

**Dear Guests**

Welcome in the Hotel Ambassador and De la Paix, right in the heart of Lucerne. We are happy to have you here. We try our best to make your stay an unforgettable one. Please read this information carefully to make things easy for you at the hotel as well as in Lucerne.

**You can contact the reception with pressing the button 9 on your telephone**

We hope you will spend a pleasant time in our hotel and we thank you for staying with us.

**We wish you a fantastic time in Lucerne!**

☆☆☆  
HOTEL DE LA PAIX

☆☆☆  
Ambassador  
Hotel



### **Adapter**

Adapter and charger can be borrowed at the Hotel De La Paix Front Office or as well be bought for CHF 20.00.

### **Allergy**

If you have any allergy or intolerance please let us know as soon as possible. We will try to fulfil your wishes.

Synthetic bed linen is available on request.

### **ATM / Bank**

The closest bank office with ATM Services (24h) is situated at Zürichstrasse 12

#### Opening hours:

Monday to Friday                                    9am – 12pm    1.30pm – 5pm

Another ATM is located in the Shopping center "Löwencentener" next door to the Ambassador building. This one is only available within the opening hours.

#### Opening hours Löwencentener:

Monday to Friday                                    9 am – 7 pm

Thursday    9 am – 9 pm

Saturday    9 am – 5 pm

### **Breakfast**

Our continental breakfast buffet is at your disposal:

At the Hotel de la Paix                              7 am – 10 am

If you in need of a special diet please inform us the evening before.

### **Taxi**

If you need a Taxi please contact the front office staff or someone from the restaurant.

### **Check-out**

Check-out time is from 7 am till 11am. The luggage can be stored at the front desk until your departure. On request we offer express check-out. For this we ask you to deposit your credit card data on the evening before check-out, or to settle the invoice the previous evening.

### **Church services**

You find the schedules of the churches in the City-Guide at the Front Office.

### **Cooking**

Due to fire police regulation it is absolutely forbidden to use cooking plates, electric kettles, heating appliances or other devices in the rooms.

In case of disregard we charge CHF 500. — and if the automatic fire detection alarm goes to the fire department without a real emergency it will be CHF 2000.—

If you need hot water you can help yourself at the coffee machine in the Ambassador Breakfast room or in the Restaurant Lapin any time between 07am and 10pm.

It is possible that we heat something for you in the microwave. Ask at the reception from the Hotel Ambassador. Each plate costs CHF 5.00.

### **Conference / function rooms**

We are delighted to provide our conference rooms on request.

Hotel de la Paix	Artilleriestübli	(up to 15 guests)
Hotel de la Paix	Reduit	(up to 50 guests)
Hotel Ambassador	Frühstücksraum	(up to 50 guests)

### **Doctor / Pharmacy**

A pharmacy is situated in the shopping center "Löwencent" next to the hotel Ambassador. In case of emergency, contact the Reception or **call number 777**.

### **Hospitals and Medical Centers in Lucerne**

Luzerner Kantonsspital	Klinik Hirslanden	Permanence Medical Center
Spitalstrasse 6004 Luzern	St. Anna Strasse 32 6006 Luzern	Trainstation 6003 Luzern
Tel: +41 (0)41 205 11 11 44	Tel: +41 (0)41 208 32 32	Tel: +41 (0)41 211 14

### **Drinks**

There is a Minibar in every room in the Ambassador and a vending machine on the ground floor at the De la Paix. Drinks are served as well in our cozy Restaurant "Lapin". Ice can be taken at our ice machine in the Ambassador next to the staircase.

### **Emergency Exit**

In case of fire alarm please stay calm and shut windows and doors. Leave the building without luggage through the emergency exit (marked with green bright signs). You find an evacuation plan on your room door. As an additional exit you can also use the passage to the other hotel on the 2<sup>nd</sup> floor. On every floor in the Ambassador building there is a red box with a key next to the emergency exits. Please break the glass and open the door with the key.

The **assembling place** for the Ambassador guests is the bus parking in front of the hotel. The de la Paix guests assemble on the place in front of the hotel, next to the shop "Chäs Barmettler". In case of a heavy smoke emission please stay in your room and dial number 777. **Do not use the elevator! Follow the staff's orders!**

### **Excursions / Entertainment**

You find at the front office brochures about Lucerne and sightseeing places. If you need more information please do not hesitate to contact the staff at the reception, we are happy to assist.

