

# Welcome to Luxembourg and the Learning Centre

Learning Centre of Air Navigation Services

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## 1. WELCOME TO THE LEARNING CENTRE

The EUROCONTROL Aviation Learning Centre making every effort to meet the training needs of our customers and to improve the efficiency with which we deliver our products. All of us at the Learning Centre are looking forward to welcoming you in Luxembourg.

## 2. INTRODUCTION

This document is intended to assist those studying at the EUROCONTROL Aviation Learning Centre. It provides some basic information about the Learning Centre and its facilities and information that we hope will be useful during your stay in Luxembourg. Finally, it contains some advice and information should you need emergency assistance whilst you are in Luxembourg.

## 3. EUROCONTROL AVIATION LEARNING CENTRE

### 3.1. Contact



The main telephone number is: **+352 43 60 611**. Faxes can be sent to: **+352 43 60 61 561**.

The main telephone number is operational on Monday to Thursday from 07h30 to 17h30 (on Friday till 17h00).

### 3.2. Location

The Learning Centre is located 3km from Luxembourg city-centre on the Plateau de Kirchberg. The Learning Centre can be reached easily by public transport or private car. A local map showing the Learning Centre's location is shown at Annex A at the back of this booklet.

The postal address of the EUROCONTROL Learning Centre is:



**EUROCONTROL Aviation Learning Centre**  
**12, rue Antoine de Saint-Exupéry**  
**L-1432 Luxembourg-Kirchberg**  
**Luxembourg**

#### 3.2.1. By bus or tram from the city-centre

All public transport in Luxembourg is **free of charge**.

##### From the main railway station (Gare Centrale)

- Bus n° **18** run via Centre **Hamilius** (in the main shopping district). Get off at stop '**Antoine de St Exupéry**' which is close to the Learning Centre.
- Also, you can take buses n° **10, 14** or **18** that will take you to Centre **Hamilius** (in the main shopping district). From there on, buses n° **6, 16, 28** or **21** will again take you to **Antoine de St Exupéry**.
- Alternatively, you can take buses n° **7, 27** or **29**, get off at **Pulvermuhl, Hammer Dallchen** and board bus n° **502** there. It will take you to **Kirchberg, Europe Gare Routire** and the Learning Centre will be a brisk 2-minute walk from there.

During the day the, busses run every 10 minutes and the trip usually takes between 10 and 20 minutes.



- Additionally, you can board a direct tram line in the direction '**Luxexpo**' and take the exit '**Coque**'. The Learning Centre is then a short 7-minute walk away.

Trams run every 3-6 minutes.

More information about bus timetables around the start and end of course timetables can be found on [www.vdl.lu](http://www.vdl.lu) or [www.mobiliteit.lu](http://www.mobiliteit.lu).

### 3.2.2. From Luxembourg International Airport (ELLX)

Luxembourg International Airport is located 12km north-east of Luxembourg city-centre. From the Airport, you can reach the EUROCONTROL Learning Centre by buses n° **16** and **16** (in the direction of **Hesper-Cité Um Schlass / Bertrange, Gemeng**). Get off the bus at stop '**Saint Exupery**' which is close to Centre. During the day the bus runs every 15 minutes, and the trip takes about 10 minutes.

Taxis are available at the airport. A taxi from the airport to the Learning Centre will take around 10 minutes. The fare is typically between 20 and 30€.

### 3.2.3. By car

If you are travelling from the city-centre, or locally within Luxembourg, follow signposts to '**Plateau de Kirchberg**'. The Learning Centre is located to the north of d'Coque sports centre.

The car park in front of the Learning Centre building may be used by visitors and course/workshop participants. Please note, however, that Learning Centre cannot accept responsibility for any damage to, or theft of, or from vehicles in the car park.

## 4. STAYING IN TOUCH

Like our page on Facebook and Instagram and stay in touch with the latest news at the EUROCONTROL Learning Centre.



**EUROCONTROL Aviation Learning Centre**



**@eurocontrol\_learningcentre**



LinkedIn, the online network for professionals, offers the opportunity to make and maintain contact with people working in your own and related fields. LinkedIn enables you make more effective use of your professional network and help the people you trust in return.

LinkedIn now offers a group for alumni and friends of the EUROCONTROL Aviation Learning Centre where students, ex-students and friends of the Learning Centre can network. The group can be used to stay in touch with fellow students or instructors, start a discussion on a topic, post news or seek help and advice from fellow ATM professionals.

To join the group, sign in (or join) LinkedIn ([www.linkedin.com](http://www.linkedin.com)) and search for the Group '**Alumni and friends of the EUROCONTROL Learning Centre**' and just click on the yellow 'Join Group' button.

