

**UNIVERSITY OF  
LUCERNE** INTERNATIONAL  
RELATIONS OFFICE

A scenic view of Lake Lucerne in Switzerland. In the foreground, the blue water of the lake is visible. In the middle ground, a modern, dark-colored building with a large overhanging roof stands on the right. To the left of the building, a white ferry boat is docked at a pier. In the background, a range of snow-capped mountains stretches across the horizon under a clear blue sky.

**GUIDE  
FOR  
INTERNATIONAL  
STUDENTS**



# WELCOME TO LUCERNE

Dear student,

Congratulations on your decision to study abroad! We are delighted that you have chosen the University of Lucerne. Whether you are coming to Lucerne to study for one semester, an academic year or for a full study programme, the International Relations Office is here to help you with the transition to studying in a new environment.

Whilst studying abroad is the experience of a lifetime, helping you to see the world through a different lens and providing you with essential intercultural skills for today's workplace, it can also be a challenging experience. We hope that this guide goes some way towards ensuring that you have all the essential information at hand to make your time in Lucerne an exciting and enriching experience.

We are very much looking forward to welcoming you to Lucerne!

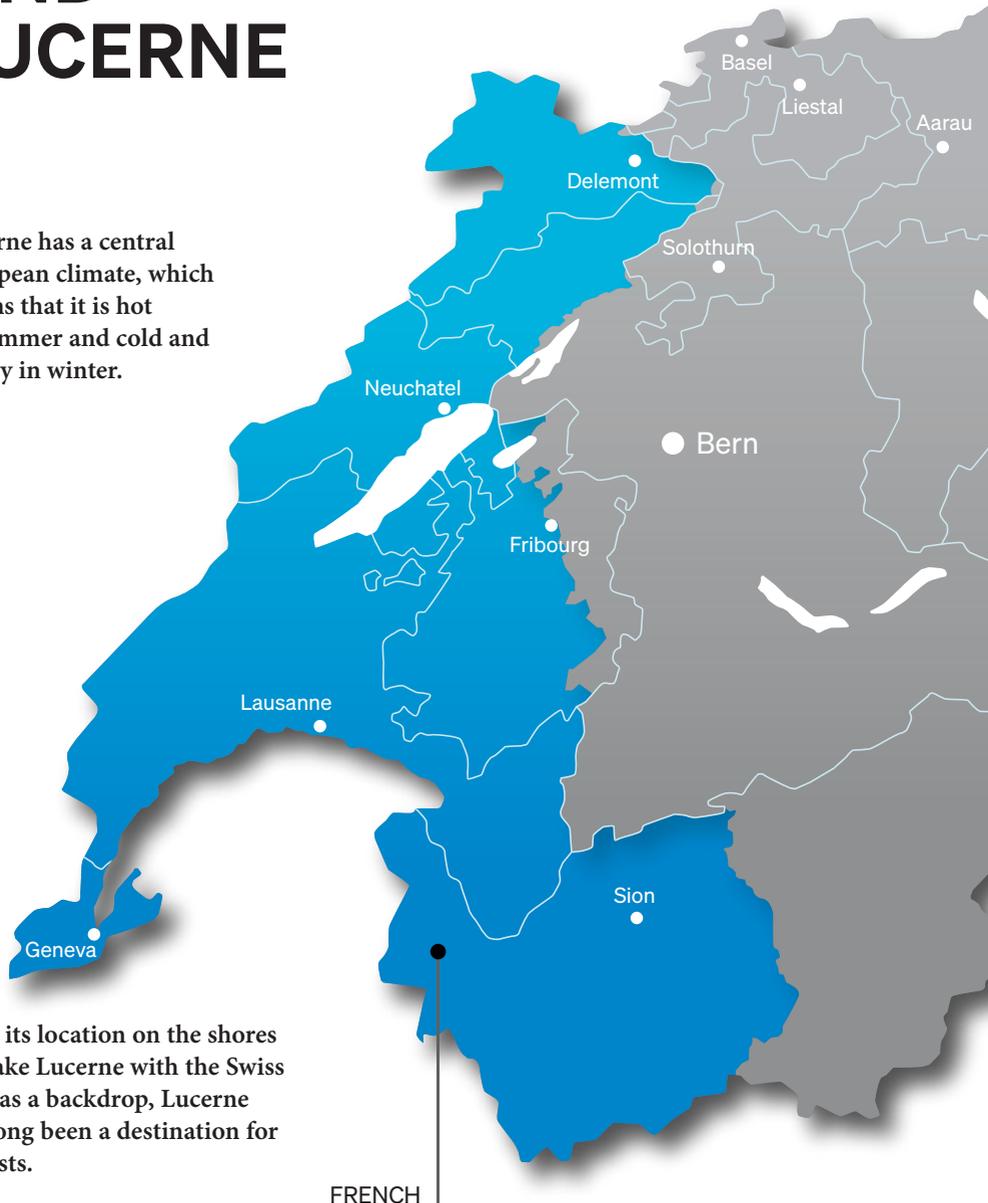


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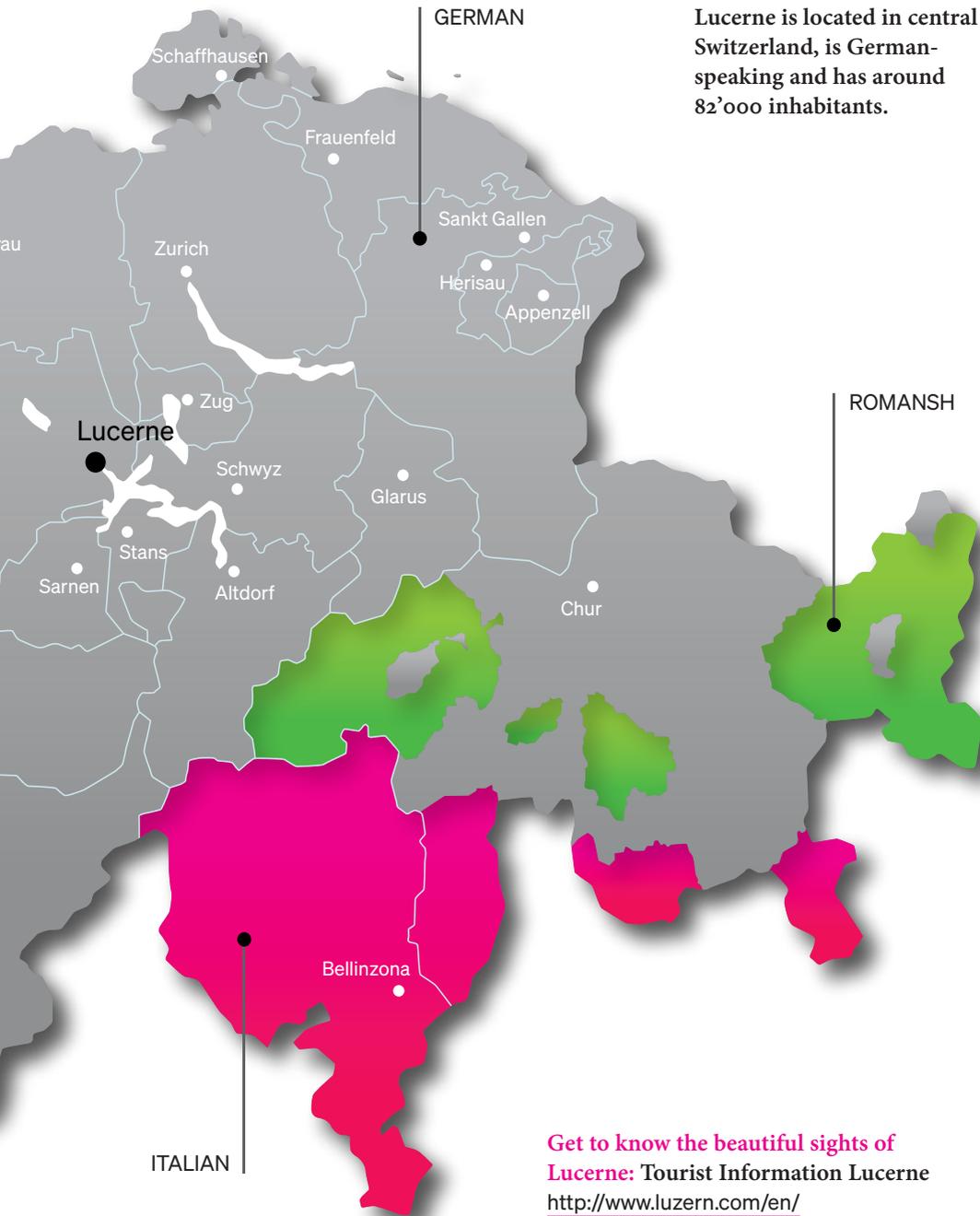
# ABOUT SWITZERLAND AND LUCERNE

Switzerland has 4 official languages: German, French, Italian and Romansh.

Lucerne has a central European climate, which means that it is hot in summer and cold and snowy in winter.



With its location on the shores of Lake Lucerne with the Swiss Alps as a backdrop, Lucerne has long been a destination for tourists.



Lucerne is located in central Switzerland, is German-speaking and has around 82'000 inhabitants.

Get to know the beautiful sights of **Lucerne**: Tourist Information Lucerne  
<http://www.luzern.com/en/>

# Facts

Number of students (fall semester 2020)	3155
International students	14%
Female students	58%
Professors	77
Mid-level faculty, lecturers	444
Administrative staff	234



# ABOUT THE UNIVERSITY OF LUCERNE

The University of Lucerne is the youngest university in Switzerland. Its roots stretch back as far as 1600, but it has only existed as a modern university since 2000. In the years since it was founded, the number of students has grown from approximately 250 to around 3150 today.

The University of Lucerne comprises four faculties and one department:

- Theology
- Humanities and Social Sciences
- Law
- Economics and Management
- Department of Health Sciences and Medicine

