

EASY-LIVING

GLEIS 13

Lindenstrasse 32
CH – 6015 Luzern

+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 reception.

Key Deposit

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

Cleaning

During your stay and before departure, please bring the full rubbish bags to the container in front of the house. 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 at the ground floor. The instructions you will find in the laundry room. The machine works with coins.

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 taps is safe to drink.

Waste Disposal and Rubbish Bags

The cleaning staff will take care of your rubbish bags and will provide you with new rubbish bags. In case you need more rubbish bags please contact reception.

Recycling of PET Bottles

Glass, aluminum, paper and cardboard can be disposed at our recycling station at Lindenstrasse 46 by the back entrance to the house (by the parking lots). Full PET bags will be disposed of by our cleaning staff or you can bring them to reception. **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 hours (including Sunday sales) at Lucerne train station.

Restaurants

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

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

Playground

There is a children playground at Lindenstrasse 21.

Lucern city center / Main station by a bus / a car

The city centre is about **30 min. by foot**. We are pleased to give you a free city guide at the reception.

Bus station

The bus station "**Fluhmühle**" is only 300m from the apartments.

With the **bus no. 2** you will arrive directly (10 minutes drive) to the **train station/city centre**. The time table you will find also in this booklet.

Please ask at the reception for the free bus ticket for the zone 10 in Lucerne.

Taxi

There is a taxi stand in front of the main entrance of the Lucerne train station or at the reception we can order a taxi for you, if needed.

Taxi Ernst Hess AG, Phone: +41 41 310 10 10

Rail Connections & Tickets

0900 300 300 Rail Service + Train information
(CHF 1.19/min, Swiss landline)

daily/24 h

www.sbb.ch

You can buy the tickets directly at the train station.

Information of the region

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

Luzern Tourismus AG | Zentralstrasse 5 | 6002 Luzern |

Tel. +41 41 227 17 17 | luzern@luzern.com | www.luzern.com

Monday - Friday **08:30 am - 05:30 pm**

Saturday **09:00 am - 05:00 pm**

Sunday **09:00 am - 13:00 pm**

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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