You can access the group directly through the following address:

<http://www.linkedin.com/groups?gid=2240473>

## 5. FACILITIES AND SERVICES AVAILABLE AT THE LEARNING CENTRE

### 5.1. Course booking and associated arrangements.

#### 5.1.1. Course registration

The Course Reservation Office, located on the first floor, provides information related to courses and course registration. The Course Reservation Office can assist with enquiries about your current and any future bookings.

#### 5.1.2. Course information

Details about forthcoming courses can be found in the Centre's course brochure, copies of which are usually available in the Library, the Reception Area and online in the EUROCONTROL Learning Zone. If you have any questions that are not answered by the course brochure or the Learning Zone, please contact the Course Reservation Office.

#### 5.1.3. Hotel booking/confirmation



The Course Reservation Office can provide a list of local hotels (use the interactive map at Annex A to locate the hotels), many of which offer preferential rates for those attending courses. To benefit from these preferential rates you should specify the appropriate booking code when you reserve your hotel accommodation. Your National Focal Point can provide the necessary booking code.

If you do not have a Focal Point and wish to take advantage of the preferential rates, where they are available, please contact the Course Reservation Office by e-mail at [ians.reservation@eurocontrol.int](mailto:ians.reservation@eurocontrol.int).

If you have any problems with your hotel or your accommodation arrangements, please contact the Course Reservation Office and the staff will do whatever they can to help.

#### 5.1.4. Travel arrangements

If you need help to confirm or change your travel arrangements, please contact the reception desk where the staff will assist in any way they can.

#### 5.1.5. Storage of Luggage



If you need to store luggage after arriving in Luxembourg or before leaving the Learning Centre, please ask the staff at the Reception Desk who will show you a suitable storage area. Whilst we are happy to provide a luggage storage area and take care to ensure their safe keeping, please note that items are left at the owner's risk.

### 5.2. Reception Desk

The Reception Desk can provide you with a wide range of useful information, both about the Learning Centre and the surroundings. If you have any questions or need help, please contact the Reception Desk initially.

The Reception Desk will book a taxi for you if required.

### 5.3. Business Centre

We understand that even though you are attending a course at the Learning Centre you may still have responsibilities 'back at the office'. To help you continue to work as effectively as possible and so enabling you to concentrate on your course, the Learning Centre offers the 'Business Centre' facilities shown below. If you have any other business needs, please ask the staff at the Reception Desk who will be pleased to help if they are able.

- Telephone



A number of telephone boxes are available in the Lobby. If you need to make a telephone call, please ask the staff at the Reception Desk who will be able to give you any necessary instructions and to advise you of the cost.

- **Copier**



A copier (suitable for low volumes) is available in the reception area.

- **Internet access**



Free access to the Internet is provided at the following locations at the Learning Centre.

- Three PCs are available in the reception area on the ground floor, between the entrance and the Reception Desk,
- Four PCs are available in the lobby area outside the Conference Room on the ground floor, and
- Six PCs are available on the first floor in front of the Library.

For security reasons we regret that these PC's will not operate with USB Memory Sticks or other USB devices.

If you experience any technical problems with either the PC or Internet access, please ask the Reception Desk staff to report it to our IT team.

- **Wi-fi Internet access**

Wireless hotspots are available in the reception area and Conference Room on the ground floor, and in some areas on the first floor. In order to have wireless Internet access you will need to log on to the network. Please ask for a user name and password at the Reception Desk. Please tell the Reception Desk staff how long (the number of days) you will require wireless Internet access.

## 5.4. Library services



The Learning Centre has a well-stocked library located on **the first floor** above the reception area. It is open to everyone and features a large set of ATM related books and documents, and a range of newspapers and magazines in several languages.

## 5.5. Restaurant and refreshment services



Coffee and hot drinks are available at 0.70€ from vending machines on the basement floor, fresh water is also available free of charge. Similar facilities are available in the lobby area outside the Conference Room.



### **Lunch Time (from 11h45 to 14h00)**

The restaurant serves a selection of hot and cold dishes at lunchtime. The price of a main dish meal is 15-16€. Additionally, sport center across the road offers a wide variety of soups, sandwiches and salads.

## 5.6. Identification



All students should report to the Reception Desk on the first day at the Learning Centre for registration. Each student will be given an identification badge.

The badge is personalised and must be used only by the person named on the badge. While on site, students must wear their badge in a visible position at all times.

## 5.7. If you discover a fire or some other emergency situation

- Remain calm, do not panic.



- Call the emergency number 555 or push the nearest fire alarm button.
- Try to put the fire out if you are trained in doing so, if not leave the building directly.

### 5.8. If you hear an ALARM

- Leave the building immediately through the nearest available exit.
- Do not use the lifts.
- Follow the instruction of the evacuation team, if appropriate.
- Go to the Assembly Point in the car park in front of the main entrance. The Assembly Point is to your right as you leave through the main entrance.