As an alternative you may contact the tourist information at the railway station.

### **Opening hours Tourist Office:**

Monday to Friday	8.30am	-	5pm
Saturday, Sunday, public Holiday	9am	-	3pm

We offer a pocket map and a City guide (including a Guest card, which gives you reductions and discounts on several museums and excursions) at the front desk.

### **Fax and copy services**

We provide this service at the De La Paix between 7am and 10pm. Incoming faxes are free of charge; outgoing fax costs CHF 0.60 per page. If you receive a fax you will find a message on your key. Fax number Hotel Ambassador: 0041-(0)41-418 80 90. For copies we do charge CHF 0.50 per page.

### **Garden**

Our terrace is located outside the Ambassador, where the passage to De la Paix starts (2<sup>nd</sup> floor).

### **Internet services**

You can use the internet station in the lobby of de De La Paix building or the free Wi-Fi. Free Wi-Fi access with the Network "guest" and Password 1234567890.

### **Key**

If you need a spare key for your room you may obtain it at the reception. In the event of loss we charge CHF 50.00.

### Laundry

Guest laundry handed in until 8am to the reception will be back before 6pm the same day. This service is not available on weekends and public holidays.

Alternatively, there is a self-service laundry shop in town, for more info go to [www.laundryluzern.ch](http://www.laundryluzern.ch). Our reception staff will be happy to help.

Please dry your wet laundry only in the bathroom and do not hang up your clothes over the lamps. You can iron your clothes next to the reception in the Ambassador building. Bed clothes will be changed regularly. If you wish an extra change during your stay, we will gladly do this for you. To get new towels just leave them on the floor or in the bath tub.

### Library

On each floor in the Ambassador building you find bookshelves with books in different languages. If you have finished a book from your own collection you can just exchange it with a book from our library.

### Morning Kit

If you need a vanity set, extra shower gel, shampoo, a toothbrush, a shaving kit or a sewing kit you can collect that at the reception.

The shower gel / shampoo provided in the bathroom are for hair and body.

### Newspaper

You find a variety of newspapers and magazines in the the Restaurant "Lapin".

### Payment

We accept the following payment instruments:

- |   |   |
|---|---|
| <input type="checkbox"/> Credit cards     | MasterCard / Visa / American Express / JCB /CUP |
| <input type="checkbox"/> Bankcards        | Maestro / Post                                  |
| <input type="checkbox"/> Foreign currency | Euro / Dollar (change in CHF)                   |

### Parking

24h parking is available at the public garage from "Löwencenter" (max. height of 2m) at special hotel rate of CHF 25.—

Please bring your ticket to the front office in order to get it stamped to drive out before you check out.

Or if you find an outdoor parking space (short-term parking, white lines), we can issue you a digital 24-hour ticket for CHF 18.-.

### Pillow/ Cover

If you wish to have an extra pillow or cover, please see the staff at the reception or call.

### Phone calls

To make a phone call you dial "0" and wait for the free line signal. Afterwards you can type in the regular number you would like to call. If you want to call from room to room just dial the room number. The reception number is 9. **In emergency cases call 777.** We connect incoming phone calls for you from 7am to 11pm.

Phone number of the hotel: 0041-(0)41-418 80 00.

**Police station**

daily from 7am – 7pm                      Polizeigebäude Stadt Luzern  
  Hirschengraben 17a  
  6003 Luzern  
  Tel: +41 (0)41 248 71 17

**Porterage**

On request we provide luggage service. Please note the charge will be CHF 4.00 per bag for in and out.

**Post office**

The nearest post office is situated at Zürichstrasse 16.

Opening hours Post office:

Monday to Friday	7.30am – 12pm	1.30pm – 6pm
Saturday	8.30am – 11am	

You can give your mail and letters to us and we will send it for you. Stamps are available at the front office.

**Reception / Front Office**

The Reception is open from 7am to 10pm. If you leave the hotel early in the morning on your departure we kindly ask you to check-out the evening before. The hotel entry is closed from 11pm to 6.30am.

**Restaurant „Lapin“ at the De la Paix**

We would be happy to welcome you in our restaurant. We serve you a variety of specialties from Lucerne and around.

The Restaurant is open from 10am – 12am (midnight). Please ask the Front Desk to make a reservation or dial directly number 174.

