B.H.M.S.
Business & Hotel Management School

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Student Handbook 2023-2024

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Introduction to the Student Handbook

Welcome to B.H.M.S. Business & Hotel Management School, a member of the Bénédict Education Group. We are delighted to have you as a member of our international student body. To develop each student's potential, we have created a unique environment for teaching and learning and have a highly qualified faculty to help you achieve your goals. We expect you to actively participate in the education program and demonstrate effort and persistence. We are sure that you will benefit from the course content for the development of your personal career.
This handbook contains general information about our study programs and the policies and regulations, which govern all aspects of your time with us. Academic Regulations are further explained in all details on eCampus platform, while this handbook just contains the major points.
Please read this handbook carefully and refer to any additional semester information. It is the responsibility of each student to ensure that the policies and regulations are fully understood and adhered. Students are responsible for keeping themselves informed of any changes and of notices, which may be posted on the official information boards.

Thank you for taking the time to read this Handbook. If there is anything you are unsure about, please contact a member of staff.
Good luck and best wishes for every success in your studies.

Emergency Numbers

117	Police
118	Fire Brigade
144	Ambulance
041 248 70 00	B.H.M.S. City Campus (24 hours)

1 Administrative Policy

1.1 About us

The Bénédict Education Group was established in 1928 and is one of Switzerland's oldest and also leading language, business and computer education groups. Today, the group has five schools in Switzerland with a total of 16'000 students. B.H.M.S. was founded in 1998 and has now nearly 1'000 students from more than 80 different nationalities studying each year.

B.H.M.S. Business & Hotel Management School is dedicated to modern and practical international business and hospitality education, by bringing an Anglo study model together with the European and especially Swiss applied education concepts. Therefore B.H.M.S. is in a position to offer a very practical and internationally accepted qualification to you.

1.1.1 Creed

It is the firm belief of B.H.M.S. that success is within reach of everyone. Helping people achieve success by educating and disciplining them is a very worthwhile goal. You cannot enjoy the freedom required for success if you are not disciplined yourself.

1.1.2 Mission

As part of the Bénédict Education Group, B.H.M.S. offers a range of business, hospitality and culinary programs that are adapted to today's needs.
Our mission is to provide meaningful academic and vocational training programs that are tailored to the needs of participants and the requirements of the global workplace. To fulfil this mission, we:

- promote self-responsible, goal-oriented learning. Learning materials, learning activities and assessments are geared to the professional and personal development of learners.
- use different forms of teaching in order to effectively convey content in a way that is suitable for participants from a wide range of international education backgrounds.
- employ qualified and committed lecturers who bring a wide range of experience to the learning environment.
- convey traditional Swiss values such as punctuality, cleanliness, reliability and friendliness through our personal conduct.

- maintain political and religious neutrality to provide an open and inclusive environment in which both staff and students are free to express themselves.
- promote engagement with principles of sustainability in the use of natural resources and personal responsibility.

1.2 Student Counsellor & Extra-curricular Activities

Ms. Vanessa Stephens vanessa.stphens@bhms.ch is the Student Counsellor and available to discuss any academic or general issues you may experience and advise on how best to resolve these. Matters can be discussed confidentially as appropriate.

Alternatively, you can contact the Chief Operating Officer, **Mr. Michael Wagenthaler** (wagenthaler@bhms.ch or +41 79 245 03 28). An alternative female member of staff is available to discuss personal concerns upon request.

B.H.M.S. offers a range of program related and extra-curricular cultural, sports and leisure activities in the evenings, weekends and during the term break weeks. Information on activities and events can be found on the monitors in the campus buildings. You should regularly check for updates and sign up for activities at the Receptions if required, and you wish to participate.

Please note that B.H.M.S. cannot be held responsible for any activities other than school organized events.

1.3 Campus Buildings

1.3.1 Classrooms

Classes are scheduled in St. Karliquai 12, Sentipark, Gibraltarstr. 34, City Campus, and the Lakeside Campus:

Building		Classrooms/ teaching facilities
St. Karliquai 12	SKQ	Emmen, Reuss, Saal 505, Gütsch
Sentipark	SP	Fribourg, Ticino, Valais
Gibraltarstrasse 34	GB34	Piccard, Chevrolet, Pestalozzi, Cailler, Dunant, Piaget, Erni, Giger
Lakeside Campus	LSC	Heinrich Meister Hall, Auditorium, Maggiore, Sempach, Zug, Brienz,
City Campus	CC	City Campus Restaurant, City Campus Kitchen
Lakefront Center	LFC	Language Lab (5th floor): Bénédict Luzern

1.3.1 Building Opening Hours

Site	Building	Mon - Fri	Sat	Sun
Front Office (full service)	CC & LSC	08:00 - 20:00	08:00 - 17:00	08:00 - 17:00
Front Office (security service only)	CC & LSC	20:00 - 08:00	18:00 - 08:00	17:00 - 08:00
Residences	CC & LSC	*Closed to external visitors from* 23:00 - 06:00		01:00 - 06:00
Academic Office	G.B. 34	08:00 - 17:30	Closed	
Admission & Internship Offices	CC	08:30 - 17:00	*By appointment*	closed
Classrooms	S.P., G.B. 34, S.K.Q., LSC	07:00 - 19:00	*Subject to schedule*	closed
Language Lab	Bénédict Lake Front Centre	09:00 - 20:00	09:00 - 12:00	closed

1.4 Student Availability

Please ensure we have at all times your updated address, telephone number and email address on our systems and notify us of any changes immediately.

Important: Any student who cannot be reached either by email or phone for a period longer than five business days, will be considered as having dropped out of school and will be automatically and irrevocably deregistered with the Swiss Foreign Police. No further student notification will herewith be necessary.

1.5 Student Dress Code, ID Card and Name Badge

All students receive a student I.D. card upon arrival at the School. This is also your room key card. You should carry this card with you at all times. It gives you the authority you need to be in the school and for access to the restaurants.
The ID card remains property of the school and must be handed over on request. The cost of a replacement student I.D. card is CHF 50.00.
A nametag is issued to each student at school start and is to be worn at all times during school hours. Cost of replacement is CHF 5.00

Dress Code

The B.H.M.S. dress code is a part of the student's Professional Conduct System, therefore please read the following carefully.
Compliance with B.H.M.S.'s Code of Conduct on matters of dress code and grooming will be assessed by all B.H.M.S. staff. The dress code will be checked on a regular basis and all members of B.H.M.S. staff are responsible and allowed to draw attention to the dress code, awarded negative badges to the students' Professional Conduct account and / or send students back to their room to change. All students of B.H.M.S. are required to wear business attire during school days and certain special occasions (events or meetings). Appearance must be immaculate and the clothes must be clean. **All students with an appointment, regardless in school or in internship, are requested to appear in business attire.**
Business dress is defined as follows:

1.5.1 Female Students

- Dark two- or three piece business suit (trousers, skirt, dress), pin-striped or plain (black, dark blue, dark grey, dark brown)
- Skirts / dresses knee-length (shorter than a credit card above the knee is not acceptable)
- Short or long-sleeved blouse in any color or with a discrete pattern and not transparent or with shoulder straps
- Black or natural stockings or tights (winter 90 DEN and summer 10 DEN)
- Black or dark plain shoes / pumps with socks, stocking or tights covering ankle and above

  1 November – 31 March

  During the winter months (November– March ONLY) the following are also permitted:
- smart, plain leather ankle or knee-length boots.
- Plain V-neck jumpers over a blouse

A suit with blouse or business dress must always be worn in all months of the year.