It holds the leading position in tertiary education in Central Switzerland, and is a key player in the fields of scientific research, education and further education. It helps to shape the economic life of Central Switzerland and is a driving force in regional and cross-regional development.

The University of Lucerne is located in central Lucerne next to the central railway station, the Culture and Convention Centre (KKL) and Lake Lucerne. The campus is 23,000 square metres in size and has seven levels. All lectures are held in the main campus building, and the Main and University Library (ZHB Luzern) is also located on the campus.

## **Main address:**

University of Lucerne  
Frohburgstrasse 3  
P.O. Box 4466  
CH-6002 Lucerne  
Switzerland

Phone: +41 (0)41 229 50 00 (general number)  
Web: [www.unilu.ch](http://www.unilu.ch)

## **Opening hours:**

Monday – Friday	07:00 – 21:30
Saturday	07:45 – 15:30

The University of Lucerne is closed on Sundays and public holidays and there are reduced opening hours during the summer break.

# PLANNING YOUR STUDIES IN LUCERNE

In this chapter, we cover the key issues that you need to consider before coming to Lucerne.

## Application and admission

### **Exchange students**

Exchange students coming to the University of Lucerne as part of an exchange programme do not need to apply for admission at the University of Lucerne.

The application deadlines depend on your home university. Please ensure that you request all relevant information in good time. Once you have been nominated by your home university for a semester of study abroad at the University of Lucerne, you will receive further information on how to complete the online application process.

### **Admissions Office**

[www.unilu.ch/en/study/  
application-and-admission](http://www.unilu.ch/en/study/application-and-admission)

### **International degree-seeking students**

International degree-seeking students must apply for admission through the University of Lucerne's Admissions Office. Once you are admitted to the University of Lucerne, registration will be carried out by the Admissions Office.

The application deadlines for international degree students are:

Fall semester	April 30
Spring semester	November 30

### **Federal Commission for Scholarships for Foreign Students**

[www.sbf.admin.ch/sbf/  
en/home/education/  
scholarships-and-grants/  
swiss-government-  
excellence-  
scholarships.html](http://www.sbf.admin.ch/sbf/en/home/education/scholarships-and-grants/swiss-government-excellence-scholarships.html)

### **Students with Swiss government scholarships**

Students who wish to apply for a Swiss government scholarship can find information on the website of the Federal Commission for Scholarships for Foreign Students, FCS.

