



Dear guests and friends of Villa Sassa,  
we are happy to give you a warm welcome to Villa Sassa  
and we thank you for have chosen us for your stay in Lugano!

We are very honored to have you as our guests  
and we wish you to have a relaxing and peaceful stay in our company.

The next pages illustrate you our wide offer of services.  
Please do not hesitate to contact one of our staff members  
for any further assistance.

Ad maiora!

General Manager with all his staff of Villa Sassa

Erisa Bajrami  
*Deputy Front Office Manager*

Giacomo D'Alò  
*Events Manager*

Daniele Canters  
*Deputy Maître d'Hôtel*

Nadia Laporta  
*Head Housekeeper*

Emanuele Cambiati  
*Fitness Manager*

Eugenio Belfiore  
*Chef de Cuisine*

Franco Romano  
*Maintenance Manager*

Eva Erdei  
*SPA Coordinator*

## A

**Adapters**

International adapters are available at the reception desk.  
A deposit of CHF 25.00 will be debited and charged if not returned at check-out.

**Additional Services at Villa Sassa****Massaggi Medicali**

☎ 0919114610

Andrea Taronna, Medical Masseur

Monica Dellabora, Medical Masseuse

**Studio Omoeopatia**

☎ 0788122225

Julie Mordasini, Homeopath

DOT LICIOUS Gastronomia salutare

☎ 0919114709

**Address**

Villa Sassa Hotel, Residence & SPA

via Tesserete 10 a 6900 Lugano

[www.villasassa.ch](http://www.villasassa.ch) – [info@villasassa.ch](mailto:info@villasassa.ch)

0919114111 – 0919220545

**Airport**

The airport of Lugano-Agno offers daily flights to Zürich and Geneva. It is located just 5km away and can be reached by taxi at CHF 40.00 one-way or at specific times by a shuttle bus (<http://www.shuttle-bus.com/>) with the nearby stop at the Railway station of Lugano.

Distance from other airports:

- Milan Malpensa 75 km – 1 h driving distance
- Milan Linate 103 km – 1 ½ h driving distance
- Milan-Bergamo Orio al Serio 119 km – 1 ½ h driving
- Zurich 219 km – 2 ½ h driving distance.
- Geneva 375 km – 4 ½ h driving distance.

Please contact the reception desk for the shuttle bus time table for Malpensa or for the private limousine service.

## Air Conditioning

In order to make sure the air conditioning works in the correct way, please keep doors and windows well closed.

## B

## Babysitting

To reserve the babysitting service please contact the reception ☎ 111. External service.

CHF 30.00 per hour (supplement for weekends and nights).

## Bathrobes

Bathrobes and slippers are available for our guests in the wardrobe.

If you need different sizes don't hesitate to contact our Housekeeping ☎ 4721.

## Bikes

Villa Sassa is a bike hotel. Contact the reception ☎ 111 for information on bicycle and e-bike hire and access to the bicycle garage.

## Beds & Mattresses

To make your mattress softer and more comfortable, ask housekeeping ☎ 4721 or reception ☎ 111 for a topper.

## Breakfast ☎ 4742

Breakfast is served daily in our Restaurant Ai Giardini di Sassa from 07.00 until 10.00. Breakfast can also be served in the room at an extra cost of CHF 10.00, call room service on ☎ 4742.

## Bus

In front of the entrance to the Hotel on the main road, the number 4 bus passes regularly offering a service to the railway station, city center or the stadium Cornaredo (football) Resega (ice hockey). The city center can be reached by changing at the station and taking the funicular. Ask at the reception for a Ticino Ticket for free travel on most public transport in Ticino.

## Business Center

Above the reception is an adapt office at your disposal with Apple computer and printer.



## Car Rental

The hotel in collaboration with Hertz offers a complete rental service, details can be required at the reception ☎ III.

## City center

The city center is easily reached by taking the n°4 bus or a short 10 minute walk. The quickest way on foot is to exit our outside parking, take a left on Via Gerso and at the bottom of the hill on your left you will find a subway. At the exit of the subway its simple a case of turning right and within minutes you are in Via Peri, which is at the start of the pedestrian zone.

## Check-in

Check-in: From 15:00

## Check-out

Check-out: Before 11.00

## City tax

City tax is mandatory for all guests not living in Lugano and is charged CHF 6.20 per person per day, starting from 14 years old.

## Concierge ☎ III

The reception is at your disposal for advice on sporting, cultural and leisure activities available in the region. Leaflets and info brochures can be found at the reception.

## Congress

Conference rooms and banquet rooms for seminars, business meetings, weddings and many more types of events organized to your needs. Don't hesitate to contact our Events office or reception for a personalized offer.

## Currency exchange

At the reception it's possible to exchange Euro in to Swiss francs, please verify with the reception the exchange rate applied. (no coins changed)

## Cots

We are pleased to inform you that cots are available at no extra charge. We kindly ask you to inform the reception ☎ 111 between 08:00 and 21:00.

