



A Visitor's Guide to Lugano

EFA 2014

Lugano, Switzerland



This document serves as a tool for all participants attending the EFA 2014 Annual Meeting. This dossier provides relevant information for outsiders traveling to Lugano.

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Purpose

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Getting to Lugano

By Plane

From Lugano (Agno) Airport

There is a shuttle service that offers transport from the airport to Lugano city center between 08:00 and 18:30 (10:00 - 18:30 on Sunday). The service is always available upon arrival, meanwhile for departure it is necessary to book in advance. Prices in Swiss francs (CHF) are as follows:

- Lugano Airport Shuttle: www.lugano-airport.ch/en/facilities/taxi-shuttle

	Number of people	Railway station		Central Lugano/ Paradiso		Other areas	
		One way	Return	One way	Return	One way	Return
Regular tariffs	1	8.--	15.--	10.--	18.--	13.--	25.--
Families and groups	2	15.--	28.--	18.--	33.--	20.--	
	3	20.--	36.--	25.--	42.--	26.50	45.--
	4	24.--	40.--	30.--	46.50	32	50

*These prices are not final and are subject to change at the discretion of the service companies.

The other option is to take a taxi from the airport to your direct destination, which will cost around CHF 30. Taxis are usually waiting outside of the airport and all taxi drivers will know how to get to most hotels and the Palazzo dei Congressi conference center.

From Malpensa Airport

If you are arriving from **Malpensa Airport**, the best way to reach Lugano is using one of the shuttle bus services. These shuttles can be found outside of the main airport building. The three main companies are Lugano Servizi, Giosy Tours, and Jet Bus (look for marked signs with these names).

- Lugano Servizi: www.luganoservices.ch/Orari.aspx
- Giosy Tours: www.malpensaexpress.ch/orari.pdf
- Jet Bus: www.jetbus.ch/

Prices are as follows:

Company	One-Way	Round Trip
Lugano Servizi	CHF 30 / EUR 25	CHF 45 / EUR 38
Giosy Tours	CHF 35 / EUR 30	CHF 60 / EUR 50
Jet Bus	CHF 30 / EUR 25	CHF 50 / EUR 40

*These prices are not final and are subject to change at the discretion of the service companies.

Try to book these shuttles in advance due to the high volume of travelers at this time, in addition to checking the timetables online to see which company/time best coordinates with your flight time. Please reference their websites for the timetables and additional information. These shuttles will drop you off at the Lugano main train station, where you can then choose to walk or take a taxi to your next destination. It is also possible to take a taxi directly from Malpensa airport to Lugano. The cost is approximately EUR 120.

From Milan Bergamo Orio al Serio Airport

If you are arriving from **Milan Bergamo Orio al Serio Airport**, please note that there is no direct connection from the airport to Lugano. You can take one of the shuttles from the airport to Milan main train station (Milano Centrale), and then take a train to Lugano. The shuttle runs every 15 minutes (one-way ticket: 5 to 8 euros). The duration of the train ride can take between 1 hour and 2.5 hours. The trains from Milano Centrale to Lugano run every hour, but please reference the website for exact times (one-way ticket: EUR 25).

- Milan Bergamo airport: www.sacbo.it
- Swiss train website: www.sbb.ch

From Zürich Airport

If you are arriving from **Zürich Airport**, the best option is to take the train to Lugano. There are many direct trains running daily from Zürich Airport to Lugano; occasionally, you may have to make one small change at Zürich main station, and possibly another at Arth-Goldau, depending on which train you are on. The train ride is between 2.5 to 3 hours from Zürich to Lugano. The ticket costs CHF 67 and can be bought from the airport.