# Semester dates



**Fall semester:** mid-September – late December



**Spring semester:** mid-February – end of May

Please note that these dates refer only to the lecture periods. Exam sessions may take place outside these dates.

## Tuition fees

(not applicable to exchange students)

CHF 810.00 per semester for educational residents (students who completed their schooling in Switzerland)  
CHF 1'110.00 per semester for educational foreigners (students who did not complete their secondary schooling in Switzerland)

## Entry and visa

### **Entry and visa conditions for Switzerland:**

[www.eda.admin.ch/eda/en/fdfa/entry-switzerland-residence/information-entry-switzerland-residence.html](http://www.eda.admin.ch/eda/en/fdfa/entry-switzerland-residence/information-entry-switzerland-residence.html)

### **Exchange students from EU/EFTA countries**

You require a valid passport or identity card to enter Switzerland.

Please consult the Swiss embassy or consulate in your home country for the current entry requirements.

### **Exchange students from non-EU/EFTA countries**

You need to apply for a visa at the Swiss embassy or consulate in your home country at least three months before entering Switzerland.

### **Students with Swiss government scholarships and international degree students (EU/EFTA and non-EU countries)**

You need to apply for a visa at the Swiss embassy or consulate general in your home country at least three months before entering Switzerland.

If you are unsure as to whether or not you require a visa, please ask your local Swiss representation office.

# TRAVELLING TO SWITZERLAND

## By plane:

### Swiss International Air Lines

[www.swiss.com](http://www.swiss.com)

- Zurich International Airport: largest airport in Switzerland, has its own train station, runs a direct service to Lucerne taking 1 hour.
- Euroairport Basel Mulhouse Freiburg Airport: approximately 1.5 hours from Lucerne by train and bus. This airport mostly serves European destinations.
- Geneva Cointrin International Airport: second largest airport in Switzerland, has a train station, approximately 3 hours from Lucerne by train.

## By train:

### Swiss Railway Corporation – SBB

[www.sbb.ch](http://www.sbb.ch)

ICE, TGV, Railjet – You can travel to Switzerland on Europe's fastest trains. Within a few minutes of your arrival, there is usually a connecting train to Lucerne from almost every large city in Switzerland. All trains have regular timetables.

**Exchange students receive additional travel grants for travelling by train.**

See our webpage: [www.unilu.ch/en/international/mobility/greener-mobility-programme/](http://www.unilu.ch/en/international/mobility/greener-mobility-programme/)



# ARRIVING IN LUCERNE

Living and studying away from home can be a challenging experience, particularly at the beginning of your stay. There are several formalities that must be taken care of during your first few days in Lucerne.

## Registration at the International Relations Office

As an exchange student, you must register at the University of Lucerne's International Relations Office during your first week. You will receive comprehensive information regarding introductory events (e.g. Orientation Week) from the International Relations Office.

When you register you will receive your university ID card (CampusCard), information on the residence permit and health insurance, as well as the confirmation of matriculation that you require for your residence permit.

As an international degree-seeking student you must register with the Admissions Office, you are invited to contact the International Relations Office once you are in Lucerne. We are happy to provide further information and answer any questions you might have regarding administrative tasks that have to be completed in Switzerland.

**The International Relations Office (IRO) is located in the main university building on the 4th floor, Room A.21.**

# Residence permit

After entering Switzerland, all students (exchange students, international degree-seeking students, and students with Swiss government scholarships) are required to register at the registration office of the district in which they are living within 14 days of arrival. To register, you will need a valid travel document, proof of health insurance as well as a confirmation of matriculation from the University of Lucerne. After registration, the residence permit (foreigner's identity card) will be issued. Comprehensive information on this process will be given during the Orientation Week which takes place in the week prior to the start of the semester. A fee is charged for registration and for all documents (foreigner's identity card, visa etc.).

## Accommodation

The University of Lucerne does not offer on-campus accommodation. However, the International Relations Office assists international students – especially those coming from overseas – in finding suitable accommodation. Exchange students receive detailed information during the online application process.

### **Online bulletin boards for general queries**

[www.wgzimmer.ch](http://www.wgzimmer.ch)

[www.students.ch/wohnen](http://www.students.ch/wohnen)

[www.homegate.ch](http://www.homegate.ch)

### **Links**

<https://scorestudies.ch/en/>

<https://swisscare.com/en/product/international-student-health-insurance-europe>

## Health and other insurances

Health insurance is compulsory for anyone living in Switzerland for longer than three months. Students from an EU country who are legally insured in their home country have to apply for exemption from this obligation by using the European Health Insurance Card (EHIC) or a provisional certificate issued by their insurance company. The relevant forms for this process will be provided by the IRO and have to be submitted when registering with the community of residence.

Students from non-EU/EFTA countries have to take out health insurance in Switzerland providing the cover stipulated in the Swiss national health insurance laws KVG-LAMaI. There are insurance plans for students (offered e.g. by Swisscare and Scorestudies) that fulfill these criteria and that are affordable. Representatives of insurance companies will be present during Orientation Week and can assist you with the online application process. Please note that travel insurances are not accepted as health insurance by Swiss authorities.

We also recommend that you take out personal liability insurance when coming to Lucerne. This covers any claims brought against you for damage or injury to another person's property. This type of insurance is compulsory if you want to rent a room in a student residence.

The University of Lucerne will provide you with information regarding health insurance and personal liability insurance providers both before the commencement of your studies in Lucerne and during your first weeks here. We can also provide you with specific information on companies offering special conditions for international students.

## Buddy programme ESN Luzern

### Links

<https://luzern.esn.ch/>

<https://m.facebook.com/esnluzern/>

The buddy programme organized by ESN (Erasmus Student Network) Luzern is open to all international students (including students from non-European countries). This programme will help you to get in contact with local students and to fully immerse into campus life at the University of Lucerne.