## Credit card

We accept most credit cards VISA, Mastercard, American Express, Diners, VPay, Union Pay and direct debit cards Maestro and Postcard.

# D

## Doctor / Dentist

Call the reception ☎ 111 or call directly 01811 for the doctor or dentist on call.

## Domestic Pets

Animals are permitted to stay in the hotel rooms at an additional charge of CHF 30.00 per day (food not included). At the Bar Sassa Lounge they are allowed (but not at the Wellness Club Sassa and at the Restaurant Ai Giardini di Sassa).

## DOT.SPA ☎ 4610

Refined ambiance, ideal for those who wish to take care of themselves. Expert masseurs and staff to guide you in your choice of treatment.

Monday – Sunday: From 10.00 until 19.00

# E

## Electricity

220 volt.

## Emergency

We advise you to take note of the emergency exits

in case of an emergency. The Hotel is equipped with a defibrillator.

**Emergency Numbers (always dial 0 for an outside line):**

**Ambulance: 144**

**Police: 117**

**Fire brigade: 118**

Police Station: Piazza Riforma, 6900 Lugano

Tel. 058 866 82 50

Hospital and A&E: Ospedale Civico

via Tesserete 46, 6900 Lugano

Tel. 091 811 61 11

## Extra beds

Extra beds are available for the category Deluxe and superior at a daily rate of CHF 70.00 (from 6 years).

## F

### Fitness - Courses - Personal trainers (on request)

Wellness Club Sassa reception (-1).

Monday - Thursday: From 6.30 until 21.30

Friday: From 6.30 until 21.00

Saturday - Sunday: From 8.00 until 21.00

## Fire

In case of a fire please follow the instructions for the emergency exits found on the door to your room.

## Fireplace

Some rooms are equipped with a fully working fireplace. The cost of wood and fire lighters is CHF 40.00. Please ask in advance from 08:00 until 20:00 at our housekeeping ☎ 4721.

## G

## Garage

Situated at -2 is the indoor parking at a cost of CHF 30.00 a night. Reservation is advised in advance, please ask the reception for your parking lot.

## H

### **Hairdresser Daniele FX ☎ 4755**

Sunday and Monday: closed  
Tuesday - Friday: From 10.00 until 17.00  
Saturday: From 10.00 until 16.00  
For an appointment call 091 911 47 55  
o 079 209 19 14

### **Heating**

The rooms are central heated if you do wish to modify the temperature please call the reception.

### **Housekeeping ☎ 4721**

Housekeeping is available from 08.00 until 19.00 every day, for any requests outside of this time please contact the reception ☎ 111.

Daily bedlinen and towels change, tailoring service and shoe-shine service upon request.

## I

### **Ironing board and iron**

For security reasons we do not deliver ironing boards and irons to the room. Please contact our housekeeping ☎ 4721 for the ironing service or the reception ☎ 111 if you would like to use the allocated room on availability.

## K

### **Key**

Please deposit the key at the reception when not in the hotel, in case of the loss of the room key your account will be charged CHF 200.00.

A second key if needed can be acquired at the reception.

### **Kitchen in the rooms/Apartments**

Kitchen utensils are normal reserved for residential guests, if you wish to have kitchen utensils to use the kitchen the cost is CHF 50.00 a day.

## L

### Laundry

In your room you will find a laundry bag and laundry form please deliver to housekeeping ☎ 4721.

Our laundry is open from 08.00 until 17.00.

Your cleaned garments will be returned 24 hours after delivery.

An express service is available at a supplement cost of 50%.

### Dry cleaning

This service is operated by an outside company. The service normally takes 48 hours, Saturday, Sunday and bank holidays excluded.

### Lost & Found

For all lost and found items please contact the reception.

### Luggage storage

A storage room is available on arrival or on departure please ask at the reception ☎ 111.

## M

### Malfunction

While during your stay if you should have any technical problems with your room please don't hesitate to contact the reception ☎ 111 who will try to send maintenance as soon as possible.

### Minibar

All rooms have a minibar with a price list. Eventual mini bar expenses not declared at check-out will be billed to your credit card at a later date.

## N

### Newspapers

Daily newspapers can be found at the Restaurant, bar and wellness centre. You can also order Newspapers at the reception ☎ 111 for the next day.



## Orientation at the hotel

Villa Sassa is sub divided into 3 principal areas: Villa (Reception), Restaurant and Bar; Hotel rooms and apartments. In turn the main areas where the hotel rooms and apartments are found is sub divided into 5 Houses or “case” or scale called Raffaello, Leonardo, Amadeo, Verdi and Vivaldi.



## Parking

Outside parking is available at a cost of CHF 15.00 a night, it's not necessary a reservation. The parking is automatically billed to your room, therefore it's not necessary to pay at the parking meter. The reception will provide the parking exit tickets.