Not acceptable

- Pullover in place of suit jackets
- Crew or polo neck jumpers in place of blouses
- Jeans (any color)
- Mini-skirts /mini- dresses
- Over-knee boots, doc marten style boots and UGG boots

Male students

- Dark two- or three-piece business suit, pin-striped or plain (black, dark blue, dark grey, dark brown)
- Shirt in any color or with a discreet pattern
- All shirts should be buttoned up including the collar button
- Tie or bow-tie
- Dark socks, covering ankle and above
- Black or dark plain shoes
- In colder months, plain V-neck jumpers over a shirt. A tie must still be worn.
  A suit must always be worn in all months of the year.

Not acceptable

- Jeans (any color)
- Shirt without a tie at any time during the year
- Crew or turtle neck pullovers in place of a shirt

1.5.2 General dress code

All students are required to follow the B.H.M.S. dress code for all classes and in the restaurants during lunchtime – regardless of whether you have classes that day or not. Jeans, casual clothes are not allowed in classrooms or the restaurants during these times. Baseball caps or any other head wear should not be worn indoors except for religious reasons. During exceptionally hot days an exception to the dress code may be made by the Management. This will be officially communicated to all.
On the weekends and during term breaks a smart-casual dress is desirable. The smart-casual dress code is the following:

- Clean shirts, t-shirts or polo shirts
- Jumpers or hoodies
- Jeans, slacks, chinos, knee-length skirts, dresses or smart shorts
- Sport shoes, pumps, boots, sneakers

Not acceptable:

- Flip-Flops, sandals
- Exposed waist
- Hot pants, miniskirts
- Pyjamas, bath robes, beach dresses
- Hats or head covers (if not required for religious purposes)
- Clothes with potentially offensive words / logos

1.5.3 Professional Uniforms

For F&B Service:
- White blouse / shirt (the school will provide you with a bow-tie and an apron)
- Black trousers / knee-length skirts
- Black plain shoes
- Female students: Hair needs to be tied up in a ponytail or bun

For Culinary Practical classes:
- Chef jacket & trousers
- Necktie & chef hat / hair net
- Apron / torchon
- No-slip, hard-toed shoes
- Female students: Hair needs to be tied up in a bun under the provided hair net

The school provides the Chef uniforms and takes care of them on an exchange system (dirty against clean ones). Professional uniforms should NOT be worn outside of the school buildings for hygiene reasons.

1.5.4 General appearance

At all times B.H.M.S. students are required to be neat and tidy. This includes:
- Nametags to be worn on the left side of your business jacket
- Daily shower
- Shampooing hair on a regular basis
- Daily use of a deodorant
- Change of shirt / blouse on a daily basis
- Regular dry cleaning of your business suit
- Wash blouses, shirts on a daily basis
- No exotic hair colors such as pink, blue, green etc.
- Discreet earrings and jewelry
- No visible piercings (especially tongue, lips, eyebrows etc.). A discrete piercing on the nose (no rings) is accepted
- Visible tattoos should be covered by the business dress

Female students:
- Nude or opaque nail polish
- No heavy make-up or intensive perfume

Male students:
- Clean-shaved or a well-groomed beard or moustache

1.6 Use of Pictures

Throughout the period a student purses his/her studies, B.H.M.S. may have opportunities to use or share newsworthy information and/or videos with local newspapers and throughout various publications or videotaped productions. In addition, B.H.M.S. maintains web pages, brochures, flyers and social marketing platforms which use utilize actual student images.
According to the Swiss law: 22 K.U.G./Art 28 Para 1 Z.G.B. / Art 35 aURG / Art 12 Para 1 D.S.G./Art 3 lit a D.S.G. / Art 12 Para 2 lit b D.S.G. / Art 27 Z.G.B. and with respect to WIPO (World Intellectual Property Organization), we need your explicit consent to use your images.

Please read the following statement carefully. By signing the Student Handbook Agreement form, you are agreeing to the use of images.

With my signature to the student handbook, I confirm and acknowledge the fact that images depicting myself as individual or as part of a group are available worldwide for publication in any online or offline media. Further, I understand that the use of these images through third parties cannot be excluded or controlled by B.H.M.S. I further understand that my images may be used in formats or designs that differentiate from the original version.
My consent to the use of my images applies from the date of my signature on this document. I understand that if this consent **is not revoked**, that after stopping my affiliation with B.H.M.S., images of myself will remain in all B.H.M.S. media but will be replaced in any new publications as and when they are produced.
A general deletion or cancellation of published images cannot be guaranteed, as search engines might add images to their index or third parties could have copied images. When publishing a group image, a later recall by myself about the use of image does not mean that the image needs to be removed.
My consent for the use of my image is voluntary. I understand that the use of my image will not imply a monetary gain for myself and I allow the use of my image(s) as described above free of any charge. My consent may be revoked at any time in line with A.R.T. 27 Z.G.B. A revocation of my consent does not lead to a disadvantage for myself.

1.7 Copying, Printing and Scanning Facilities

Copying, printing and scanning machines are available for student use in G.B. 34, Student Lounge CC, Study Zone LSC. Documents must be on a **USB stick** (flash drive).

1.8 Notices and Announcements

All administrative, academic and student activity announcements and schedules are displayed on the screens in each of the campus buildings. Important notifications are

also posted on eCampus. Students are responsible for checking these announcements regularly for new information and / or changes in schedules.

1.9 Smoking and Mobile Phone Policy

All B.H.M.S. campuses, classrooms, corridors, break rooms and all restaurants are strictly non-smoking areas. The smoke ban also includes e-cigarettes, shishas, etc.
Students who smoke should use the outside areas marked for smokers in front of City Campus and Lakeside Campus and teaching buildings. There should be no smoking in all entrance areas.
Special attention and penalties will be paid to smoking in carpeted areas which pose a high fire risk.
Mobile phones should be switched off during all classes.

1.10 Wi-Fi Access, Network and Social Media Regulations

1.10.1 Availability

All buildings offer full Wi-Fi internet services. Wi-Fi password /registration is completed during check-in and a list of all Wi-Fi passwords for all buildings can be found on eCampus.