Contact: [luzern@esn.ch](mailto:luzern@esn.ch)

# Language courses

**All language courses offered during the semester at the University of Lucerne can be found on the following website:**  
[www.unilu.ch/en/international/mobility/student-mobility/incoming-students/language-courses/](http://www.unilu.ch/en/international/mobility/student-mobility/incoming-students/language-courses/)

## **Pre-semester intensive language course: German Short Course**

The University of Lucerne offers its international exchange students registered at the University of Lucerne a free pre-semester intensive course. The 'German short course' takes place during Orientation week, one week before classes begin and has been especially designed for exchange students.

*No credits are awarded for this course.*

All eligible students will be informed about how to register for the German short course as part of their online application

**There may be German language course discounts available to exchange students. Please contact the International Relations Office for more information**



# STUDYING AT THE UNIVERSITY OF LUCERNE

## Academic calendar

The academic year at the University of Lucerne is divided into two semesters:



**fall:** mid-September to mid-December



**spring:** mid-February to the end of May

Classes start at 08:15 and continue on a two-hourly cycle up until 20:00.

## Course catalogue

The course catalogue for the upcoming semester is usually published three months beforehand.

**The course catalogue for all courses – including German and English courses – is available on the university's website:**

<https://vv.unilu.ch/site/VV/default.aspx>

The catalogue of courses taught only in English is also available on the university's website:

[www.unilu.ch/en/international/mobility/student-mobility/incoming-students/courses-in-english/](http://www.unilu.ch/en/international/mobility/student-mobility/incoming-students/courses-in-english/)

# Language of instruction

The main language of instruction at the University of Lucerne is German. However, a growing number of master's programmes are taught in English and most study programmes offer a number of English-taught courses.

# ECTS credits and grades

At the University of Lucerne, credit points, known as ECTS (European Credit Transfer System) are awarded for student achievements. 1 ECTS credit corresponds to 30 hours of study. The credits are based on the total time required for achieving the learning goals. This includes attending classes, self-study, preparing for and sitting examinations, giving presentations and writing papers. Credits are only awarded for courses for which students receive pass grades. The scope of one semester is 30 credits.

Student achievements are assessed in terms of quality and are graded on a scale from 6 (highest grade) to 1 (lowest grade). Half grades are also awarded (for example 4.5). Grades from 4 to 6 are pass grades.

# Orientation



<b>4.OG</b>	UNIVERSITY OF LUCERNE	Seminar rooms   Faculties of Law (RF) and Economics & Management (WF), Central services, Rectorate
<b>3.OG</b>	UNIVERSITY OF LUCERNE	Seminar rooms   Faculties of Theology (TF) and Humanities and Social Sciences (KSF), Central services
<b>2.OG</b>	PH LUZERN	PH Information   Teaching rooms   Offices
<b>1.OG</b>	zhb	Library
<b>EG</b>	Infodesk   Foyer   Canteen   Lecture halls 2-8   Student shop	UNIVERSITY OF LUCERNE   KSF
<b>1.UG</b>	Lecture halls 11-13   Study rooms   Chill-Out room   SOL   Tutorial rooms   Quiet room   Sport   Cloakrooms	Lecture halls 9 & 10
<b>2.UG</b>	Technical building systems   Warehouse   Workshop	Lecture hall 1 Rudolf Albert Koeschlin Auditorium

# Examinations

Final examinations are scheduled by the faculties. Course tutors and/or the student advisors within each faculty can be contacted regarding the exact dates and application deadlines.

# CampusCard

The CampusCard is a multipurpose chip card that can be used on campus as a student identification card and library card. It can also be used for photocopying and printing. Two loading stations for loading money via a bank card onto the CampusCard are located on the ground floor of the university.

Exchange students receive the CampusCard when matriculating in person at the International Relations Office. Other international students receive their CampusCard as well when matriculating in person at the Student Services Office

# Email account

All students, including exchange students, receive an official email account from the University of Lucerne. Students receive instructions on how to activate the account from IT Services.

**Please check your StudMail regularly (at least once a week) and ensure that your inbox always has enough storage space since all official communication will be sent to this account.**

# Internet access

## Link

[www.unilu.ch/en/university-life/it/#section=c12836](http://www.unilu.ch/en/university-life/it/#section=c12836)

All public rooms in the University of Lucerne, such as the foyer, library, classrooms and canteen, offer Wi-Fi access.

The University of Lucerne uses eduroam WLAN. eduroam (EDUcation ROAMing) enables internet access for those working or studying at institutes of higher education at the sites of all participating organisations via wireless LAN (WLAN).

Using eduroam it is possible to connect to the internet via a smartphone, tablet or laptop. For students of the University of Lucerne the realm is: @studnet.unilu.ch.

# Library

The Main and University Library (ZHB Luzern) is the largest library in Central Switzerland, with space for over 300,000 volumes that are freely accessible to users. Just under half of the collection of books can be borrowed. 620 study and workstations are available in the library.

