Welcome to Luxembourg and the Institute
Institute of Air Navigation Services
Welcome to Luxembourg and the Institute

EXECUTIVE SUMMARY

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1. WELCOME TO THE INSTITUTE
The Institute of Air Navigation Services (IANS) is 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 Institute are looking forward to welcoming you in Luxembourg.

2. INTRODUCTION
This document is intended to assist those studying at the Institute of Air Navigation Services. It provides some basic information about the Institute 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. THE INSTITUTE OF AIR NAVIGATION SERVICES

3.1. Contact
The postal address of the Institute is:
EUROCONTROL Institute of Air Navigation Services
12, rue Antoine de Saint-Exupéry
L-1432 Luxembourg-Kirchberg
Luxembourg

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

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

3.2.1. By bus from the city-centre
Bus n° 18 runs from the main railway station (Gare Centrale), via Centre Hamilius (in the main shopping district). Get off at stop ‘Antoine de St Exupéry’ which is close to the Institute. During the day the bus runs every 7 minutes and the trip usually takes between 10 and 15 minutes.

Buses n° 1,16,20 (Erasme-Coque) and bus n°7 (St Exupery) also runs close to the Institute.

More information about bus timetables around the start and end of course timetables can be found on www.vdl.lu or 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 Institute by bus n° 16 (in the direction of Hesper-Cité Um Schlass). Get off the bus at stop ‘Erasme – d’Coque’ which is close to the Institute. 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 Institute 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 Institute is located to the north of d’Coque sports centre.

GPS position: N 4.9 625571 - E 6.15038
The car park in front of the Institute building may be used by visitors and course/workshop participants. Please note, however, that the Institute cannot accept responsibility for any damage to, or theft of, or from vehicles in the car park.

3.2.4. Maps
At the start of your training course you will receive a map of Luxembourg City.
Maps can also be viewed and downloaded from Luxembourg tourist websites (see section 10.1)

4. STAYING IN TOUCH

Like our page on Facebook and stay in touch with the latest news at the EUROCONTROL Institute. To like the Institute on Facebook go to:
www.facebook.com/EUROCONTROL.IANS and choose the ‘Like’ button.

During your course, you can check-in at the Institute to tell your friends you are here.

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 Institute of Air Navigation Services where students, ex-students and friends of the Institute 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) and search for the Group ‘Alumni and friends of the EUROCONTROL Institute of Air Navigation Services (IANS)’ 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 INSTITUTE

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 Institute’s course brochure, copies of which are usually available in the Library, the Reception Area and online in the EUROCONTROL Training Zone. If you have any questions that are not answered by the course brochure or the Training 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.

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 Institute, 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 Institute and the surroundings. If you have any questions or need help, please contact the Reception Desk initially.

In particular, the following services are available from the Reception Desk:

- Bus Tickets

  A standard bus ticket costs €2. Books of ten pre-paid tickets are available at a cost of €16.00 and can be purchased at the Reception Desk. The ticket must be validated by stamping it in the yellow machine in the bus at the start of the journey; the ticket is then valid for travel on all public transport buses for a period of two hours.

- Stamps and mail

  Stamps are available from the Reception Desk. The cost of postage for a standard sized letter to any European country is 0.95€. The Reception Desk will be able to tell you the cost of larger items. Outgoing mail can be left with the Reception Desk.

  Mail can be addressed to you at the Institute while you are attending a course but unfortunately it is not possible to forward to you any mail that is received addressed to you after your course is finished. If you are expecting any mail it is helpful if you can tell the Reception Desk staff.

- Booking of Taxis

  The Reception Desk will book a taxi for you if required. Typical costs for journeys from the Institute are:
  - to the airport: between 20 and 30€,
  - to the train station: between 15 and 20€.

- List of Restaurants

  The Reception Desk can provide a list of restaurants in Luxembourg. Whilst we cannot make any recommendations, and of course, everyone has different tastes, most of the restaurants on the list have been tested by Institute staff.
Welcome to Luxembourg and the Institute

5.3. Business Centre

We understand that even though you are attending a course at the Institute you may still have responsibilities ‘back at the office’. In order to help you continue to work as effectively as possible and so enabling you to concentrate on your course, the Institute 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.

- **Fax**
  A fax machine is available in the reception area for sending and receiving messages, (free of charge).