1.10.2 Internet/Network Usage Regulations

The Internet provides a vast source of diverse information to both, students and teachers. In providing this service, B.H.M.S. aims to promote educational excellence by facilitating resource sharing, innovation and communication.
Individual users of the Internet are expected to abide by the generally-accepted rules of network etiquette. The policy also applies when using eCampus.
B.H.M.S. is a diverse, multi-national community. Care should be taken when posting any views or information

1.10.3 Internet and Social Media Policy

The following activities are not permitted and will cause disciplinary or even legal action against the responsible person:

- Sending, posting or displaying offensive and/or obscene messages or pictures
- Harassing, insulting or attacking communications with other persons or companies
- Sending messages under a false identity
- Unauthorized, mass electronic mailing

- Damaging, theft or degrading the performance of computers, computer systems, software, or computer networks
- Violating copyright laws, including downloading or sharing copyrighted material without the permission of the copyright owner
- Using another's I.D./password
- Illegal use of data in folders or work files
- Intentionally wasting limited resources
- Allowing a third party access to a B.H.M.S. computer, account, or network connection
- Threatening the security or performance of the B.H.M.S. networks
- Circumventing security systems or exploiting or probing for security holes
- Disclosing passwords or otherwise make the school's facilities available to unauthorized individuals (including family or friends)
- Unauthorized use of the school's computers and networks for business-related purposes
- Unauthorized access to private information
- Intrusive manipulation of unsecured information of other users
- Compilation or redistribution of information from school directories (printed or electronic)
- Duplicating, using, or distributing software or data without authorization by the owner
- **Running applications or downloading programs/films that consume excessive bandwidth**

Users on the B.H.M.S. network are expected to take reasonable precautions to ensure the security of their systems. Individuals may be held responsible for misuse by others that occur on their systems. B.H.M.S. reserves the right to scan its network and systems connected to it to assist in identifying and protecting against exploitable security vulnerabilities (e.g. viruses) and to preserve network integrity and availability of resources (e.g. sufficient bandwidth).

1.10.4 Cases of Misconduct

In cases of I.T. or Social Media-based misconduct, staff, teachers or students may notify the appropriate member of staff, who in turn will determine the course of any investigation or disciplinary action to be taken.

1.10.5 Waiver

Users recognize that systems and networks are imperfect and waive any responsibility for lost work or time that may arise from their use. The staff of B.H.M.S. cannot compensate users for degradation or loss of personal data, software or hardware, networks as a result of their use of school-owned systems, or as a result of assistance they may seek from B.H.M.S. staff.

1.11 General Misconduct

1.11.1 Sexual Harassment

Sexual harassment, or gender discrimination, is an offensive conduct of a sexual nature that makes others feel uncomfortable or conditions interfere with a student's performance.
A hostile learning environment can also exist on the basis of racial discrimination, sexual orientation discrimination, religious discrimination, disability discrimination, or age discrimination. This illegal conduct can include uninvited touching or groping, lewd comments, dirty jokes and even physical assault. This school **does not tolerate** discrimination of any sort and anyone caught harassing or discriminating another individual will be dealt with in the most severe manner.

1.11.2 Hazing

Hazing is defined as harassment, abuse, or humiliation by way of intimidation. This may be **in person or via social media communication channels.** This definition, however, can include both physical and mental forms of bullying. Unprovoked aggression towards weaker students based on random discrimination is also not tolerated and any sort of aggression against another individual will be dealt with in the most severe manner.

1.12 Right of Due Process

As a student in good standing, when and if there is ever a question of your responsibility for violation of rules, or of the laws of Switzerland, you will always be presumed innocent of any wrongdoing unless there is sufficient evidence to establish otherwise. The burden of proof shall always be that of the school or government agency. To ensure this, the following protections are guaranteed:

- You will be informed of the current rules and regulations of the school and civil authority, as outlined in this guide, and they will be personally further explained to you during orientation and as necessary, as student updates.
- You will be informed immediately and clearly, of any complaints brought against you, including the detailed infringement and the date of the alleged offences, the seriousness of the charge and the name or names of the individuals bringing those charges against you.
- There will be sufficient time allowed for you to prepare your defense, including calling of witnesses, before any formal hearing is convened.
- You will be free to present all relevant evidence of your innocence of the charges brought against you.
- During this period, you will not be assumed guilty of anything, and will be permitted to attend classes, participate in social and professional activities, and if you are a resident of the school campus, you will be authorized to maintain your quarters in the same way as all other students.
- You are authorized to have a faculty member, staff of B.H.M.S. or another student at any formal or informal meeting as an adviser, and you may consult with any member of the staff for advice prior to any hearing.
- You will receive a written copy of the findings of any convened meeting and possible sanctions taken against you within three working days.
- Finally, you have the right of appeal in regards of any decisions taken against you to the President of the school, or, in his absence, to the Management Team.

1.13 Drug and Alcohol Policy

B.H.M.S. wishes to help provide a safe and drug-free study environment for all students.

The School explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription, on School or customers premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from the School's or customer premises, if such impairment or influence adversely affects the student's work performance, the safety of the student or of others, or puts at risk the School's reputation.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the school's or customer premises, if such activity or involvement adversely affects the student's work performance, the safety of the student or of others, or puts at risk the school's reputation.

- The presence of any detectable amount of prohibited substances in the student's system while at work/on internship, while on the School campus, or while on school business.
- Prohibited substances include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the student.

If the School finds illegal substances or tools to consume them in possession of the student (e.g. in the student's room or on the student's person), the School representatives have the right to confiscate these and if necessary report to police. The School will conduct drug and/or alcohol testing under any of the following circumstances:

- the School feels that the student may be under the influence of drugs/alcohol
- drugs or alcohol are found on the student's person or in the student's B.H.M.S. accommodation
- unusual conduct on the student's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

If a student refuses to undertake a drug and/or alcohol test or if the test results are positive, the student may be subject to appropriate disciplinary action, up to possible expulsion from the School. In such a case, the student will be given an opportunity to explain the circumstances prior to any final expulsion action becoming effective.

If a student has tested positively for drugs or alcohol, the costs for the test will be borne by the student.

1.14 Disciplinary Sanctions for Individual Misbehavior

1.14.1 Level One: Written Warning I

This first written warning will be recorded on the student file and a copy sent to student and the Marketing Manager, responsible for the student's country of origin. The Academic Dean or Chief Operations Officer will counsel the student. If the same offence is not repeated, no further action is taken. If the same or additional offence is repeated, a **Written Warning II** is issued.

1.14.2 Level Two: Written Warning II

Level two offences are known as **misconduct** infractions and may result from the repetition of a Level I offense or, as a result of a serious violation of regulations. A member of the Management Team
copy of the signed, written warning is given to the student, recorded on the student's file and sent to the student's parent(s)/ sponsor(s)/ guardian(s) and agent.

It should further be noted, that a Written Warning II may carry in it limitations on the student's participation in school social activities, the use of B.H.M.S. facilities and accommodation, or involvement in student organisations. Written Warnings II usually include the awarding of Level 3 Negative Badges in the P.C.C. system as determined by the appropriate, involved members of the management team.
If the same offence is not repeated, no further action is taken. If the same or other serious offence is repeated, it may be classified as **gross misconduct.**

1.14.3 Level Three: Gross Misconduct Warning III – Suspension or Dismissal

Level three is the most serious stage of student misconduct. These violations of community living standards could result in the student being suspended from studies, or even dismissal from the school.
The following are examples of what is considered Gross Misconduct:

- Unauthorized work outside of school - meaning **all** instances of working for pay while completing your classroom studies, other than school-organized and supervised banquets. This is a very serious violation of Swiss law.
- Possession and/or use of illegal drugs or any narcotics without prescription.
- Misuse of alcohol and drunkenness
- Possession of firearms or weapons used to inflict harm to persons anywhere on the property.
- Failure to obey fire, security or safety rules, including smoking in non-smoking areas, and theft.
- Discrimination or discriminatory behavior
- Sexual molestation / Mobbing / Hazing
- Vandalism
- Other actions likely to damage the B.H.M.S. reputation or that of its students.