### 5.9. If you or anyone near you needs First Aid or medical assistance

- Remain calm, do not panic.
- Call telephone number 555 from the nearest telephone – report the location and nature of the problem. One of the staff members at the Learning Centre trained in First Aid, or professional medical assistance, will be called if required.
- First Aid kits containing items suitable for treatment of minor cuts etc. are available in the corridors of each floor and at the reception desk.

## 6. SMOKING

The Learning Centre is a 'No Smoking' building. If you wish to smoke, please do so outside the building. Two smoking areas with ashtrays are provided, one outside the Main Entrance, and the other outside the restaurant foyer on the basement floor.

## 7. DRINKS AND OTHER LIQUIDS IN CLASSROOMS

Drinks may be taken into most of the classrooms either during breaks or teaching periods. If a drink or other liquid is spilled in a classroom or other public area, please advise the Course Manager or Reception Desk staff as quickly as possible so that any necessary cleaning can be arranged.

In order to avoid damage to equipment or reference materials, please note drinks are not allowed to be taken:

- into the Learning Centre's classrooms which are fitted with computer workstations at each desk (rooms C05 and C09),
- to the 'Internet access' computers located on the ground and first floors, or
- into the library.

## 8. EMERGENCIES OUTSIDE THE LEARNING CENTRE

Outside the Learning Centre you can contact the emergency services (Fire/Rescue, Ambulance or Police) by dialling 112 (Fire/Rescue or Ambulance) or 113 (Police) from any telephone.

Details of the hospital and pharmacy on duty are available on the website [www.112.public.lu](http://www.112.public.lu) or by calling number 112 from any telephone.

### 8.1. Hospitals

**If you need medical assistance, you should telephone 112.**

There are two main hospitals serving Luxembourg City and Kirchberg.



### **Close to the Learning Centre**

Hopital Kirchberg  
9, rue Edward Steichen  
L-2540 Luxembourg  
Tel: 24 681

### **In the city**

Centre Hospitalier de Luxembourg  
4, rue Barblé  
L-1210 Luxembourg  
Tel: 44 111

## 8.2. Pharmacies/drug stores

Prescription drugs and health products, for example, cold cure products are generally only available from pharmacies.



### **There is a pharmacy close to the Learning Centre:**

Pharmacie du Kirchberg  
13, rue Edward Steichen  
L-2540 Luxembourg  
Tel: 45 22 04

The pharmacy is open on Monday to Friday from 09h00 to 18h30.

You can reach the pharmacy by tram from the stop 'the Coque, get off at the stop 'Alphonse Weicker'. The tram runs every 3-6 minutes. Alternatively take the bus n° 1 or 7 which stops at 'St Exupéry' close to the Learning Centre. Get off at the stop 'Hôpital Kirchberg'. The bus runs every 30 minutes during the day. The pharmacy is about 2.5km walking distance from the Learning Centre.

There are many pharmacies in Luxembourg City. A few are listed below:

#### **Centre area**

- Pharmacy GOEDERT: 5, Place d'Armes, L-1136 - Tel: 22 23 991
- Pharmacy CYGNE 11, Avenue de la P. Neuve, L-2227 - Tel: 22 23 14

#### **Gare Centrale area**

- Pharmacy BONNEVOIE 123, rue de Bonnevoie, L-1261 - Tel: 48 24 58
- Pharmacy du GLOBE 12, rue Jean Origer, L-2269 - Tel: 48 70 09
- Pharmacy du LION 48, Ave. de la Liberté, L-1930 - Tel: 48 84 081
- Pharmacy du LUGEN 11, ave. de la Gare Tel: 48 83 671

## 9. THINGS TO DO WHILE VISITING LUXEMBOURG

We want you to enjoy your stay in Luxembourg. Whilst much of your schedule may be taken up by your course, we hope that you will also find time to enjoy some of the attractions that Luxembourg has to offer. The following information will give you (or someone accompanying you during your visit) an idea of the range of things that you can do, all within easy reach of the Learning Centre.

### 9.1. Tourist information

Luxembourg offers many tourist attractions. You can catch up on history, take in an art exhibition, pick up some fine china, and end the day on a hearty note with a generous portion of wild boar as you sip a glass of Pinot Noir. Jump on a 'Hop on – Hop off' tour to experience the full flavour of Luxembourg City.

More details are available at <https://www.visitluxembourg.com/>

More general information and details of current events are available from the web sites shown below:



- Luxembourg City Tourist Office [www.lcto.lu](http://www.lcto.lu)

## 9.2. Sports in d'Coque

Located just 100m from the Learning Centre, the futuristically designed d'Coque sport and culture centre offers a wide range of sporting facilities, classes, and events. Incorporating an aquatic centre with 7 pools, including a diving tower and dive pool, d'Coque provides something to suit all needs. And for relaxation, you can take a sauna, Turkish bath or enjoy a whirlpool.