- **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 Institute.
  - 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 Institute 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

Hot drinks are available at 0.35€ from vending machines in the restaurant foyer on the basement floor, fresh water is also available free of charge. Similar facilities are available in the lobby area outside the Conference Room.

Chilled soft drinks and snacks are available from a vending machine located on the left as you enter the restaurant.

The restaurant is open from 07h30 until 14h00.

- **Breakfast**
A selection of pastries and sandwiches is available from the restaurant in the morning. Croissant and pastries cost €0.75 each. Please leave the appropriate money in the nearby bowl.

- **Lunch Time (from 11h45 to 14h00)**
  The restaurant serves a selection of hot and cold dishes at lunchtime.
  Examples of the prices of the dishes are shown below:

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soup</td>
<td>€1.35</td>
</tr>
<tr>
<td>Hot ‘Plat du Jour’</td>
<td>€6.95</td>
</tr>
<tr>
<td>Dessert</td>
<td>€1.90</td>
</tr>
<tr>
<td>Fresh Fruit</td>
<td>€0.55</td>
</tr>
<tr>
<td>Yogurt</td>
<td>€0.80</td>
</tr>
<tr>
<td>Small Plate - Salad Bar</td>
<td>€1.90</td>
</tr>
<tr>
<td>Medium Plate – Salad Bar</td>
<td>€2.85</td>
</tr>
<tr>
<td>Large Plate – Salad Bar</td>
<td>€4.85</td>
</tr>
<tr>
<td>Special individual items in the Salad Bar</td>
<td>Price as indicated</td>
</tr>
<tr>
<td>Grilled Steak</td>
<td>€8.65</td>
</tr>
<tr>
<td>Complete Menu (soup or salad bar, hot ‘Plat du Jour’ and dessert or fruit)</td>
<td>€9.30</td>
</tr>
</tbody>
</table>

6. **FOR YOUR SAFETY AND SECURITY IN THE BUILDING**

   6.1. **Identification**
   All students should report to the Reception Desk on the first day at the Institute 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.

   6.2. **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.

   6.3. **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.

   6.4. **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 Institute 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.
7. SMOKING
The Institute 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.

8. 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 Institute’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.

9. EMERGENCIES OUTSIDE THE INSTITUTE
Outside the Institute 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 or by calling number 112 from any telephone.

9.1. Hospitals
There are two main hospitals serving Luxembourg City and Kirchberg.

Close to the Institute
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

However, if you need medical assistance you should telephone 112.

9.2. 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 Institute:
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 18h00.

You can reach the pharmacy by bus n° 7 which stops at ‘St Exupéry’ close to the Institute. Get off at the stop ‘Hôpital Kirchberg’. The bus runs every 30 minutes during the day. Alternatively it is about 2.5km walking distance from the Institute.

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

Pharmacies are generally open throughout normal shopping hours during the week but are usually closed on Saturday afternoon. However, there is always one pharmacy that is on duty; each pharmacy shows in its display window the name of the pharmacy on duty for the current week. In case of emergency, the Police Department or emergency telephone number, 112, can give you the name of the pharmacy on duty, the same information is available on [www.pharmacie.lu](http://www.pharmacie.lu) or [www.112.public.lu](http://www.112.public.lu).

**10. 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 Institute.

**10.1. 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 [www.visitluxembourg.com/sites-attractions.htm](http://www.visitluxembourg.com/sites-attractions.htm).

More general information and details of current events are available from the web sites shown below:
- The Luxembourg National Tourist Office [www.ont.lu](http://www.ont.lu)
- Luxembourg City Tourist Office [www.lcto.lu](http://www.lcto.lu)
- Luxembourg City’s Museums and exhibitions [www.statermuseeen.lu](http://www.statermuseeen.lu)

You can call into the Luxembourg City Tourist Office at 30, place Guillaume II, L-1648 Luxembourg. The opening hours are from 09h00 to 18h00 (until 19h00 during the summer) on Monday through Saturday and from 10h00 to 18h00 on Sunday. You can also contact the Luxembourg City Tourist Office by telephone on 22 28 09, by fax on 46 70 70 and by e-mail to touristinfo@lcto.lu.