In some cases, the student may be allowed to return to school after 3/6/12 months to complete the program. In such cases, the student must cover the school fee for the lost term of studies. In the case of dismissal, a student will not receive any refund of paid school fees.
In any case involving violation of Swiss Federal Law, B.H.M.S. Management reserves the right to act immediately.

1.15 Pricelist

Food (only applicable where the B.H.M.S. food plan is not included, e.g. for guests or during internship)

Breakfast	14.00	(for students 10.00)
Brunch	20.00	(for students 16.00)
Lunch	18.00	(for students 14.00)
Dinner	20.00	(for students 16.00)
Welcome Dinner	30.00	(for students 25.00) only on special request!

Linen (charged for damaged or excessively dirty linen)

Duvet Cover	30.00	
Pillow Cover	20.00	
Sheet	20.00	
Towel (55 x 85 cm)	10.00	
Bath Towel (70 x 140 cm)	15.00	
Bath Towel (100 x 150 cm)	20.00	

Academic Fees

Re-sit Fee	100.00	
Repeat Course Fee	500.00	incl. Online Courses
Missing Seminar Fee	100.00	
Duplicate Diploma/Transcript	100.00	
Notarization by Canton Lucerne	60.00	per document (B.H.M.S. documents only)
Cap and Gown for Graduation	180.00	if you want to keep it
Internship Replacement Fee	1’000.00	if the student is responsible for the replacement

B-Permit / Administration

Extension B-Permit	120.00	if caused by student, e.g. study break
Extension B-Permit Urgent	150.00	if caused by student, e.g. study break
Renew lost/stolen B-Permit	75.00	
Renew B-Permit Urgent	95.00	
Departure Card	80.00	
Departure Card Urgent	120.00	
Confirmation of registration	25.00	Wohnsitzbestätigung E.W.K.
Confirmation of deregistration	15.00	Abmeldebestätigung E.W.K.
Change Location of Embassy	60.00	
Change of Intake	105.00	Anpassung Einreiseermächtigung
Application for Re-Entry	80.00	if caused by student, e.g. study break
Application for Re-Entry Urgent	130.00	if caused by student, e.g. study break

Insurance

Golden Care per 1 term	150.00
Golden Care per 1 month	120.00

Various

Additional short-stay accommodation Nights (*eg* after internship)	85.00 1st night. 25 CHF each night thereafter	
Additional short-stay meal plan	12.00 per day	
Special Room Cleaning	300.00	
Washing Card City Campus	30.00	plus 20.00 deposit (the first time)
Washing Card Lakeside Campus	45.00	
Replacement Student/Room Card	50.00	
U.P.S. (mailing of docs)	80.00	
B.H.M.S. Name Tag	5.00	
False Fire Alarm Fee	1'000.00	if fire brigade have to come due to your behavior
Luggage Storage Room	20.00	per piece per month

Parking

Students	200.00/ month

All prices are subject to change of the external prices change

2 Residential Information

2.1 Restaurant and Meals

Meals are provided in the restaurants during given times. Any change of meal times will be advertised outside the restaurant and information screens.

Meal times

Monday – Friday	Breakfast	07:15 – 08:45 City Campus
	Breakfast	07:00 – 08:30 Lakeside Campus
	Lunch	11:30 – 14:00 City Campus
		*12:00 – 13:30 Lakeside Campus**
	Dinner	17:30 – 20:00 City Campus
		*18:00 – 19.30 Lakeside Campus**
Weekends, Public Holidays, Term Break	Brunch	11:30 – 13:00 Lakeside Campus
	Dinner	18:00 – 20:00 Lakeside Campus

** Only operational on days when F&B service classes are scheduled. Please check with F&B team for reservations*

Please note that the restaurant is a public area and corresponding dress is required (refer to section 1.5).
You will have to scan your student card at the restaurant reception desk for any meal service. Students, who have **not** pre-paid their meals and wish to eat in the restaurant, will be charged via the card entry system and the amount added to their invoice.
Special food requests based on ethnicity and religion should be announced to the kitchen chef and will be complied with if at all possible (no pork, vegetarians, etc.).
It is not allowed to take food or beverages out of the restaurant without special permission. Students may deliver food to sick students with confirmation of a Dr's certificate only.

2.2 Linen Change

Your linen and towels will be exchanged one for one, weekly at the following times when you bring them to the laundry in the Lakeside (level 3) or City Campus (level 5) residence buildings:

Day	Lakeside Campus	City Campus
Wednesday	08:00 – 09:00	08:00 - 09:00
	12:30 – 15:00	12:30 - 14:00

It is forbidden to clean floors or other areas with bed linen or bath towels. Students can be charged with additional washing fees if they use towels or linen for cleaning.

2.3 Laundry

Both campus building have laundry facilities comprising washing machines and dryers, as well as clothes lines for drying. These are located

- **Lakeside Campus: 4th floor**
- **City Campus: basement (level -1)**

You will require a laundry card to operate the machines (available at both Reception desks).

- City Campus: CHF 50.00, including a refundable deposit of CHF 20.00 for the card.
- Lakeside Campus: CHF 45, disposable card (no deposit)

The average cost per machine is CHF 2.00 (no refund**).** It is forbidden to dry clothes on the balcony or in your room in any accommodation unit.

2.4 Cleaning of Rooms

Room cleanliness is of utmost importance not only from the point of hygiene and sanitation but also as a fire hazard. While the rooms are minimally furnished, students may decorate at their own discretion (no cellotape allowed!).
Students are responsible for the cleanliness in their rooms and rooms will be checked by Ms Meier or other team members of B.H.M.S. and P.C.C. badges awarded and notification of actions to be taken depending on the condition of your room.
Cleaning supplies are available in the student accommodation and can be refilled / exchanged at the Receptions. Vacuum cleaners or additional deep-cleaning supplies are available in each campus and can be borrowed at the Reception.

It is expected that a student informs B.H.M.S. when a roommate leaves the room or apartment and damages are evident. Costs derived from damage done to a room, apartment, and/or furnishings or required thorough cleaning because of student negligence, will be divided in equal parts to the inhabitants of the room and/or apartment regardless of residency time. On average, cleaning a room / apartment will cost CHF 60.00 p/h with a minimum of 3 hours or longer if necessary. Painting and renovation work will be charged at established rates, and household furnishings such as bedding, linen and kitchen utensils will be charged at wholesale cost.
B.H.M.S. reserves the right to inspect a room or apartment without prior notice.

2.5 Garbage

Students are responsible for the proper disposal of garbage in the provided containers:

- City Campus: ground floor (outside beside the parking area)
- Lakeside Campus: level -1.