<b>Lunchtime</b>	11.30am – 2pm	
<b>Dinnertime</b>	6 pm – 10pm	
<b>Room service</b>	11.00am – 2pm	6pm – 9pm

**Room Service**

Please dial Restaurant: 174 for room service order. Please note we charge an additional CHF 10.00 for this service.

**Safe**

The safe in your room is at your disposal free of charge. The user manual is in your cupboard. If you have valuables worth more than CHF 2'000.00 we can lock it for you in the hotel safe.

**Shoe-polishing machine**

You find it on the 2<sup>nd</sup> floor next to the reception in the Ambassador.

At the reception there is a shoe cleaning set available.

### **Shopping**

Best place for shopping is the Old Town (yellow part in the City-guide) and only a few minutes walk away from our hotel.

#### Opening hours of the shops:

Monday- Wednesday	9am - 7pm
Thursday-Friday	9am - 9pm
Saturday	9am - 5pm

At the train station on the lower level you'll find a few shops which are open on Sundays and public holidays from 7am - 9pm.

### **Smoking**

Smoking in our rooms is strictly forbidden. In case of disregard please be aware that we will charge CHF 200.00 for an extra cleaning. You are more than welcome to smoke in our garden in the passage between the hotels on the 2<sup>nd</sup> floor, at the entrance from the Hotel De La Paix or at the entrance from the restaurant Lapin.

### **SOS**

General Emergency numbers:

**Police**

( 0 ) + **117**

**Fire Department**

( 0 ) + **118**

**Ambulance**

( 0 ) + **144**

## Television

1	SF1 HD	deutsch
2	SF2 HD	deutsch
3	SF Info	deutsch
4	Das Erste HD	deutsch
5	ZDF HD	deutsch
6	SWR BW HD	deutsch
7	BR Süd HD	deutsch
8	SAT. 1	deutsch
9	SAT. 1 Gold	deutsch
10	RTL Television	deutsch
11	RTL Nitro	deutsch
12	RTL 2	deutsch
13	ProSieben	deutsch
14	Prosieben Maxx	deutsch
15	Kabel eins	deutsch
16	VOX	deutsch
17	Arte HD	deutsch
18	3sat HD	deutsch
19	Phoenix HD	deutsch
20	ARD-Alpha	deutsch
21	N24	deutsch
22	n-tv	deutsch
23	Euro News	deutsch
24	MDR Thüringen HD	deutsch
25	NDR FS NDS HD	deutsch
26	Hr-fernsehen	deutsch
27	Rbb Berlin	deutsch
28	SR Fernsehen	deutsch
29	TELE 5	deutsch
30	ZDFinfo HD	deutsch
39	RTS Deux HD	français
40	CCTV	français
41	France 24	français
42	TV5Monde Eur.	français
43	RSI La 1	italiano
44	RSI LA 2	italiano
45	Rai 1	italiano
46	Rai 2	italiano
47	Rai 3	italiano
48	Rai News 24	italiano
49	SMtv San Marino	italiano
50	People TV-Rete 7	italiano
51	TV International Eu.	italiano
52	Canal 24 Horas	español
53	Cubavision	español
54	RT ESP	portugese
55	Bethel	español
56	NHK World TV	español
57	BBC World News	englishl
58	BBC 1	english
59	BBC 2	english
60	BBC 3	english
61	CNN Int	english
62	CBBC HD	english
63	CNBC Europe	english
64	CNC-001	english/chinese
65	CITV	chinese
66	CITV News	chinese
67	Bllomber Europe TV	english
68	ITV	english
69	ITV +1	english
70	ITV 2	english
71	ITV 4	english
72	ITV4 +1	english
73	ITVBe	english
74	France 24 (in english)	english
75	Russia Today	russian
76	Al Jazeera Channel	arabic
77	DW	english
78	TBN UK	english
79	KICC	english
80	EWTN Catholic	english
85	Algerie 3	arabic
95	Tunisie Nationale	arabic
96	Kurdistan TV	arabic



