

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



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 "Löwencentre" 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 2nd 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	-	1pm

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 (2nd 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. 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, 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. Due security only local calls within Switzerland are possible. If you want to call from room to room just dial the room number. The reception number is 9. **In emergency cases call 777.**

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	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 2nd 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

Channel Name	
1 SRF 1 HD	45 BBC News
2 SRF zwei HD	46 DW English HD
3 SRF info HD	47 France 24 (In English)
4 Das Erste HD	48 Al Jazeera English HD
5 ZDF HD	49 Sky News Intl
6 SWR BW HD	50 Bloomberg Europe TV
7 BR Fernsehen Nord HD	51 BBC Two HD
8 SAT.1	52 BBC Three HD
9 SAT.1 Gold	53 CBBC HD
10 RTL Television	54 CITV
11 NITRO	55 ETV4
12 RTLup	56 ITV1
13 RTLZWEI	57 ITV1+1
14 SUPER RTL	58 ITV2+1
15 KiKA HD	59 ITV3
16 TOGGO plus	60 ITV4
17 ProSieben	61 UTV
18 Pro7 MAXX	62 EWTN English
19 VOX	63 RTS Un HD
20 VOXup	64 RTS Deux HD
21 kabel eins	TV5MONDE EUROPE
22 kabel eins Doku	65 HD
23 arte HD	66 France 24 (en Francais)
24 3sat HD	67 RSI LA 1 HD
25 MDR Thüringen HD	68 RSI LA 2 HD
26 WDR Aachen	69 Rai 1 HD
27 NDR FS NDS HD	70 Rai 2 HD
28 zdf_neo HD	71 Rai 3 HD
29 ZDFinfo HD	72 SMTv San Marino HD
30 hr-fernsehen HD	73 TG NORBA 24
31 SR Fernsehen HD	74 Telesur HD
32 Radio Bremen HD	75 TVE Internacional
33 ONE HD	76 24H
34 REGIO TV	77 ARIRANG HD
35 WELT	78 NHK WORLD-JPN
36 sixx	79 KBS WORLD HD
37 TELE 5	80 TRT World HD
38 ARD alpha HD	81 Simaye Azadi SD
39 tagesschau24 HD	82 BAYYINAT
40 ntv	83 TVRI WORLD
41 phoenix HD	84 RIK SAT HD
42 DMAX	85 BBC Arabic HD
43 Eurosport 1 Deutschland	86 TV Congo
44 SPORT1	87 Tunisie Nationale

Radio

88 1LIVE	134 R.BuonConsiglio	180 RFI Persian
89 BBC English Mid_East	135 R.ONDA D'URTO	181 RFI Prague
90 BBC English (Europe)	136 Radio 1	182 RFI RMC MO
91 BBC Horn of Africa	137 Radio 24	183 RIK3
92 Bayern 1	138 Radio 3	184 RTL 102.5
93 Bayern 2	139 Radio 4	185 RTL RADIO
94 BAYERN 3	140 Radio 5	186 RTS-1ere
95 BR-KLASSIK	141 Radio Clasica	187 SRF 1
96 BR24	142 Radio Congo	188 SR 1 Europawelle
97 BR24live	143 Radio Exterior	189 SR 2 KulturRadio
98 BR Schlager	144 RADIO FRECCIA	190 SR 3 Saarlandwelle
99 BR-Heimat	145 Radio Horeb	191 SRF 1 AG SO
100 Bremen Eins	146 Radio Iglesias	192 SRF 1 BE FR VS
101 Bremen Zwei	147 RADIO ITALIA s.m.i.	193 SRF 1 BS
102 Bremen Vier	148 Radio Jahani	194 SRF 1 GR
103 Bremen NEXT	149 RADIO MATER	195 SRF 1 LU
104 CAPITAL	150 Radio RTR	196 SRF 1 SG
105 COSMO	151 Radio Sportiva	197 SRF 1 ZH SH
106 Couleur3	152 RADIO ZETA	198 SRF 2 Kultur
107 DASDING	153 Rai GR Parlamento	199 SRF 3
108 DEEJAY	154 Rai Isoradio	200 SRF 4 News
109 Die Maus	155 Rai Radio 1	201 SRF Musikwelle
110 DW08	156 Rai Radio 2	202 SRF Virus
111 DW09	157 Rai Radio 3	203 Swiss Classic
112 DW-FEED1	158 Rai Radio Kids	204 Swiss Classica
113 DW-FM01	159 Rai Radio Live Napoli	205 Swiss Classique
114 DW-FM02	160 Rai Radio Slovenia	206 Swiss Jazz
115 EDM Events	161 Rai Radio Techete'	207 Swiss Pop
116 Espace 2	162 Rai Radio Tutta Italiana	208 SWR Aktuell
117 Giornale Radio	163 Rai Radio1 Sport	209 SWR1 BW
118 NDR 1 Nieders. HAN	164 Rai Radio3 Classica	210 SWR1 RP
119 NDR 1 Radio MV SN	165 Rete Due	211 SWR2
120 NDR 2 NDS	166 Rete Tre	212 SWR2 5.1
121 NDR 90,3	167 Rete Uno	213 SWR3
122 NDR Blue	168 RFI Afrique	214 SWR4 BW
123 NDR Info NDS	169 RFI Albania	215 SWR4 RP
124 NDR Info Spezial	170 RFI Bucarest	216 TOGGO Radio
125 NDR Kultur	171 RFI Chisinau	217 WDR 2 Rheinland
126 NDR Schlager	172 RFI Divers 7	218 WDR 3
127 NDR1 Welle Nord KI	173 RFI Erevan	219 WDR 4
128 N-JOY	174 RFI Francais	220 WDR 5
129 Option Musique	175 RFI Germany	221 WDR Event
130 popolare	176 RFI Langues Div	222 WRN English Europe
131 PULS	177 RFI Langues Est	223 WRN Russki
132 R Tunisie Internatio	178 RFI Liban	224 WRN Sawt Al Alam
133 R Tunisie Nationale	179 RFI Metropole	

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 on request in the Lobby. 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!