Garbage bags must not be left outside the containers.
DO NOT PLACE LIQUIDS IN GARBAGE BAGS– empty any liquids before disposing of bottles.
Regular checks are made and any violation will receive a disciplinary warning. Should you dispose of your garbage elsewhere, you will be fined approximately CHF 100.00. Bottles and cardboard should be recycled using the labelled containers. Batteries should be disposed of in the designated box in the Lakeside Campus or City Campus Reception.

2.6 Night rest

As a kind of respect towards your neighbors, it is forbidden to make loud or excessive noise after 22:00 until 06:00. Swiss law and B.H.M.S. rules are strict about this point. Any student(s) found to be making excessive noise within B.H.M.S. premises, or in the local area after 22:00 will face disciplinary consequences.
To ensure that noise is kept to a minimum within the premises after 22:00, ensure you move quietly, close any windows in your room, do not sit in groups on the balconies and use headphones when listening to music.

2.7 Check-Out

The last day of your room booking is on Sunday at the end of your 4th study term and you should leave the room by this date at the latest. If you require accommodation after this date, you must contact Reception/Ms Meier before the end of term. **Please register at the Reception when you check-out.**
At every check-out from a B.H.M.S. room the room will be controlled. For any damage or excessive use the student will be charged.
A daily base rate of CHF 60.00 plus CHF 25.00 p/night will be charged to students where the tuition fee does not cover accommodation (e.g.: termination by an employer, academic or personal issues). Any special accommodation arrangements must be discussed and approved by the Chief Operations Officer.

2.8 Storage of Luggage during Internship

Please note that B.H.M.S. is not responsible for any personal items left in accommodation after you have checked out. Luggage can be stored for CHF 20.00 per piece and month. This needs to be paid in advance and the luggage will be disposed of if the payment is 3 months overdue. Luggage that is overdue and for which we did not receive any information will be disposed of two months after the deadline

2.9 Student Mail

During your study semester, your official address is at the City Campus. Mail can be therefore be collected from the City Campus Reception on a daily basis. To ensure that your mail is delivered to the correct destination use the following address:
Your name
c/o B.H.M.S.
Gütschstrasse 2-6, Room # xx (# is the room number, xx is the building, refer to chapter 1.3)
CH-6003 Luzern
Switzerland
Registered mail must be collected by the addressed person personally at the post office, using a personal identification document such as passport or permit. Students on internship must register their new address for mail to be forwarded to them. Complete either the "Nachsendeantrag" (Internship) or "Adressänderung" (address change) form at 'Die Post'. B.H.M.S. will return all mail to the sender if not collected with 4 weeks, or received more than 4 weeks after students have moved to internship/ departed Switzerland.

2.10 Emergencies

Should you encounter any emergency, immediately call the Duty Manger at school. Tel: 041 248 70 00 and available 24 hours a day, including weekends and holidays. The list of emergency numbers is provided on page 4.
Please note that any misuse of the emergency numbers will be charged up to CHF 1'000 and followed up by the disciplinary system.

2.11 Health Insurance and Doctor Visits

All students are legally required to have a valid health insurance during the entire period of their studies, including the internship. E.U. students may choose to arrange their own health insurance coverage which has to be legally recognized in Switzerland (please check with Front Office if unsure). A copy of such policy must be submitted to the Front Office within the first week of starting a program. B.H.M.S. will arrange health insurance at a competitive rate with Golden Care for all other students. A health insurance form will be completed as part of the orientation day and your medical policy and insurance card issued within the first week after your arrival. Students with Swiss citizenship must arrange for their own health insurance. **They will be credited CHF 1'000 from their operation expenses for this exemption.**

2.11.1 Golden Care Insurance Plan

General Conditions

- **Please inform the School in advance if any medical treatment is scheduled – we can then liaise with Goldencare to make sure all payments are processed promptly**
- Coverage equivalent to the Swiss compulsory health insurance (K.V.G.) in Switzerland and coverage up to CHF 1'000'000 in the rest of the world during insurance period
- Worldwide cover including the country of origin (limited to 30 days in U.S.A. and Canada)
- Coverage in case of illness and accident

Insurance Benefits and Coverages

Out-patient treatment (ambulatory consultations):

- Consultation of physicians (general practitioners or specialists)
- Dental coverage following an accident only
- Alternative medicine according to Swiss K.V.G. regulations
- Prescription drugs
- Laboratory / X-ray facilities
- Check-ups, eyes glasses, contact lenses are not covered

In-patient treatments (in case of hospitalization):

- In Switzerland, coverage equivalent to the Swiss compulsory health insurance (K.V.G.)
- In foreign countries, cover is strictly limited to acute /unforeseen events (illness/injury) and emergencies. Cover is limited to state/public hospitals.
- In standard room
- Care and treatments during hospitalization

Maternity:

- Equivalent to K.V.G. with a limit of CHF 18'000 per maternity
- Pre and postnatal medical treatments
- The limit is increased by 20% in the event of multiple births

Deductible:

- Deductible of the first CHF 100 per policy, per year- please contact Mr Emil Rahimovic for further details or to process claims
- No deductible applicable in case of accident

Assistance Benefits and Services:

- Ambulance cost
- Mountain rescue
- Medical transportation, repatriation, evacuation and emergency care
- Delivery of drugs not available at site of accident or illness
- Repatriation of the mortal remains including in the country of origin
- Contribution to coffin cost of CHF 1'500

2.11.2 Doctor Visits

The standard doctor's clinic used by B.H.M.S. in Lucerne is the Permanence Medical Centre located on the lower floor of the Lucerne Main Station. This is open 07:00 - 23:00 from Sundays to Thursdays and 24 hours on Fridays and Saturdays.
If you need to see a doctor, please follow the steps given below to ensure a correct process, until the end of the treatment and up to the point of payment.

- Take your insurance card and your student ID-card along to the doctor.
- On receiving the invoice from the doctor by mail, forward it to the City Campus Front Office immediately.
- Students who are on internship may need to pay the doctor's invoice, which will be refunded directly by Golden Care. In the case of accidents, please refer to your employer.
- Any claims must be made latest within 90 days after you got your invoice

2.11.3 Sickness during class

It is normal that everyone gets sick once in a while and B.H.M.S. will do everything to help you recover. If you are feeling seriously ill and need to miss a class, you should visit a doctor immediately and get a Dr's certificate (sick note). A copy of the certificate should be submitted to the Academic Office who can then excuse any absences from classes. This certificate will also authorize your roommates to organize take-away meals for you from the restaurant if you have F&B privileges.
For absence due to serious or longer illnesses, students should contact the Program leader or Academic Office to discuss the impact on any assessments and module completion.

2.12 Personal Property

The school is not responsible for any loss or theft of personal property. It is the responsibility of each student to insure his / her personal belongings. Items found on the campuses can be returned to the City Campus Front Office **where they will be kept for 14 days only.** Items lost while on campus should be reported to the front office without delay. Do not leave bags and laptops unattended in classrooms over lunch/extended breaks.

2.13 Additional Term Accommodation Required

Should a student be unable to complete the expected modules during a term, due to extended illness (two and more weeks) or similar mitigating conditions, they will normally be required to extend their study period by one term. This will have the following consequences:

- No addition tuition charge for modules not able to be completed
- Migration Office may not approve an extension of your permit and therefore your internship may be reduced to fit into your original 12-month study plan.