- Swiss train website: www.sbb.ch

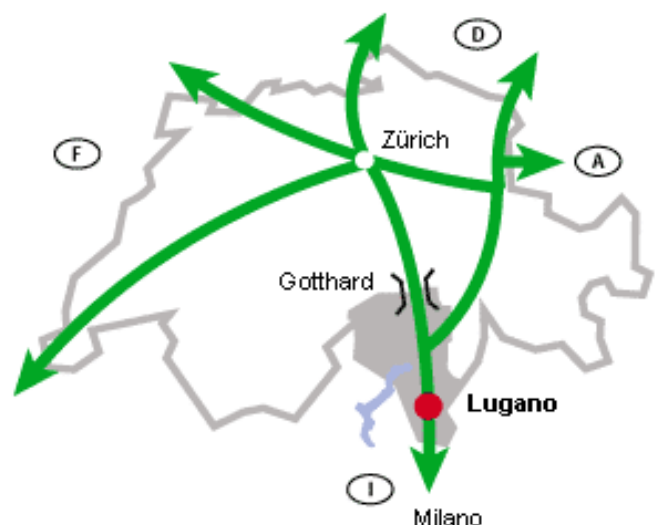
By Train

Traveling by train in Switzerland is easy and reliable. Lugano lies right on the North-South axis, with trains running between Milan (40 minutes to 1 hour) and Zürich (2 hours 30 minutes to 3 hours) every hour.

- Swiss train website: www.sbb.ch

By Car

Coming from Milan, take the Laghi A9 highway in the direction of Como-San Gottardo or the A8



highway in the direction of Varese-Stabio (Gaggiolo). Advised exit: Lugano Sud.

Coming from Zürich take the A2 highway in the direction of San Gottardo-Chiasso-Italy. Advised exit: Lugano Nord.

Please remember that to drive on Swiss highways, it is necessary to be equipped with the highway sticker (vignetta) that is to be applied onto the car windshield. The cost of the vignette is CHF 40 and it is valid from January to December. It may be purchased at Customs.

Parking

It is recommended that guests walk or take public transport, or **inquire about parking at their hotel**.

Guests should first inquire about parking at their hotel. While there are multiple parking garages located in Lugano, because the conference occurs during Lugano's peak tourism time, the parking garages may fill up quickly and street parking is often hard or impossible to come by.

Currency

Please remember that Switzerland operates on the Swiss Franc (CHF). Euros are accepted in many places, but you will most likely receive francs in return. US dollars are not accepted.

ATMs (Bancomat)

There are many ATM machines in Lugano that guests can use to pull out Swiss francs directly using a debit or bank card. These are usually located near or inside every bank and/or post office. Please note that an ATM is known as a "bancomat" in Italian.

Exchange Offices

There are many exchange offices located in downtown Lugano. Visitors should use these offices, as they will provide a better exchange rate than banks. Please reference the following website for a full list of all exchange offices and their operating hours.

- Lugano Exchange Offices: www.lugano-tourism.ch/en/176/exchange.aspx

Hotels

Hotel bookings can be done through the EFA website using the following link.

- www.efa2014.org/accommodation



No.	Hotel Name	Address	Website
7	Hotel City Garni	Via Bagutti 6900 Lugano	www.hotelcitylugano.ch
11	Hotel Lugano Dante	Piazza Cioccaro 5 6900 Lugano	www.hotel-luganodante.com
15	Hotel International au Lac	Via Nassa 68 - Piazza Luini 6901 Lugano	www.hotel-international.ch
17	Colorado	Via Clemente Maraini 19 6907 Lugano	www.colorado.ch
18	Continental Park Hotel	Via Basilea 28 6900 Lugano	www.continentalparkhotel.com
21	Hotel Federale	Via Paolo Regazzoni 8 6900 Lugano	www.hotel-federale.ch
24	Hotel Nassa	Via Nassa 60 6900 Lugano	www.hotelnassa.ch
25	Albergo Stella	Via F. Borromini 5 6900 Lugano	www.albergostella.ch
28	Hotel Walter au Lac	Piazza Rezzonico 7 6900 Lugano	www.walteraulac.ch
29	Hotel Zurigo	Corso Pestalozzi 13 6900 Lugano	www.hotelzurigo.ch
32	Hotel Besso	Via Besso 24 6900 Lugano	www.hotelbesso.ch
33	Hotel & Hostel Montarina	Via Montarina 1 6900 Lugano	www.montarina.ch
34	San Carlo	Via Nassa 28 6900 Lugano	www.hotelsancarolo.ch
37	Pestalozzi	Piazza Indipendenza 9 6901 Lugano	www.pestalozzi-lugano.ch
40	Acquarello	Piazza Cioccaro 9 6900 Lugano	www.acquarello.ch
46	Hotel Ceresio	Via S. Balestra 19 6900 Lugano	www.hotelceresio.ch
49	Hotel Gabbani	Piazza Cioccaro 1 6900 Lugano	www.hotel-gabbani.ch
60	Lugano Bella	Via Montarina 12 6900 Lugano	www.luganobella.ch

Navigating Lugano

Downtown Lugano - TPL

If you wish to stay within the Lugano area, it is best to use the TPL bus lines. Tickets for TPL buses must be purchased **prior** to boarding the bus from the automated machine. It is possible to buy a ticket for multiple days or multiple rides. There is a TPL stop conveniently located right in front of the venue, Palazzo dei Congressi. Please reference the website for additional information and [exact bus lines](#).