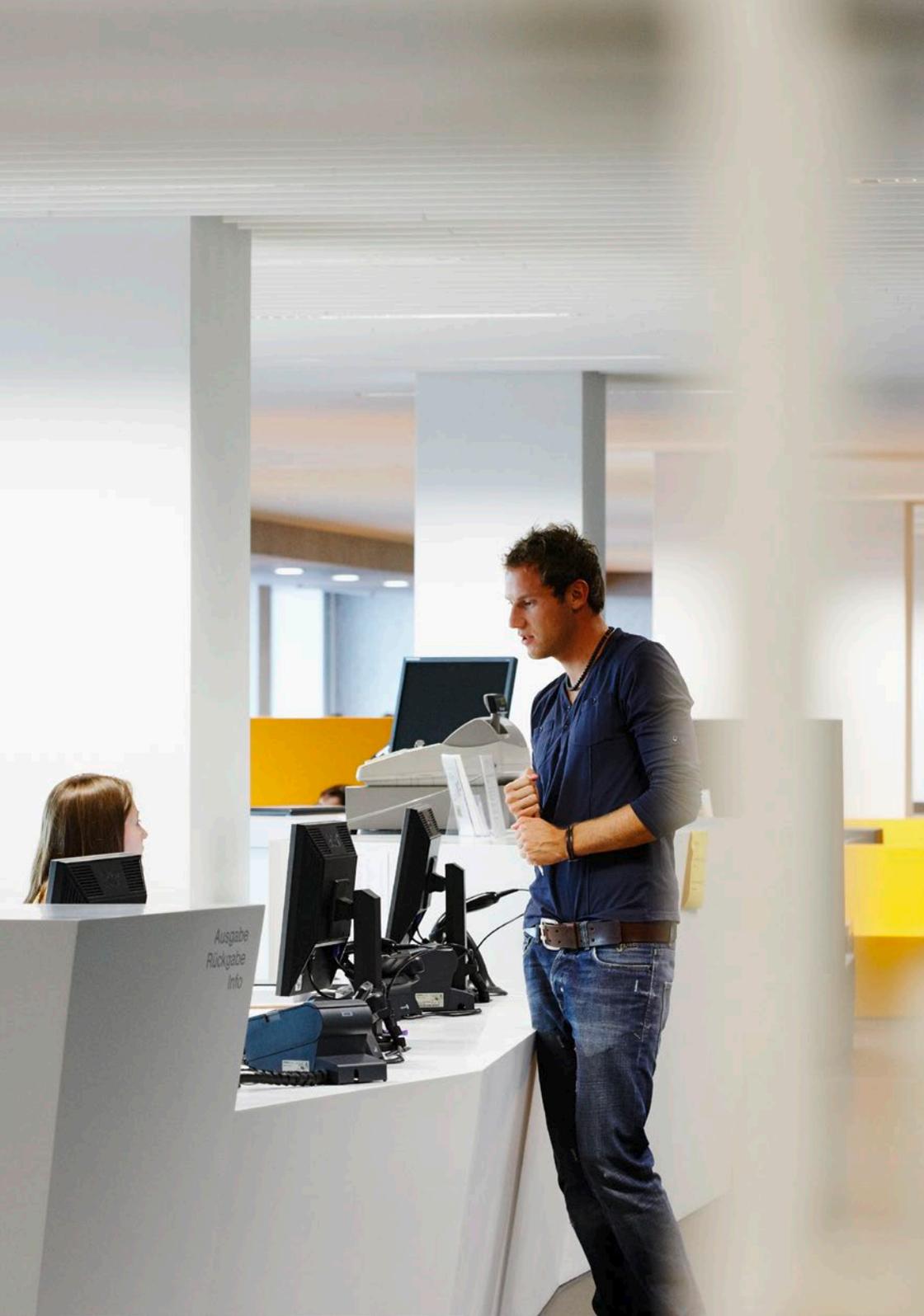
## Opening hours

Monday – Friday	07:30 – 21:30
Saturday	07:45 – 15:30
Sunday	There are special Sunday opening hours in operation before and during exam periods.

Please note that there are reduced opening hours in operation during the summer and before public holidays.

# Printing and photocopying

Students can make use of the large printing and photocopying room on the first basement floor. Additional photocopiers and printers can be found on the second floor in the library, and on the third and fourth floors next to the



Ausgabe  
Rückgabe  
Info

classrooms. Charges for printing and photocopying are paid using the CampusCard (see the CampusCard section).

## Student shop

The student shop on the ground floor sells lecture notes for current courses, specialist literature, stationery, University of Lucerne merchandise (e.g. t-shirts etc.), and also tickets for certain events (e.g. university parties).

### **Student shop opening hours**

General opening hours during the semester:

Mon – Fri 10:30 – 15:30

## Who to contact?

### **Faculty student counsellors**

[www.unilu.ch/en/international/mobility/mobility-advisors/](http://www.unilu.ch/en/international/mobility/mobility-advisors/)

For all administrative questions regarding your exchange, please contact the International Relations Office. International degree-seeking students should contact the Student Services Office for all questions relating to their admission. The International Relations Office can help with other administrative matters related to relocating to Lucerne.

For all academic queries you should consult the student counsellors within your faculty and/or institute.

## Counselling for students with special needs

### **Link**

[www.unilu.ch/en/study/advice/prevention-of-sexual-harassment/](http://www.unilu.ch/en/study/advice/prevention-of-sexual-harassment/)

Unrestricted access routes are provided for wheelchair users throughout the campus. Two or three toilets on every floor are equipped for wheelchair use, and the toilet areas on the 3rd and 4th floors also have showers. Three parking spaces on the north side of the building are reserved for people with mobility issues. Lecture theatres have hearing loops for the hearing-impaired.

Please contact the Office of Equal Opportunity for an individual consultation.

Email: [chancengleichheit@unilu.ch](mailto:chancengleichheit@unilu.ch)

## Psychological counselling service

### Link

[www.pblu.ch](http://www.pblu.ch)

The psychological counselling service offers support to students and staff of the University of Lucerne who find themselves in stressful situations due to their studies and/or personal life. All counselling services are free of charge for all students (including exchange students) and are confidential.

Appointments are available via [info@pblu.ch](mailto:info@pblu.ch).

## Sexual harassment

The University of Lucerne has strict procedures and measures in place regarding sexual harassment.

Please find further information here: <https://www.unilu.ch/en/study/advice/prevention-of-sexual-harassment/>

Should you become a victim of sexual harassment at the University of Lucerne, please consult the International Relations Office (exchange students) or a person whom you trust within the university.



# LIFE ON CAMPUS

Here you will find useful information on all the facilities available on the campus.

## Canteen, café bar, snack stations

The university canteen 'Mensa 1574' serves fresh, colourful and seasonal vegan-vegetarian meals. The food options are reasonably priced and available also to take away. The 'Kaffeebox' in the canteen's foyer serves freshly baked goods, muesli, various sandwiches, salad bowls and hot and cold drinks.

**A microwave is available in the room adjacent to the canteen and can be used to heat up your own food.**

Vending machines with hot and cold beverages and snacks are located on the ground floor and on the third and fourth floors.

Students must provide identification in the form of the CampusCard in the canteen and café bar (see **Campus-Card section**) in order to take advantage of the reduced prices. Students can pay in cash or use the CampusCard in the canteen, café bar and at the vending machines.