Radio

99	Bayern	deutsch	147	Radio2 mono	italiano
100	Bayern 2	deutsch	147	Radio2 mono	italiano
101	1Live	deutsch	148	Radio3 mono	italiano
102	1Live diggi	deutsch	149	radioBerlin 88,8	deutsch
103	Antenne Branden	deutsch	150	Radioeins	deutsch
104	B5 aktuell	deutsch	151	Rai radiofd 4	italiano
105	B5 plus	deutsch	152	RDPi Radio	english
106	Bayern 3	deutsch	153	RNE Radio 1	español
107	Bayern Plus	deutsch	154	RNE Radio 3	español
108	BR-Klassik	deutsch	155	RNE Radio 4	español
109	Bremen Eins	deutsch	156	RNE Radio 5 Todo	español
110	Bremen vier	deutsch	157	RNe Radio Clasica	español
111	DASDING	deutsch	158	RNE Radio Exter.	español
112	Fritz	deutsch	159	RVS Italy	italiano
113	Hr-info	deutsch	160	SR1 Europawelle	deutsch
114	Hr1	deutsch	161	SR 2 KulturRadio	deutsch
115	Hr2	deutsch	162	SR3 Saarlandwelle	deutsch
116	Hr3	deutsch	163	SRG-Rumantsch	deutsch
117	Hr4	deutsch	164	SRF 1	deutsch
118	Inforadio	deutsch	165	SRF 2 Kultur	deutsch
119	KIRAKA	deutsch	166	SRF 3	deutsch
120	Kulturradio	deutsch	167	SRF 4ews	deutsch
121	Margherita	deutsch	168	SRF Musikwelle	deutsch
122	MDR Figaro	deutsch	169	SRF Virus	deutsch
123	MDR INFO	deutsch	170	Swiss Classic	deutsch
124	MDR JUMP	deutsch	171	Swiss Jazz	deutsch
125	MDR Klassik	deutsch	172	Swiss Pop	deutsch
126	MDR S-Anhalt	deutsch	173	CH Classique	deutsch
127	MDR Sputnik	deutsch	174	Couleur 3	français
128	MDR Thüringen	deutsch	175	Espace 2	français
129	MDR1 Sachsen	deutsch	176	La 1iere	français
130	N-Joy	deutsch	177	Option Musique	français
131	NDR 1 Nieders.	deutsch	178	Rete Due	italiano
132	NDR 1 Radio MV	deutsch	179	Rete Tre	italiano
133	NDR 2	deutsch	180	Rete Uno	italiano
134	NDR 90,3	deutsch	181	SWR1 BW	deutsch
135	NDR Blue	deutsch	182	SWR1 RP	deutsch
136	NDR info	deutsch	183	SWR2	deutsch
137	NDR Info Spez.	deutsch	184	SWR3	deutsch

<b>138</b>	<b>NDR Kultur</b>	deutsch	<b>185</b>	<b>SWR4 BW</b>	deutsch
<b>139</b>	<b>NDR1 WelleNord</b>	deutsch	<b>186</b>	<b>SWR4 RP</b>	deutsch
<b>140</b>	<b>Nordwestradio</b>	deutsch	<b>187</b>	<b>SWRinfo</b>	deutsch
<b>141</b>	<b>NPR</b>	deutsch	<b>188</b>	<b>WDR 2</b>	deutsch
<b>142</b>	<b>PULS</b>	deutsch	<b>189</b>	<b>WDR 3</b>	deutsch
<b>143</b>	<b>R Tunisie int.</b>	français	<b>190</b>	<b>WDR 4</b>	deutsch
<b>144</b>	<b>R Tunisie Nat.</b>	français	<b>191</b>	<b>WDR 5</b>	deutsch
<b>145</b>	<b>Radio a1</b>	deutsch	<b>192</b>	<b>WDR Event</b>	deutsch
<b>146</b>	<b>Radio OM Unica</b>	italiano	<b>193</b>	<b>WDR Funkhaus</b>	deutsch
			<b>194</b>	<b>YOU FM</b>	deutsch

**Tipping**

In Switzerland tips are included in the prices. If you experience exceptional services please feel free to show your appreciation with a small gesture.

**Umbrella**

For rainy days we provide umbrellas in each room (if you need more you receive them at the front desk). If you would like to buy it as a souvenir for home, it costs CHF 25.00.

**Voltage**

The voltage is 220 Volt.

**Wake up call service**

Please contact the reception to organize your wake up call.

**Water**

You can drink the tap water without any doubt. It is one of the best in the world.

**We wish you a pleasant stay!**