**10.2. Sports in d’Coque**

Located just 100m from the Institute, the futuristically designed d’Coque sport and culture centre offers a wide range of sporting facilities, classes and events. Incorporating an aquatic centre with
Welcome to Luxembourg and the Institute

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 aquatic centre is open during the following hours:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>12h00-22h00</td>
</tr>
<tr>
<td>Tuesday to Friday</td>
<td>08h00-22h00</td>
</tr>
<tr>
<td>Saturday</td>
<td>08h00-18h30</td>
</tr>
<tr>
<td>Sunday</td>
<td>09h00-13h30</td>
</tr>
</tbody>
</table>

Brochures and more detailed information about the sport classes are available from the Reception Desk in the Sport Centre or visit [www.coque.lu](http://www.coque.lu).

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.

10.3. Shopping

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

10.3.1. Auchan Shopping Mall

The Auchan shopping mall is about a 20 minute walk from the Institute (in the direction of the European Schools) and can also be reached by a short bus ride on bus n° 18 from towards P&R Kirchberg or Foire – get off at stop ‘Lux Expo’.

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.

Shops in the mall are open until 20h00 most evenings, restaurants close at around 22h00.

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

10.3.2. 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, perfumes, toys and books, computers and hi-fi equipment. There is also a food hall with a wide range of cooking styles available.

Again, shops in the mall are open until 20h00 most evenings (21h00 on Friday and 18h00 on Saturday). Some of the restaurants are open 24 hours each day.

The City Concorde Shopping Centre is located on the West side of Luxembourg City, in the Bertrange district. It can be reached by bus n° 6 (from Avenue Monterey), in the direction of Helfent or Bus 215 (from Sport Centre Coque) in the direction of Bascharage. The journey takes about 15 minutes.

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

Like the other shopping malls, la Belle Etoile is open until 20h00 most evenings (21h00 on Friday and 18h00 on Saturday).

You can reach la Belle Etoile from Antoine de St Exupéry on bus n° 27, the journey will take about 15 minutes or Bus 222 (from Sport Centre Coque) in the direction of Steinfort: The journey takes about 15 minutes.

For more information visit the website at www.belle-etoile.lu.

10.3.4. Howald/Gasperich

The Howald/Gasperich shopping area consists of a group of shops located in rue des Scillas, including Casa selling homewares, Blokker selling kitchenwares, a Brantano shoe outlet, Maxi-toys, probably the largest toy shop in Luxembourg, and AS Adventure, a sports clothing store, which includes in its range a number of GPS Receivers. There is a Cactus supermarket along the road also.

Howald/Gasperich is located to the south of the city centre and can be reached by bus n° 16 (stop Howald-Ronneboech). The journey takes about 20 minutes.

10.3.5. Espace Match

Espace Match is a smaller shopping area located in rue de Beggen, near to the Hilton hotel. Shops include a Match supermarket, Esprit clothing shop, Newsagents, a Domino toy shop, shoe repairer and dry cleaner.

Espace Match can be reached on bus n° 10 from the city centre or bus n° 5 from near to the Institute (to meet up with the n° 10 at the terminus).

10.3.6. Monoprix

Monoprix is a smaller shopping area located near the train station (3/11 rue du Fort Bourbon). The shop includes an area for food and another one for clothes.

Monoprix is open
- Monday to Thursday from 7:00 am to 20:00 pm
- Friday from 7:00 am to 21:00 pm
- Saturday from 8:00 am to 7:00 pm
- Sunday from 09:00 am to 13:00

For more information visit the website at http://www.monoprix.fr/trouver-mon-magasin/monoprix-fort-bourbon-luxembourg-city-luxembourg-3255.html

11. ENTERTAINMENT IN LUXEMBOURG

Below we have listed some websites which may have up-to-date information about entertainment events and other opportunities to enjoy while you are in Luxembourg
11.1. Cinema
- http://cinema.luxweb.com/
- www.cineweb.lu/

11.2. Theatre:
- http://www.theatres.lu/

11.3. Events and concerts in Luxembourg
- www.show.lu/
- www.agenda.lu/

11.4. Nightlife
- www.world66.com/europe/luxembourg/luxembourgcity/nightlife

11.5. Restaurants
- www.lcto.lu/cgi-bin/lcto/restaurants_main.cgi
- www.station.lu/rIndex.cfm

12. USEFUL WEBSITES AND CONTACTS

12.1. Transport
- Public city bus www.autobus.lu
- http://www.mobiliteit.lu/
- http://www.cfl.lu
- http://www.luxair.lu
- TAXI contact WTC (661 313 131)
Annex A

Map showing the local area around the Institute

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