- TPL Buses: www.tplsa.ch/

Ticket	Price
Single ride (valid for 1 hour)	CHF 2.30
Day pass	CHF 6.90
Multiple ride ticket (6 rides for price of 5)	CHF 11.50
Multi-day card (6 days for price of 5)	CHF 34.50

Lugano & surrounding areas - Autopostale

If you wish to visit the surrounding areas of Lugano, you should use the Autopostale bus system; these are the yellow buses. Tickets for Autopostale buses can be purchased from the bus driver, or from the main bus terminal located in downtown Lugano (Autosilo Balestra). Please reference the website for exact bus lines and ticket prices.

- Autopostale buses: www.autopostale.ch

Taxis

Taxis are readily available in Lugano from numerous locations. Be aware that the minimum charge for taking a taxi (regardless of how far you are traveling) is around CHF 15-20. This is the fixed fee for taxis. You can also often pay in euros. Waiting taxis can always be found at the train station or across from the main shopping square downtown (across the street from Manor; outside of Claires and The Body Shop). If you wish to call a taxi at any time, here are some taxi services telephone numbers:

Taxi	Phone Number
Nuovo Taxi Lugano	+41 (0)91 993 16 16
Taxi Michel	+41 (0)91 967 24 24
Lugano Servizi	+41 (0)91 922 67 03
Taxi Vezia	+41 (0)91 967 21 34
Taxi Stella	+41 (0)91 993 15 15
Taxi ABA	+41 (0)91 972 22 22

Things to Do in Lugano (and surrounding areas)

EFA 2014 Exclusive Events

Lugano City Tour



Free guided tours will be offered for conference guests and any companions or family members. These tours are free, but there is limited availability. Therefore, we ask participants to confirm attendance the morning of the tour (at latest) at the Lugano Turismo desk.

The first tour is on **Thursday (15:30 – 17:30)** This is a perfect tour to admire Lugano's buildings, churches, statues, and

squares, highlighting both the past and present personalities of the city. **On Friday (10.00 - 12.00)** the tour will lead you along the lakeshore and offers you the possibility to plunge into the best city's green areas.

Gandria Boat Ride: The Pearl of Ticino



Participants are welcome to join the tour of one of the pearls of Ticino, Gandria. This is a picturesque lakeside village that lies a few kilometers from Lugano, close to Italy. The village is perched on the steep mountain side and is inaccessible to cars.

The visit will start at 14:20 on Saturday, August 30 with a cruise of about 40 minutes to Gandria. After visiting the village for about 1 hour, participants will walk back to Lugano through the

marvelous olive path. This tour has a cost of CHF 30, which includes the boat ticket, entry tickets and the guide service. Register for this event at the conference. Please note, payment can only be made in cash.

Summer Festivals

Blues to Bop – Jazz Festival



From August 28 to 30, 2014, Lugano will host the 26th annual jazz and blues festival, known as Blues to Bop. During this period, downtown Lugano becomes a great open-air theater offering more than 60 hours of free live music on 4 different stages (Piazza della Riforma, Piazza Cioccaro, Piazza Dante, Piazzetta San Rocco). It is an event unique to Lugano and a wonderful cultural opportunity not to be missed. This event is enjoyed and

attended by all members of the Lugano community, from young to old.

Lugano Cavalli



From August 20 – 31, Lugano will present its annual horse competition. An entertaining event for horse lovers and equestrians, as well as the curious onlooker, this affair hosts around 300 of the best Swiss riders to compete for the duration of the two weeks, coupled with a social program for people of all ages.