### **Canteen opening hours**

Monday – Friday: 09:00 – 16:00, lunch from 11:00 – 13:30

### **Café bar opening hours**

Monday – Friday: 07:30 – 17:30

## Prayer and meditation room

The prayer and meditation room is located on the first basement floor. It is a multipurpose room that can be used for peaceful activity, discussion and meditation. The room is available during the building's opening hours.

## Day lockers and cloakrooms

A room containing day lockers is located on the first basement floor. Additional lockers are located on the second floor. Students can use these lockers to store personal belongings. The lockers must be secured with a personal padlock. The lockers can only be reserved on a daily basis and cannot be reserved permanently. Lockers that are not emptied will be cleared out and the student will be billed for the inconvenience caused.

## Cashpoint/ATM

A cashpoint/ATM for internal and external users is available on the ground floor.

## University Sports (Hochschul-sport Campus Luzern – HSCL)

### **University Sports website**

[www.unilu.ch/uni-leben/  
sport/](http://www.unilu.ch/uni-leben/sport/)

Take advantage of the activities available through the University Sports to boost your personal fitness and restore your physical and mental wellbeing. You can even use the opportunity to acquaint yourself with new sports and enjoy the great Swiss outdoors with sports such as sailing, skiing, snowboarding, biking etc. All training sessions and camps are led by experienced teachers and staff. International students of all categories are welcome to join the training sessions.

Standard training sessions are free of charge for all students (including exchange students) holding a Campus-Card (**see CampusCard section**). Special short-term courses such as skiing and snowboarding classes, special dance classes, surfing and sailing classes etc., are offered at a reduced price for students and staff. Furthermore, there is a fitness and dance studio located on the university's 1st basement floor offering various classes including spinning, body toning, team rowing and many different forms of dance.

## Student organisations

**SOL website  
(in German)**  
[www.studunilu.ch](http://www.studunilu.ch)

The University of Lucerne Student Organisation (SOL) is the official student association of the University of Lucerne. It represents students both within the university setting and externally in their dealings with the general public. The SOL endeavours to create a pleasant environment for all students and keeps abreast of latest issues. Events organised by SOL provide a good opportunity for meeting new people.

## Childcare

Childcare places are available in the campus day-care centre for the children of students, staff and lecturers at the University of Lucerne. The children must be aged between 3 months and 5 years. Early contact and prior registration are advisable.

Telephone: +41 (0)41 367 49 90  
Email: [info@kita-campus.ch](mailto:info@kita-campus.ch)

## Bicycle parking

Bicycle stands for approximately 600 bicycles are located on the south side of the building. The building can be accessed directly from there.

# LIVING IN LUCERNE

This section provides information about daily life in Lucerne. Please also refer to the **Arriving in Lucerne** section, particularly for information about accommodation.

## Accommodation

See the **Arriving in Lucerne section** on page 15.

## Cost of living

The cost of living is an individual matter that depends on one's lifestyle. The following cost estimation has been designed to give a rough guideline of the costs that can be expected:

The cost of textbooks ranges from CHF 50.00 to CHF 150.00 per semester, depending on your field of study.

## Transportation

**Verkehrsbetriebe Luzern  
(in German)**

[www.vbl.ch](http://www.vbl.ch)

The city of Lucerne has an excellent public bus and train network operated by *Verkehrsbetriebe Luzern*. Single fare tickets can be purchased at all bus stops and train stations in Lucerne; *tickets are not sold on buses or trains*. Multiple fare tickets and monthly travel cards can be bought at Lucerne's central railway station or at larger bus stops. If you are under 25, you can benefit from a reduced fare for monthly or annual travel cards (ask for the Passepartout card for under-25s).



## Approximate living costs in Lucerne (in CHF per month):

Housing (incl. additional costs)	650.00
Utilities (telephone, internet, TV, radio)	100.00
Health insurance and other insurances	200.00
Food, household items	350.00
Miscellaneous (clothes, laundry, transport)	350.00
<b>Total</b>	<b>1,650.00</b>

### **Swiss Railway Corporation – SBB**

[www.sbb.ch/en/](http://www.sbb.ch/en/)

### **Supersaver tickets**

[www.sbb.ch/en/travelcards-and-tickets/tickets-for-switzerland/supersaver-tickets.html](http://www.sbb.ch/en/travelcards-and-tickets/tickets-for-switzerland/supersaver-tickets.html)

### **Offers for active day-trippers**

[www.sbb.ch/en/leisure-holidays.html](http://www.sbb.ch/en/leisure-holidays.html)

### **Rent-a-Bike**

[www.rentabike.ch/](http://www.rentabike.ch/)

### **Post Bank**

[www.postfinance.ch/en.html](http://www.postfinance.ch/en.html)

### **Swiss Banks**

Luzerner Kantonalbank:

[www.lukb.ch/de/](http://www.lukb.ch/de/)

UBS:

[www.ubs.com/1/e/schweiz.html](http://www.ubs.com/1/e/schweiz.html)

Credit Suisse:

[www.credit-suisse.com/ch/en/index.jsp](http://www.credit-suisse.com/ch/en/index.jsp)

### **Swiss Post**

<https://places.post.ch/location-search>

Swiss Federal Railways (SBB) provides a large part of public transport in Switzerland (train, bus, PostBus, boat). If you are a frequent traveller within Switzerland, you can purchase a half-fare card (CHF 185.00 per year) that entitles you to buy most tickets at half price (even some mountain cable car journeys). In addition, young people between 16 and 25 can buy the Gleis 7 card that entitles them to take any train in the SBB network for free between the hours of 7pm and 5am.

Bicycles are a practical and inexpensive way to get around Lucerne. Bicycles can be rented from the Swiss Federal Railways (SBB) and other private providers.

## Financial matters

Switzerland's currency is the Swiss Franc. You will find the following abbreviations in use for the Swiss Franc: Fr., CHF, SFr.