## Partners

Villa Sassa is part of the hotel chain Ticino Hotels Group, of which the following hotels are partners:

### **Villa Principe Leopoldo**

via Montalbano 5, 6900 Lugano

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

[info@leopoldohotel.com](mailto:info@leopoldohotel.com)

### **Park Hotel Principe**

via Montalbano 19, 6925 Collina d'Oro

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

[info@parkhotelprincipe.com](mailto:info@parkhotelprincipe.com)

### **Kurhaus Cademario**

via Kurhaus 12, 6936 Cademario

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

[info@kurhauscademario.com](mailto:info@kurhauscademario.com)

## Pharmacy

The hotel has a basic pharmacy if you need anything please contact the reception ☎ 111.

The nearest chemist is in Via S. Gottardo 83  
6900 Massagno - 091 966 01 28

Outside of normal opening hours please contact the reception for the chemist open all hours.

### Pillows

On the bed side table there is a list of special pillows, please contact the reception or housekeeping.

### Pools

Both pools are part of our Wellness Club Sassa.

The indoor pool is maintained at a temperature of 28 °C, the hydro massage at 34 °C. The outdoor pool open from may until September is not heated.

### Public transport / Ticino Ticket

Ticino Turismo offers all guests staying in the region a pass for all public transport (buses and trains) and various discounts for other tourist attractions such (funiculars and boats). To receive your Ticino Ticket, contact the reception ☎ III.

## R

### Reception ☎ III

The reception is open 24/7 to order a taxi, information on plane bus and train times and church service times. Our staff can help you to buy tickets, order flowers or contact medical services in case of an emergency.

### Restaurant Ai Giardini di Sassa ☎ 4742

With a large panorama terrace offering Italian cuisine and a wine cellar well stocked. We advise to book in advance.

Breakfast: From 07.00 until 10.00

Dinner: From 19.00 until 22.00

Gentlemen are asked to dress with long trousers and closed shoes.

Please turn your telephone to silent mode.

### Room makeup

The rooms are cleaned every day from 8.00 until 16.00.

If you wish to have your room cleaned at a particular time contact the reception ☎ III. If you don't wish to have your

room cleaned please advise by leaving the do not disturb sign on the door.

### Roomservice ☎ 4742

Room Service: From 07.00 until 23.00

The supplement charge for room service is CHF 5.00 for drinks and CHF 10.00 for food.

## S

### Safe

All hotel rooms and apartments have a safe for the safe being of your valuables. Villa Sassa declines all responsibility for any loss.

For any problems with the safe don't hesitate to call the reception ☎ 111, in the apartments and suits the safe can be found in the kitchen.

### Sassa Bistrot & Bar ☎ 4741

To celebrate an event or simply have a drink with friends, the elegant Bar Sassa Lounge is the ideal place for any occasion.

Monday – Sunday: from 10.00 until 01.00

Hot and cold dishes served daily from 12.00 until 23.00

### Station FFS

We offer a free shuttle service for arrivals and departures to the railway station from 07.00 until 22.30. To reserve this service please contact the reception ☎ 111.

## T

### Taxi

To order a Taxi please contact the reception specifying time room number and payment method, cash or credit card. Also specify if you need a taxi for one of the airports listed.

Villa Sassa → Lugano Agno CHF 40.00

Villa Sassa → Milano Malpensa CHF 230.00

Villa Sassa → Milano Linate/Centro CHF 250.00

For other taxi services please ask for a quote at the reception ☎ 111.

## Telephone

To call from room to room please dial 4 + the room number.  
E.g. To call room 101 dial 4101. To get an outside line dial "0".  
For international calls dial "0", then the international code without the 0 at the beginning of the district code.

International dialing codes:

Austria	0043	Italia	0039
Belgio	0032	Lussemburgo	00352
Danimarca	0045	Monaco	0033
Finlandia	00358	Norvegia	0047
Francia	0033	Paesi Bassi	0031
Germania	0049	Portogallo	00351
Giappone	0081	R. Dominicana	001809
Grecia	0030	Stati Uniti	001
Inghilterra	0044	Svezia	0046
Irlanda	00353	Svizzera	0041

To receive calls directly to your room the person calling must dial the hotels number changing the last 3 numbers with the room number. Example: Room 601 → dial: 0041 91 911 46 01 from abroad or national Swiss calls 091 911 46 01

## Television

Every room is equipped with a TV which is connected to cable tv, a list of channels can be found in every room.

## Toiletries

Contact the reception for dental kits, shaving kits and shampoo.

## U

## Umbrella

In your room you will find a Villa Sassa umbrella for use during your stay, if you wish to purchase this item the cost is CHF 25.00.

## W

## Wake up

Set your wakeup call at the number 8363.

## Wellness Club Sassa ☎ 4691

With two swimming pools, sunbeds, hydro massage, sauna, bio-sauna, Turkish bath, Thermal showers and area relax:

Monday – Thursday: From 6.30 until 21.30

Friday: From 6.30 until 21.00

Saturday – Sunday: From 8.00 until 21.00

## WIFI

Free Wi-Fi connection is available in all areas of the hotel (rooms and commune areas). The Wi-Fi is called VILLA SAS-SA. The password is **inlugano**