An additional charge for accommodation and meals (where applicable) will be invoiced for the term when no study is completed.

2.14 Validity of residency permit

The B-Permit is a temporary “residency” permit for Switzerland. It is valid for one year while in education at B.H.M.S. The B-Permit allows 6-months study followed by 6-months internship in Switzerland.
If the educational goal has been achieved, students are expected to leave Switzerland immediately. B.H.M.S. is required by Swiss Law to control and ensure that all migration policies are adhered to and implemented.
Penalties are applied to the school and the student, should the Migration Office notice that the policies are not being complied with and that students are not departing Switzerland as expected.
The following are some examples to explain the rules:

- Your education with B.H.M.S. and the B-Permit expires on **31.08.2023** which is also the last day of internship. You must depart Switzerland on **31.08.2023**. You are not allowed to overstay the expiry date of the permit so plan carefully in advance.
- Your work contract ends on **15.08.2023** and you have completed your education with B.H.M.S. You must depart Switzerland by **15.08.2023** even if your permit is valid until the expiration date on **31.08.2022**.
- A study gap must be reported to B.H.M.S. along with a motivational letter (logical request) which will be approved in writing.
- Re-sits can be completed while on internship in Switzerland. Should this not be feasible for whatever reason, you will still need to depart Switzerland when the B-permit expires as re-sits can be taken abroad.
- If you resign or are terminated from your internship, a new job must be found, starting **within 2 weeks** and if not, you must depart Switzerland **immediately** and will be deregistered.

- If you have successfully completed your academic studies and have not obtained an internship in Switzerland within 14 business days of term-end, you must depart Switzerland immediately and will be deregistered.
- **A Departure Card is only needed in exceptional cases after a detailed review by the Migration Office. A timely departure is a foreseeable and plannable event and as such this option should be avoided.**
- Responsibility lies also with you, the student, to check and verify the validity of your B-Permit. You MUST contact B.H.M.S. at least one month prior to the expiry date of your permit to confirm your plans.

Any other extraordinary cases need to be brought to the attention of the Admissions Department of B.H.M.S. Please make an appointment well in advance. Students **should not** contact the Migration Office Lucerne / Registration Office Lucerne or any other Migration Office in other Cantons as each has other rules and we are guided by the rules and regulations of the Canton of Luzern only.

3 Program Information

Students are responsible for becoming familiar with, and observing, the policies and regulations presented in this handbook. A separate **Academic Policies** document provides full details on all academic procedures to be followed and the **Study Skills Guide** provides invaluable information on standards expectations for assessments and should be separately referred to. All students must adhere to the academic regulations.
The B.H.M.S. eCampus provides electronic copies of all information relating to your studies and internship.

3.1 Academic Calendar & Attendance

The calendar year is divided into eight study terms. This can be found on eCampus and on the website www.bhms.ch under 'Download' documents. Each semester consists of four terms of five study weeks. Your study program is divided into these four terms and six months of internship. Each year should be completed in the designated 12 month period.
You are expected to attend at least 85 % of your scheduled classes. However, you may miss up to 30 % of scheduled classes for 'unavoidable' circumstances such as illness, job interviews or other emergencies. If your attendance falls below 70 % for any module, you will be deemed to have dropped that module and a W grade will be awarded. This means you will not gain these credits and thus endanger your completion of your program of studies within the normal time frame.
All classroom attendance percentages are reported to the Migration Office in accordance to the law. Should an additional term, a longer school leave, or school change be requested, an average classroom attendance of minimum 85 % is required otherwise an extension or school change may not be granted.

3.2 Personal Schedules

Every effort is made to ensure that students have a reasonable timetable which allows a balance between class contact and independent study time. On isolated occasions a class may have to be cancelled or rescheduled. Your terms schedule is accessed through the *My Schedule* link in eCampus.
Your timetable will consist of a combination of class formats; it is important that you attend each class. Students should expect to be in classes on at least 4 days throughout the week.

Teaching Times

Program	Days	Times
Diploma, Higher Diploma, Postgraduate Diploma	Monday to Friday Saturday, subject to schedule	08:00 - 13:00 or 13: - 18:00 12:00 - 17:00
Service Operations classes	Monday - Friday	06:15 -14:30 or 15:30 - 21:00
Culinary Practical classes	Monday - Friday	On Campus: 07:30 - 14:00 or 14:00 - 20:30 External kitchen: 07:15 - 14:00
B.A. and Masters classes	Monday - Friday Saturday	09:00 - 12:00 or 13:00 - 16:00 / 14:00 - 17:00 subject to schedule

3.3 Academic Documentation

Interim transcripts are accessed through the Interim Transcript link in eCampus.
A **final transcript** is issued when all program requirements are complete and the Diploma Issue process has been completed by the various department Managers. The final transcript also shows the Professional Conduct in the Community (P.C.C.) mark. Additional final transcripts (replacement or issuing to a new university etc.) can be issued at a cost of CHF 100.00 each.
Students requiring an **academic reference** should contact the Academic Dean. For **confirmation of studies** letters contact the Admissions Office. All other letters (e.g. visa support etc.) can be obtained from the Reception.
The Canton of Luzern offers a „Document Legalization Service". Some countries may require this for official business but it should be noted that a CHF 60.00 per page fee is charged by the Canton for this service. B.H.M.S. does require pre-payment with a wire transfer if you request this from abroad and a CHF 60.00 shipping charge will also be due for 2 or 3 day mail service back to you.

3.4 Quality Assurance and Partner Universities

A variety of quality assurance methods govern the educational programs at B.H.M.S. The main systems include:

- Program validation by well-reputed universities
- Program accreditation and audits by Swiss and International organisations
- Use of external examiners who regularly check the standard and quality of student work
- External audits by Lucerne Department of Education
- Student course evaluations

All course documentation is developed, reviewed and controlled in conjunction with the relevant partner university/organization and their regulations applied in the operations of the programs. This ensures that transparent and fair practices are applied to all students studying at B.H.M.S. and the quality of their education delivered is to high international standards.

Robert Gordon University (R.G.U.), U.K. – B.A., Graduate Certificate and MSc Degrees

R.G.U. awards the B.A. Hotel and Hospitality Management, B.A. Global Business Management and the B.A. Culinary Arts degrees (3rd year), and the Graduate Certificate and the MSc International Hospitality Business Management and the MSc Global Business Management.

York St. John University (Y.S.J.), U.K. – M.B.A. Degrees

Y.S.J. awards the M.B.A. Degree. The specialization in International Hospitality Management, Innovation & Entrepreneurship and Global Marketing are awarded by B.H.M.S.

American Culinary Foundation Education Federation (A.C.F.E.F.), U.S.A. – all CULINARY awards

The A.C.F.E.F. accredits the Diploma, Higher Diploma and B.A. in Culinary Arts, making B.H.M.S. part of their vast international network of professional chefs.

3.5 DATA PROTECTION (G.D.P.R.)

The students agree with their signature to this handbook that B.H.M.S. can inform parents, relatives and agents about their school performance and any disciplinary issues.