The fastest and easiest way to obtain Swiss Francs is to withdraw money from the many post office and bank cashpoints/ATMs using a debit card (for cashpoints/ATMs on campus, please see **cashpoint/ATM and post office section** on page 15). Most Swiss cashpoints also accept credit cards such as Visa, MasterCard, American Express, and cash cards such as Cirrus or Maestro.

To open a Swiss bank account you can either go to a Swiss bank or to a post office (post office account).

## Post Offices

Post offices are usually open from Monday to Friday from 07:30 to 18:00 and on Saturday from 09:00 to 12:00. In addition to regular postal services, post offices also offer banking, telephone and fax services.

# Mobile Phones and Internet

## Telephone companies (Selection)

Swisscom:  
[www.swisscom.ch/en/  
residential.html](http://www.swisscom.ch/en/residential.html)

Sunrise:  
[www.sunrise.ch/en/  
residential/welcome-  
page.html](http://www.sunrise.ch/en/residential/welcome-page.html)

Salt:  
[www.salt.ch/en](http://www.salt.ch/en)

## Discount mobile phone providers

Yallo:  
[www.yallo.ch/en](http://www.yallo.ch/en)

Lebara:  
[www.lebara.ch/en](http://www.lebara.ch/en)

CoopMobile:  
[www.coopmobile.ch/de/  
mobile-abo](http://www.coopmobile.ch/de/mobile-abo)

## Comparison of services:

[https://en.comparis.ch/  
telecom](https://en.comparis.ch/telecom)

Mobile phones are a practical means of communicating in Switzerland. Again it is a good idea to compare the services offered by the different companies as offers and service plans change frequently. When taking out a contract, foreign nationals are required to show their residence permits.

All telephone companies also offer internet services. Packages including telephone, mobile phone and internet services are often available.

# Shopping

Migros and Coop are the best-known retailers/grocers and can be found at many locations throughout Switzerland. The budget supermarkets Aldi, Lidl and Denner also have many branches throughout the country. Shops are open on Monday to Wednesday from 09:00 to 18:30 in the city centre and in larger shopping malls. On Thursdays and Fridays, shops are open from 09:00 to 21:00. On Saturdays you can go shopping from 09:00 to 16:00. Some shops at Lucerne's central railway station are also open on Sundays.

# Leisure time and culture

With its location in the heart of Switzerland, on the shores of Lake Lucerne and close to the Alps, the City of Lucerne offers an array of leisure time activities. In spring and summer, Lake Lucerne and its beautiful surroundings are perfect for hiking, swimming or sailing. In winter you can enjoy some skiing in the nearby mountain regions which are less than an hour away from Lucerne.

The city of Lucerne is located right in the centre of Switzerland, which means that all other Swiss cities and regions are very close by. You can travel to Ticino, the

## Lucerne's calendar of events:

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January:	LiLu Light Festival Lucerne, <a href="http://www.lichtfestivalluzern.ch/en/">www.lichtfestivalluzern.ch/en/</a>
February:	Carnival (Fasnacht), possibly the biggest event of the year
April:	Lucerne city run
May :	Lucerne Regatta at the Rothsee
June:	B-sides musical festival, Sonnenberg, Kriens
July:	Blue Balls Festival, international music from all genres
October:	Swiss City Marathon: Lucerne <a href="http://www.swisscitymarathon.ch/en/">www.swisscitymarathon.ch/en/</a>
November:	Lucerne Blues Festival
December:	Christmas markets at various locations in Lucerne, ski resorts open around Lucerne

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**Lucerne Tourist  
Information**

[www.luzern.com/en/](http://www.luzern.com/en/)

southern part of Switzerland, in 2.5 hours or visit Geneva in less than 3 hours by train. Other European cities are close by as well. Why not spend the weekend in Milan, Paris or Munich?

Lucerne is one of the cultural centres of Switzerland. The world famous Culture and Convention Centre Lucerne (KKL), built by the famous architect Jean Nouvel, hosts the renowned Lucerne Festival, which attracts classical music fans from all over the world. During the year there are performances from artists from all musical genres. Cheap or reduced tickets are available at the KKL box office (often at the last minute).

In addition to these traditional and cultural events, Lucerne has countless restaurants, bars and clubs that attract many young people from all over Central Switzerland. Visit the websites listed on the opposite page and above for more up-to-date information on where you should be and when.

# IMPORTANT CONTACTS

## **International Relations Office**

[www.unilu.ch/en/international/](http://www.unilu.ch/en/international/)  
[mobility@unilu.ch](mailto:mobility@unilu.ch)

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## **Admissions Office**

[www.unilu.ch/en/study/application-and-admission/](http://www.unilu.ch/en/study/application-and-admission/)  
[Zulassung@unilu.ch](mailto:Zulassung@unilu.ch)

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## **Academic Student Advisors**

Faculty of Theology

[www.unilu.ch/en/study/advice/academic-student-advisors/faculty-of-theology/](http://www.unilu.ch/en/study/advice/academic-student-advisors/faculty-of-theology/)

Faculty of Humanities and Social Sciences

[www.unilu.ch/en/study/advice/academic-student-advisors/faculty-of-humanities-and-social-sciences/](http://www.unilu.ch/en/study/advice/academic-student-advisors/faculty-of-humanities-and-social-sciences/)

Faculty of Law

[www.unilu.ch/en/study/advice/academic-student-advisors/faculty-of-law/](http://www.unilu.ch/en/study/advice/academic-student-advisors/faculty-of-law/)

Faculty of Economics and Management

[www.unilu.ch/en/study/advice/academic-student-advisors/faculty-of-economics-and-management/](http://www.unilu.ch/en/study/advice/academic-student-advisors/faculty-of-economics-and-management/)

Department of Health and Medicine

[www.unilu.ch/en/study/advice/academic-student-advisors/health-sciences-and-medicine/](http://www.unilu.ch/en/study/advice/academic-student-advisors/health-sciences-and-medicine/)

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## **Counselling for Students with Special Needs**

[www.unilu.ch/en/university/services/personnel/equal-opportunity/](http://www.unilu.ch/en/university/services/personnel/equal-opportunity/)  
[chancengleichheit@unilu.ch](mailto:chancengleichheit@unilu.ch)

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## **Psychological Counselling Service**