Lake Activities

Swimming in the Lake (Lidos)



If you wish to go swimming in Lake Lugano, you must do so from one of the designated Lidos. The main Lido di Lugano (Viale Castagnola 6900 Cassarate) also offers a swimming pool, two separate pools for children, and diving boards, as well as entry to the lake. There is also a restaurant and bar open to lido guests. Other lidos can be found at different points on the lakeshore, most of them offering bar and restaurant services. You must pay a small fee to go swimming in the lake, usually between CHF 3-5 (special discounts given for students with valid ID). You can enter the lido for free if you are not going to swim, but only want to eat or drink something.

Paddle boating (Pedalo)

Paddle boating is always a fun activity to be enjoyed with a small group of friends. Boat rentals are relatively cheap, starting at CHF 15/half hour for four people. You can find these rental spots at various locations around the lake, one conveniently located at the entrance of Parco Ciani (very nearby the conference center). Look for stands advertising “Pedalo.”

Museums



Lugano also plays host to many different art and culture museums, many of which are free or very low cost to the public. It is highly recommended that if guests have time, they visit the Herman Hesse museum in nearby Montagnola. Please see the following website for a list of all the museums in and/or around Lugano.

- Lugano museums: www.lugano-tourism.ch/en/84/museums.aspx

Lugano tourist train – “La Freccia Rossa”

A tour of the city aboard the train “[La freccia rossa](#)” (the red arrow) allows you to discover the beauty of the city and its neighbourhood, the San Salvatore and Monte Brè funiculars, the Casino and the along the lakeside. There is a train every 30 minutes. The trip lasts for 40 minutes over a 10 km tour. The price is CHF 9 per person.

Shopping

Shopping



If you wish to experience great designer and name-brand discount shopping, be sure to visit Foxtown. It is located in nearby Mendrisio and can be reached using the La Posta buses from Mendrisio, or by regional train. Foxtown offers discounts up to 80% on brands such as Burberry, Fendi, Gucci, Yves Saint Laurent, and many more. Please visit their website for more information and a full directory of shops.

- Foxtown: www.foxtown.ch/info.php?lingua=en¢ro=mendrisio

There are also a lot of shops in downtown Lugano, many of which are located on the historical via Nassa.

Spas

Splash and Spa Tamaro

Splash and Spa Tamaro is the first waterpark covering more than 10,000m² dedicated to leisure and well-being, offering aquatic leisure activities together with Spa and Wellness treatments - all inside a single complex. It can be reached by car or train.

- Splash and Spa: www.splashspa.ch/

Restaurants

Here is a list of just a few of the restaurants and types of food that can be found in Lugano.

Type of Food	Name	Address	Phone Number
Italian	Ana Capri	Via Maraini	+41 91 922 5300
Pizza/Italian	Argentino	Crocicchio Cortogna 1	+41 91 922 90 49
Italian	Café Retro	Via Nassa 11	+41 91 923 12 33
Mexican	Chilli Papas	Via Canonica 5	+41 91 923 37 66
Asian	Etnic	Quartiere Maghetti	+41 91 923 38 25
General	Monte San Salvatore	Casella postale 442 Paradiso	+41 91 985 28 28
Sushi	Parq Caffè	Via Pasquale Lucchini 1	+41 91 922 84 22
Italian	Soave 10	Via Soave 10	+41 91 922 01 70
Italian	Spaghetti Store	Piazza Rezzonico	+41 91 922 01 70
Italian	Tango	Piazza della Riforma 10	+41 91 922 27 01

Nightlife



There are countless bars, clubs, and lounges to be enjoyed in Lugano, many of which boast outdoor seating to better enjoy the summer weather. Here is a list of some of the most popular destinations, but there are many more to be found in all other corners of the city.

Name	Location Type	Address
Casino Lugano	Casino	via Stauffacher 1, 6900 Lugano
Chocolate	Club	Piazza Dante 8, 6900 Lugano
Club One	Club	via Cantonale 1, Lugano
Le Cap/Capo San Martino	Bar/Lounge, Club, Restaurant	via Cantonale Pazzallo 6900 Paradiso
Living Room	Bar/Lounge, Live music, Club	Via Trevano 89a, 6900 Lugano
Milk	Bar, Restaurant	via Pioda 12, 6900 Lugano
Mojito Bar	Outdoor bar	Riva Albertolli, 6900 Lugano
New Orleans	Bar, Restaurant, Club	Piazza Indipendenza 1, 6900 Lugano
Underground	Club	Via Soave 7, 6900 Lugano
Wknd	Club (only open Saturdays)	via Trevano 56, 6900 Lugano

WiFi Lugano

Free WiFi access is available throughout downtown Lugano, specifically along the lakeshore, indicated by the red highlighted areas on the map below.