The student may additionally authorize B.H.M.S. o provide feedback on his/her performance or qualification achievements to external parties.

4 Student Benefits

Les Ambassadeurs AG LES AMBASSADEURS THE LEADING HOUSE OF LEADING NAMES	B.H.M.S. students and their families have special conditions with the luxury watch and jewelry shop Les Ambassadeurs AG, Kapellplatz 5, 6004 Lucerne. With showing the student card, the student gets 10 % off their products and if the student is leaving Switzerland within the next 2 weeks, he can profit from another 7.7% reduction on V.A.T.
Adrianao's Attire adriano's attire	Adriano's Attire, Baselstrasse 18, 6003 Luzern (P 079 551 50 58) is a tailor just around the corner and offers to our student a second pair of trousers for free if they buy a whole suit in his tailor shop.
Antons Restaurant ANTONS RESTAURANT, LOUNGE, TERRASSE	B.H.M.S. students and staff can enjoy a 5% discount at the Anton's restaurant located just 3 minutes walk away at Hirschengraben 45/47, 6003 Luzern. Run by the Anton sisters, B.H.M.S. alumni, this is a perfect location to see hospitality in action!
L'atelier h19 Coiffeur h19	B.H.M.S. students and staff can enjoy a 10% discount at L'atelier h19 Coiffeur located just 15 minutes walk away at Habsburgerstrasse 19, 6003 Lucerne.

Best Pizza Kurier	B.H.M.S. students and staff can enjoy a 1 Chf discount at Best Pizza Kurier located just 2 minutes walk away at Baselstrasse 70, 6003 Lucerne.
Pizza Town	B.H.M.S. students and staff can enjoy a free Cola on your Kebab or Pizza order at Pizza Town located just 4 minutes walk away at Baselstrasse 28, 6003 Lucerne.
Starbucks	B.H.M.S. students and staff can enjoy 80 cent discount on your order, if you bring your own cup at Starbucks located just 7 minutes walk away at Rathausquai 9, 6004 Lucerne.
Mövenpick Wine	B.H.M.S. students and staff can enjoy 10% discount at Mövenpick Wine Cellar located just 20 minutes walk away at Haldenstrasse 23, 6006 Lucerne.
eTuk.ch	B.H.M.S. students and staff can get an offer of only 25chf per person on a pivate electric TukTuk tour around Lucerne. For booking 24h in advance: +4178 319 09 09 / pascal@etuk.ch (Pascal)
Traumstoffe.ch	B.H.M.S. students and staff can enjoy 10% discount at Traum stoffe Homewear Online Shop at https://en.traumstoffe.ch/

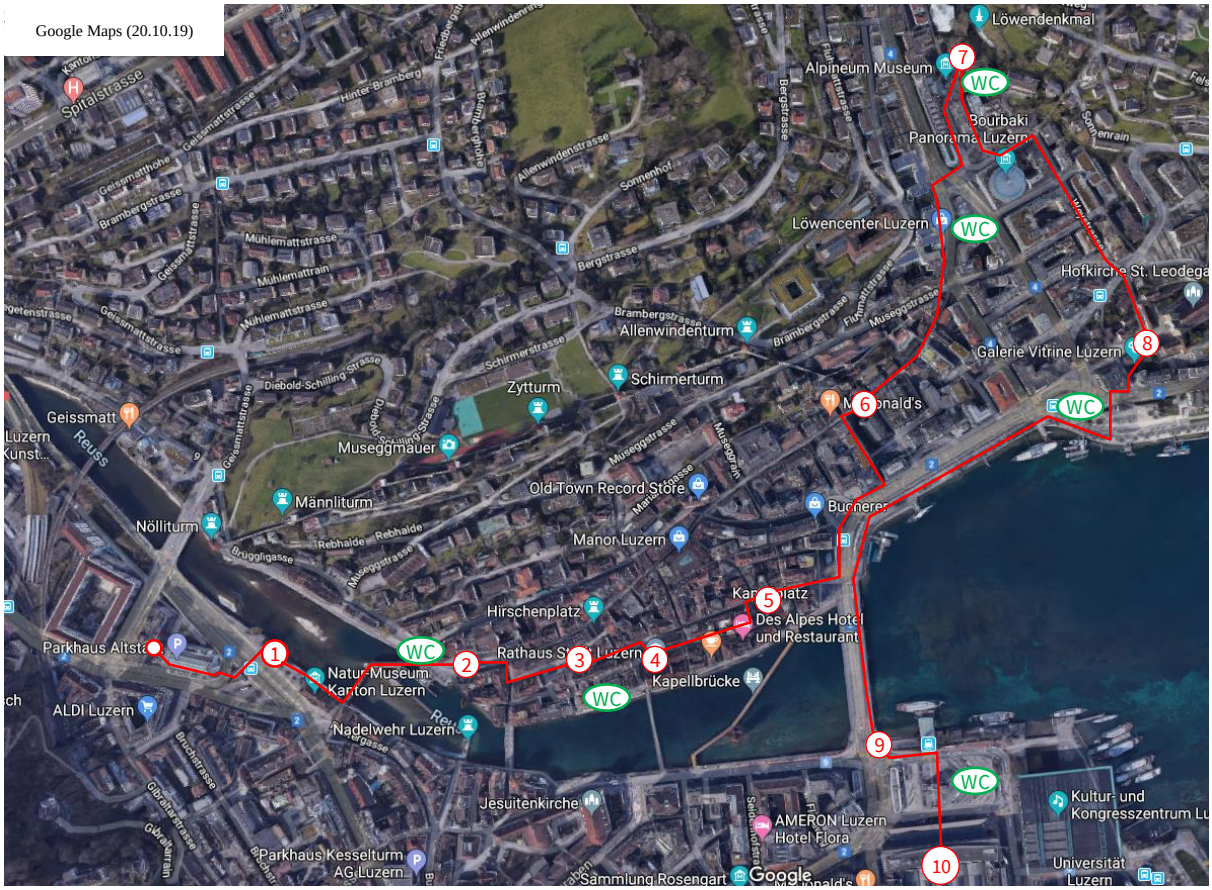
MAD Hairstyling	B.H.M.S. students and staff can enjoy 20% to 30% discount at MAD Hairstyling located in Zurich. To make an appointment, visit: https://www.madhairstyling.ch/
Cupcake Affair	B.H.M.S. students and staff can enjoy 10% discount at Cupcake Affair located just 10 minutes walk away from Zurich Train Station at Spitalgasse 10, 8001 Zürich.
Old City Take Away	Old City Take Away serves more than 90 menus of delicious pizza, kebab, snacks with salad, dessert and various drinks! Show your B.H.M.S. student card and get a free drink at Pfistergasse 13, Lucerne, Switzerland
au Cachet	'au Cachet' is a top-quality chocolate shop in Lucerne city center near the Jesuit Cathedral. Show your B.H.M.S. student card when you pay and get a 5% discount at Pfistergasse 15, 6003 Luzern, Switzerland
Tara Styles	If you are a student under 25, you will immediately receive a 15% discount on your jewelry purchase. Show your student card and get the beautiful jewelers at a 15% discount at Kramgasse 5, 6004 Lucerne, Switzerland
Hesse Hair Style	Just opposite Lakeside Campus!