[info@pblu.ch](mailto:info@pblu.ch)

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## **Childcare**

<https://kita-campus.ch>  
[info@kita-campus.ch](mailto:info@kita-campus.ch)

# IMPORTANT EMERGENCY AND SERVICE NUMBERS

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<b>Medical emergencies/ambulance:</b>	144
<b>Pre-programmed emergency number when using mobile phone:</b>	112
<b>Police (urgent cases):</b>	117
<b>City of Lucerne police station (non-urgent cases):</b>	+41 (0)41 208 77 11
<b>Fire department:</b>	118
<b>Medical helpline (doctor):</b>	+41 (0)41 211 14 14
<b>Ophthalmologist helpline:</b>	+41 (0)41 210 53 73
<b>Pharmacy:</b>	+41 (0)41 211 33 33
<b>Poisoning emergencies:</b>	145
<b>Rega (helicopter rescue service):</b>	1414
<b>Psychological help:</b>	143
<b>Vehicle breakdown service:</b>	140

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**Lost and Found Office Lucerne** +41 (0)41 208 86 66  
Hirschengraben 17b, 6002 Lucerne  
Opening hours: Mon – Fri 09:00 – 12:00 and 13:30 – 17:00  
Website: <https://polizei.lu.ch/organisation/verwaltungspolizei/fundbuero>

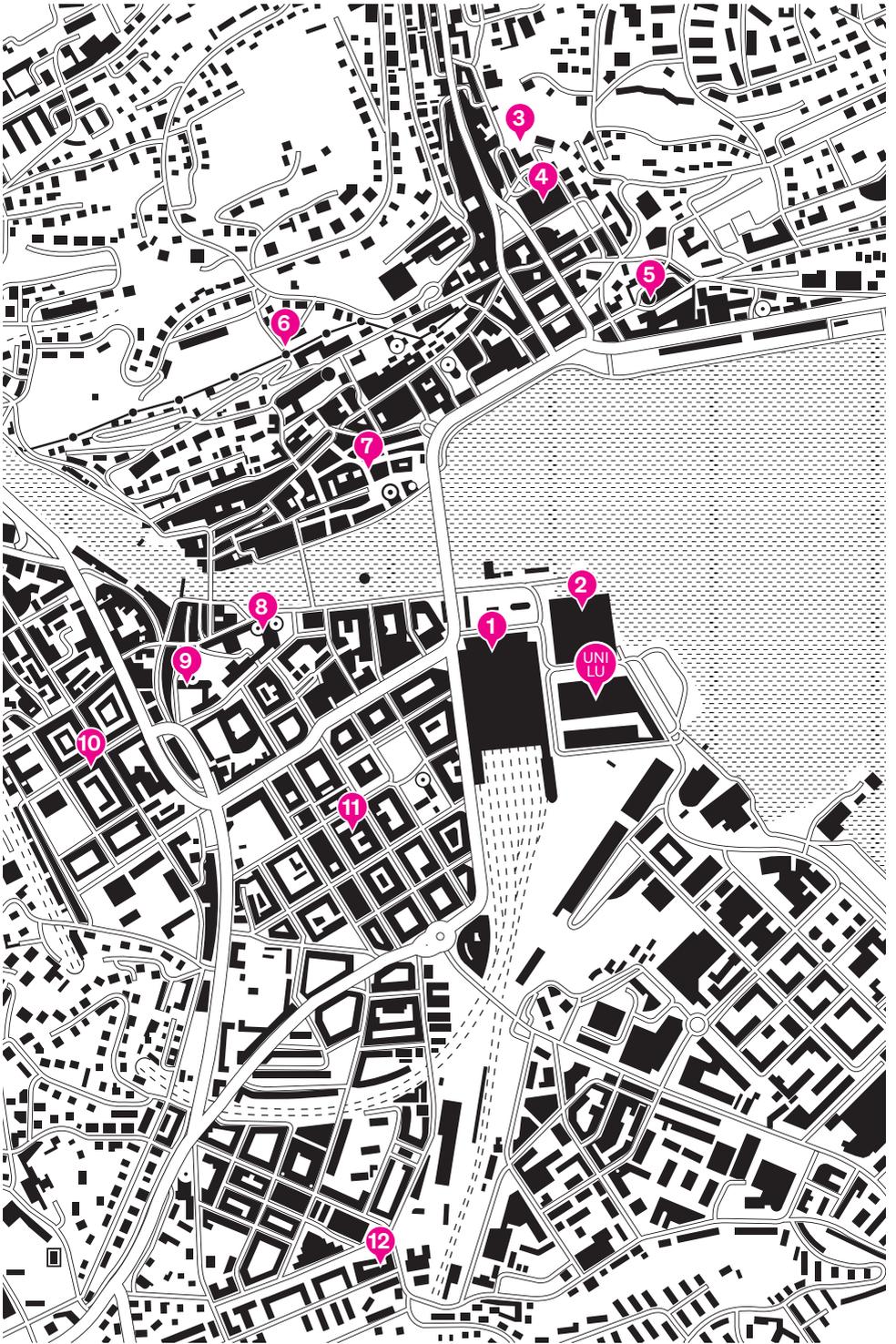
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**PERMANENCE** +41 (0)41 211 14 44  
walk-in centre for medical and psychological help  
(ground floor of Lucerne central train station)  
Opening hours: Mon – Thur 07:00 – 23:00, Fri 07:00 – Sun 23:00 (open continuously)  
Website: [www.permanence-luzern.ch](http://www.permanence-luzern.ch)

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**Lucerne Hospital** +41 (0)41 205 11 11  
Spitalstrasse, 6004 Lucerne  
Website: [www.luks.ch/](http://www.luks.ch/)

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## **LEGEND**

- 1 Lucerne Main Station
- 2 KKL Luzern
- 3 Lion Monument
- 4 Bourbaki Panorama
- 5 Hofkirche
- 6 Musegg Wall
- 7 Old Town
- 8 Jesuitenkirche
- 9 Franziskanerkirche
- 10 Bruch quarter
- 11 Neustadt quarter
- 12 Neubad

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