**The IANS football event** takes place every Monday at 16:45.



This is a good opportunity to exercise and have fun with your fellow course participants and instructors. Gender or age is not important, everybody is welcome!

Indoor shoes (non-marking) are **mandatory**.

If you wish to join, please register at the reception upon your arrival at IANS.

## 9.3. Shopping

Below are details of some of the shopping centres in Luxembourg.

### 9.3.1. Auchan Shopping Mall

Auchan is a large French Hypermarket chain selling (almost) everything! Within the mall are a variety of other stores and services including a travel agent, perfume shop, children's boutiques, a Hugo Boss store, sports shop, restaurants, women's clothing, shoe shops, jewellers and dry cleaner.

For more information visit the website at [www.auchan.lu](http://www.auchan.lu).

### 9.3.2. City Concorde

Like the Auchan shopping mall, City Concorde is centered on a Hypermarket, in this case operated by Cora, which has an extensive range of both food and non-food items. In addition, the mall houses a varied selection for stores selling clothing, shoes, jewellery, perfume, toys and books, computers and hi-fi equipment. There is also a food hall with a wide range of cooking styles available.

For more information visit the website at [www.city-concorde.lu](http://www.city-concorde.lu).

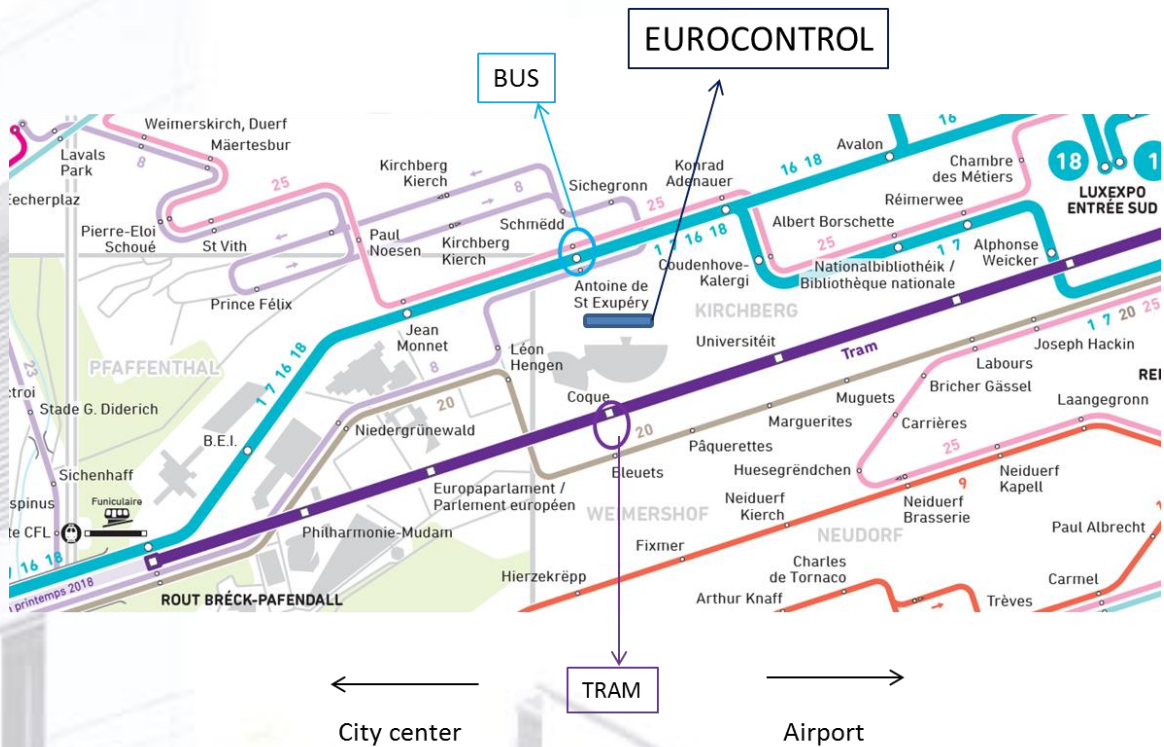
### 9.3.3. Belle Etoile

La Belle Etoile shopping centre is also located on the West side of Luxembourg City and contains a Super Cactus Hypermarket which sells toys, electrical goods, household furniture etc. as well a wide range of foods. Also in the centre are shops selling clothing, perfume, electrical goods, a number of women's boutiques, and a book shop specialising in books in French, German and English languages. There are also Body Shop and Habitat stores.

For more information visit the website at [www.belle-etoile.lu](http://www.belle-etoile.lu).

# Annex A

Map showing the local area around the Learning Centre



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