HESSE HAIR STYLE	Professional hairstylists from junior to top with different prices for styling, cutting or dying hair. B.H.M.S. students can get 20% off if at or below 25 years old. Discounts only apply on Monday-Thursday. Hesse Hair Style GmbH, Löwenstrasse 9, 6004 Luzern, Switzerland
Boss Coiffeur	Would you like to enjoy a haircut near the new Lakeside Campus? Visit Boss Coiffeur and show your B.H.M.S. student card for a student discount! 20 Swiss Franc for an amazing new hairstyle! Hofstrasse 4, Luzern, Switzerland
SILCA	Do you wish to dry clean your everyday suits with a discounted price? Show your student I.D. at SILICA, you can enjoy 8CHF for a suit jacket and 8CHF for pants/skirts which normally would be 14 and 12 CHF. Silca Textilreinigung, Zürichstrasse 49, 6004 Luzern, Switzerland
Virtual Area	Experience V.R. like never before! At Virtual Area you are not just playing a game, you become part of it! Let yourself immerse into our virtual worlds and drift away for a moment. Apply discount code: bhms@10% for 10% off. Pilatusstrasse 2, 6036 Dierikon, Switzerland
SEN Bubble Tea	B.H.M.S. students enjoy a 15% off with all bubble teas. Show your student I.D. and get the discount. Unter der Egg 11, 6004 Luzern, Switzerland

For more student discounts, register now at www.bhmsconnect.com

5 General Information

You can do this little City Tour from the first week any time again with your friends or visiting family:



① Lucerne

Lucerne is also known as the **City of Lights** (Leuchtenstadt in German, Lucerna = light in Latin) which goes back on the monastery Luciaria where people in the middle ages have seen light phenomena. Another explanation is the St. Nikolaus Chapell (at the place of today's Hofkirche) that puts lights out in the night so that ships could find the safe way to Lucerne.

Museggwall

Former city fortification combined with Spreuerbridge and Chapel Bridge (incl. Wasserturm) and Hof Bridge (not existing any more) that made a ring wall around the whole city. Originally started in 14th Century with the first towers. Now still 870 m long, 1.5 m thickness and in average 9 m high. Totally 9 towers with different roofs: Nölli – Männli – Luegisland – Wacht – Ziit – Schirmer – Pulver – Allenwinden – Dächli. Some of them were also city gates. You can walk over the wall

Spreuerbridge

Built in 1408 it is the oldest wooden bridge in Switzerland with totally 67 pictures painted by Caspar Meglinger (1625 -1635) and showing the locally called Death Dance: skeletons representing death and giving the message that rich and poor will be reunited after death. The name is coming from the German word Spreu (chaff), that resulted from the mills at Mühleplatz nearby. In the old times people have thrown the chaff over the bridge in the Reuss.
If you pass bridge you can see the little chapel and the Nadelwehr that regulates the level of the whole lake.

② Mühleplatz (Mill Square)

All squares in Lucerne have the name from their original destination. Mill square used to be the place where the mills have been. From here you can see Château Gütsch as Landmark to find back to B.H.M.S.

③ Wine Market

The wine market explains its destination it selves. But there is no winery any more there. It was on this square Lucerne decided in 1432 to join the confederation of Switzerland. According to available time explain Swiss history with oath on Rütli (1291), the first three cantons Uri, Schwyz and Unterwalden and growing up to today's 26 cantons in 1848. Basics of Switzerland are freeness and avoiding of powerful influence in politics, economy an sports → neutrality, not member of E.U., 7 federal counselors and each year another one is president.

④ Kornmarkt (Grain Market)

The name is self-explaining, but no grain-deals since decades. Zunfthaus zur Pfistern (pistor = Latin for Baker). The name says Baker Guild House, was built in 1408.
Rathaus (town hall) built 1602 - 1606 in the style of Italian renaissance (façade), combined with the local style (roof like a local farmhouse). The house is not in use as town hall any more. In ground floor is an exhibition hall and on first floor is a nice historical room which is used for wedding ceremonies.

⑤ Les Ambassadeurs am Kapellplatz

All our students have 10 % discount on regular prices by showing the student card. Recommendation for good watches and jewelry. Sponsor of a watch for the best student in Graduation.

Peterskapelle

Peterskapelle is the oldest church of Lucerne: first time mentioned in 1178. Fresh renovated inside until 2018. Gave the name to Chapel bridge.

Fritschibrunnen

The Fritschibrunnen was built in 1918 by the guilt of Safran (a grocer association). Guilt of Safran is actually one of the oldest association in Lucerne and provides some social activities as well as is supporting Lucerne Carneval with an own parade. On Lucerne carnival the Thursday reveille takes part at this fountain and the carnival parades used to go around their fountain.

⑥ External Kitchen

⑦ Lion's Monument

In the middle ages Swiss people have been very good warriors and they still guard the pope of the catholic church in Rome. They were hired as the bodyguards of French King Louis XVI. Unfortunately, on 10.8.1792 they were all killed during French revolution (storming of Tuilleries) but they fought until the last drop of blood, brave like lions. One of their officers Karl Pfyffer von Altishofen (1771 – 1840) was on vacation and survived as one of the only of the whole guard. In memory of his colleagues he donated this monument with the dying lion.

⑧ Hofkirche (St. Leodegar)

The Hofkirche is a landmark in Lucerne. It is the main church in town for the catholic community. It was built 1633 to 1639 on the foundation of a burnt roman basilica. It is of big historic value as it is one of the only churches built during 30years lasting war and a monument of late renaissance time.

⑨ Chapel Bridge with Water Tower

The Chapel Bridge was part of the City fortification (Hofbrücke, Kapellbrücke, Neustadtmauer, Spreuerbrücke). Its name comes from Peters Chapel. It was built in the first half of the 14th century. The pictures were made in the 17th Century and showed scenes from Swiss and Lucerne's history, biographies of the city's patrons St. Leodegar and Mauritius. It was destroyed during a fire incident in 1993 and completely rebuilt.
The Tower was built from 1290 to 1300 (34 m high, octagonal with walls 4.5 m thick) and was used as archive, treasure, prison.

Jesuit Church

Built 1666 – 1677 by the Jesuit Order was the first big baroque church in Switzerland. It is very bright and nice inside.

⑩ Train station

Portal on Square was from the former train station that burnt in 1971.

General Opening Hours in Switzerland for shops in the region of Lucerne:

Mon, Tue, Wed, Fri	08:00 - 18:30 (smaller stores and boutiques might open at 09:00)
Thu	08:00 - 21:00 (smaller stores and boutiques might close at 18:30)

Sat	08:00 - 17:00 (smaller stores and boutiques might close at 16:00)
Sun	closed

Stores, Banks, Post Offices and Offices have different opening times according to the size or location of the business.

At the train station in Lucerne, Rail City Luzern, you will find many different stores that are open 365 days until 21:00. This includes: groceries, electronics, flowers, hairdresser, pharmacy, kiosk, stationery, shoes, clothes, restaurants, banks, Western Union, PERMANENCE Medical Centre and many more.