended opening times (including Sunday sales) at Lucerne train station.

# Easy-Living Apartments

## Lindenstrasse 21

### Restaurants

We recommend you to go to the city centre. There is a great amount of restaurants to choose from.

### Playground

There is a children playground at Lindenstrasse 21.

### Public Holidays

On public holidays the most stores and facilities might be closed, so please check the special opening hours on the following days:

1 <sup>st</sup> of January	(New Year's Day)	1 <sup>st</sup> of August	(Swiss National Day)
2 <sup>nd</sup> of January	(Berchtol's Day)	15 <sup>th</sup> of August	(Assumption of Mary)
Friday before Easter	(Good Friday)	1 <sup>st</sup> of November	(All Saints)
Monday after Easter	(Easter Monday)	25 <sup>th</sup> December	(Christmas)
39 days after Easter	(Ascension Day)	31 <sup>st</sup> of December	(New Year's Eve)
11 days after Ascension	(Whit Monday)		





# Easy-Living Apartments Lindenstrasse 21

## Information of the region

Information about **excursions, car rental, tickets, etc.** are provided at the tourist information center at the train station in Lucerne.

Luzern Tourismus AG | Zentralstrasse 5 | 6002 Luzern |  
Tel. +41 41 227 17 17 | [luzern@luzern.com](mailto:luzern@luzern.com) | [www.luzern.com](http://www.luzern.com)

<b>Monday - Friday</b>	<b>08:30 am - 07:00 pm</b>
<b>Saturday</b>	<b>09:00 am - 07:00 pm</b>
<b>Sunday</b>	<b>09:00 am - 05:00 pm</b>

**Scan the QR-Code to visit our homepage and our social media sites. Here you can find more information about things to do around Luzern, Zug and surrounding areas.**



*Easy-Living.ch*

## **House Rules**

### **Payment**

The apartment must be paid at your arrival according to our regulations. We will charge the total amount from your given credit card (unless other agreement has been made). We accept Euro/Mastercard or Visa or Cash.

### **Occupancy**

The number of occupants (excluding infants up to 3 years old) in the apartment or in the room must not exceed the number stated on the booking confirmation.

### **Disturbance**

Any sort of disturbance, such as loud music, parties etc. is strictly forbidden.

### **Smoking**

Smoking is strictly forbidden in all apartments, rooms and corridors.

### **Environmental Protection**

... is important to our company.

Our contribution: Changing of towels at variable intervals, thermostatic regulation on our radiators, waste separation/recycling etc.

Make your contribution: Please turn off the lights and the TV when you leave the apartment. Turn off the taps completely after every use.

Thank you very much for supporting us!

## **Reception opening hours**

**Monday to Friday**

10:00 am – 6:00 pm

**Saturday and Sunday**

Closed

If you have any questions or you need help, please contact  
us.

(in urgent matters also outside of our opening hours)

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**EASY-LIVING**

Lindenstrasse 46

CH – 6015 Luzern

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