Lugano City Card

On Saturday (August 30), conference participants can retrieve a Lugano City Card from the tourism board desk. There are only 100 passes available and they will be given away on a first come, first serve basis. This card is free of charge and gives card holders discounts to countless Lugano attractions, restaurants, and services. A full list of discounts given can be found on their website.

- Lugano City Card: <http://www.citycardlugano.ch/>

Ticino Discovery Card

Guests can choose to purchase the Ticino Discovery card which will allow them to travel throughout the canton of Ticino and experience more of its rich culture for 3 days for only CHF 69 (CHF 87 with public transport included). Everything is included in just one card allowing you to travel freely and comfortably on postal buses, trains, buses, funiculars, cable cars and boats, all the while discovering Ticino's countless attractions. This card allows entrance to many of the attractions mentioned in this guide. With this card, guests can even visit the nearby castles of Bellinzona, which have been marked as a UNESCO World Heritage Site. For more information about the card please visit their website.

- Ticino Discovery Card: www.ticino.ch/en/cartaturistica

Emergency Contact Information

In the event of an emergency, please reference the following telephone numbers:

- Police: 117
- Fire: 118
- Ambulance: 144
- Emergency Care
 - Ospedale Civico (24 hours/7 days): +41 (0)91 811 60 06
 - Ospedale Italiano: +41 (0)91 811 76 51

Useful Italian Phrases

Italian, one of the four official Swiss languages, is spoken in the canton of Ticino and the city of Lugano. Please reference the next page for some useful phrases in Italian.

A big part of the Italian language is talking with your hands. To get a better sense of this, please watch these informal YouTube videos along with the additional links that can assist you with pronunciation.

- Italian hand gestures: www.youtube.com/watch?v=M0n4Vw6twKo
- Italian expressions: www.youtube.com/watch?v=HYFIBGeYygl

- Basic Italian Conversation: www.youtube.com/watch?v=t_okfVGQIGI

Useful Italian Expressions

Greetings

Buon giorno hello, good morning

Buona sera good evening

Ciao hi (*informal*)

Salve hello

Farewells

Arrivederci good-bye

Arrivederla good-bye (*formal*)

A più tardi till later

A domani till tomorrow

A presto see you soon

Buona giornata have a good day

Ci vediamo domani see you tomorrow

Ciao bye (*informal*)

Responses

Bene fine/good

Grazie thanks

Benissimo very good/great!

Molto bene very well

Abbastanza bene quite well

Così così so-so

Non c'è male not too bad

Male bad

Piacere! Nice to meet you

Pronto? Hello? (response on the phone)

Niente (di speciale) nothing (special)

Passo da te I'll come by your house

Va bene? Ok? Is that all right?

Prego Please, you're welcome, after you, don't mention it, not at all

Locations/Directions

Fuori outside

Dritto straight

Girare to turn

Vicino a near

Accanto a next to

Sinistra left

Destra right

Expressions Involving Time

Fra cinque minuti in five minutes

Fra poco soon

Ritorno subito I will be back soon

Sono in ritardo I'm late

Sono puntuale I'm on time

Sono in anticipo I'm early

Mentre while

Oggi today

Oggi pomeriggio this afternoon

Others

Per favore please

Che peccato! What a shame!

Ecco there is, there are; here

C'è/Ci sono there is/ there are

Scusa excuse me (*informal*)

Scusi excuse me (*formal*)

Permesso may I

Allora so, well then

Anche also, too

anch'io me too

Aiutami help me

Buono/a good

Questo/a this

Qualcosa something

Adesso now

D'accordo agreed, OK

Questions

(Che) cosa? what?

Dove? Where?

Chi? Who?

Perché Why?

Perché Because

Quando? When?

Quanto costa? How much does it cost?

Di dove sei? Where are you from? (*informal*)

Quanti anni hai? How old are you? (*informal*)

Che cosa fai di bello (stasera)? What are you up to (tonight)? (*informal*)