

**Easy-Living Apartments**

**Buholz Hoch 12**

# **BUHOLZ HOCH 12**

**Buholzstrasse 12  
CH – 6032 Emmen**

**+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. Late check-out is dependant on the availability. If you would like to have a late check out, please contact the reception.

#### **Key Deposit**

Please return the key back to the key box you got it from when checking-in. Push on the marked button on the top in the middle of the box and change the numbers on the lock so the code you used is no longer visible.

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

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 from you.

## **Services**

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

You can use our free & unlimited internet access in the apartment.

### **Parking**

You can use the parking spaces in front of the house. The parking is free of charge.

### **Laundry**

Washing machine and tumbler are available for our guests on the ground floor. The instructions you will find in the laundry room.

### **Towels / Sheet Changing**

If you wish, we are pleased to change your towels or bed sheets daily (for an additional charge). Please contact our reception staff.

### **Cleaning**

If you would like get your apartment cleaned during your stay, please contact the reception. Cleaning charge is CHF 60.- / hour + CHF 10.- fixed charge.

### **Extrabed**

An extra bed is available on request and cost CHF 80.- per week.

## **Good to know**

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

During your stay you can dispose the full rubbish bags in the black container in front of the house. The rubbish bags you will find in the kitchen. If you need more bags, please contact us.

### **Recycling of PET Bottles**

Please put PET bottles in the PET-recycling bag. The full PET-recycling bag you can leave in the basement, one floor below the entrance, under the stairs near the laundry room.

### **Current Voltage**

220 V alternating current.

### **Drinking Water**

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

### **Food & Beverage Shop**

You will find an **ENI petrol station** about 400m away on the main street. The shop sells the most important products: variety of different breads, dairy products, beverages, non-food products etc.

**Opening hours: 6 am – 10 pm**

## Easy-Living Apartments

# Buholz Hoch 12

### Restaurants

The restaurant ROSSTALL is located next to the apartment.

#### Opening hours:

**Montag:** Geschlossen

**Tuesday to Friday:** 12 am - 2 pm and 6 pm - 12 pm

**Saturday/Holdiays:** 6 pm - 12 pm

Reservations are recommended:

0041 (0)41 312 13 31 or [info@rosstall.ch](mailto:info@rosstall.ch)

We also 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 <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

# Buholz Hoch 12

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

#### By Bus

The bus station “**Flugzeugwerke**” is only 400m from the BUHOLZ HOCH 12. You can catch **bus no. 40** until the bus station “**Emmenbrücke - Bahnhof Süd**” and from there take the **bus no. 2**. This bus will bring you directly to **Lucern train station/city centre**. It takes about 30 minutes.

#### By Car

By Car you will reach the train station/city centre in about 15 minutes. At the train station you will find parking spaces.

#### By Taxi

There is a taxi stand in front of the main entrance of the Lucerne train station. Or you can call: **Taxi Ernst Hess AG, Phone: +41 41 310 10 10**

#### Rail Connections & Tickets

0900 300 300    Rail Service + Train information    daily/24 h  
(CHF 1.19/min, Swiss landline)    [www.sbb.ch](http://www.sbb.ch)

You can buy the tickets directly at the train station.



## Information of the region

### **Tourist Information Lucerne**

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)

**Monday - Friday**      **08:30 am - 07:00 pm**

**Saturday**              **09:00 am - 07:00 pm**

**Sunday**                **09:00 am - 05:00 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 and surrounding areas.**



*Easy-Living.ch*

## **House Rules**

### **Occupancy**

The number of occupants (excluding infants up to 3 years old) of the property must not exceed the number stated in the rental agreement.

### **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 – 12:00 am and 4:00 pm – 6:00 pm

### **Saturday and Sunday**

Closed

If you have any questions or you need help,  
Please contact us via email (Address below).

(in urgent matters also outside of our opening hours)

---

### **EASY-LIVING**

Lindenstrasse 46

CH – 6015 Luzern

+41 (0)41 250 46 48

info@easy-living.ch