

Permit to use public grounds belonging to the City of Lucerne

Scope

The stopping fee paid entitles the holder to stop once for passengers to board and disembark at each of the stops at Schwanenplatz (disembarking only), Löwenplatz (boarding and disembarking) and Kasernenplatz (boarding and disembarking) as well as for parking in one of the two local car parks in Brüelmoos or Rösslimatt Kriens for a maximum of 24 hours on the booked calendar day.

Required information

During the order process, it is the sole responsibility of the licensee to provide the correct information, in particular the correct vehicle number plate, that is required to obtain the permit. Before each entrance, he or she undertakes to check whether the number plate of the coach used matches that of the booking. The booking cannot be changed. Cancellations can be made via the Tourist Information Office in Lucerne. Re-booking must then be carried out with the correct registration number.

Checking the permit

The permit (PDF document) must be carried on board and presented to the transport service unrequested. The service validates the permit. Anyone who is not able to present a valid permit will not be allowed to enter the stops. However, the transport service will provide information on where the coach can stop or park for a short period without a charge so that the charge can be redeemed online.

Outside the transport service's working hours, the Lucerne Police checks the stopping procedures at the respective points.

Signage for stops

The stopping procedure is only permitted at the areas provided for this purpose ([see overview map](#)). Signposts at the location must be observed, as must the instructions issued by the traffic service or the Lucerne Police.

Stopping procedure

The stopping procedure must be short as possible, in other words, passengers must leave or board the coach immediately after stopping. Passengers must be made aware of speedy disembarkation and boarding of the vehicle. The coach must then leave the stop immediately.

No free capacity

If there is no free capacity at Schwanenplatz or Löwenplatz, the stop at Kasernenplatz must be used.

Signposting

Instructions issued by the traffic service and by the Lucerne Police, if they are involved, must be followed at all times. In the event of refusal, criminal charges may be lodged or fixed penalties imposed in accordance with the Fixed Penalties Act of 18 March 2016 (FixPenA; SR 314.1).

Payment processing

The usage fee must be paid by credit/debit card, TWINT or other payment apps. Cash payment on the spot is not possible. Bookings can be cancelled up to and including the validity date. The usage fee paid will be reimbursed in full. On the date of validity, the fee can be cancelled during the opening hours of the Tourist Information Lucerne ([Tourist Information Lucerne | Advice, information and ticket sales](#)). Later cancellations on the day of validity are excluded. Cancellations can only be made in writing (e.g. by e-mail) via the Tourist Information of Luzern Tourismus AG. The refund can also be claimed if the stops are not available due to unforeseen events. If the permit is not used for the booked day, the right to a refund will lapse. In particular, there is no entitlement to a refund if the coach could not stop due to a late arrival, for example due to traffic obstructions (traffic jams, construction sites or accidents) or imprecise time management.

Obtaining the permit

The permit can be obtained a maximum of four months before the current date.

Ban on resale and trade

Any industrial or commercial trade with acquired licences is prohibited. Non-compliance may lead to the loss of the services associated with the obtained licence and to compensation as well as claims for the transfer of profits. Persons or companies that violate these regulations may be barred from obtaining licences in the future.

Liability

Permit holders are liable for any damage to the infrastructure within the perimeter of the stop.

The City of Lucerne accepts no liability for accidents and claims in connection with this permit.

Data protection

The data required to use the stops will be stored and deleted in compliance with the relevant data protection regulations.

At the entrance to the stops, a camera for automatic registration number recognition determines in real time whether the parking fee has been paid for the approaching coach. For this purpose, the number plate data which has been validly booked is automatically recorded and processed in order to speed up access immediately before the stops. This confirmation is displayed to the transport service staff by means of a simple application on a hand-held device so that they can steer the coaches depending on the situation. The data will then be deleted again.

The contact details (email address) for obtaining the permit will be stored until after the permit expires so that the permit holders can be informed of significant changes (e.g. in the event of road closures or changes to the transport regime). The data will be processed in accordance with the Data Protection Act or the GDPR.

The City of Lucerne's privacy policy can be viewed at www.stadtluern.ch/datenschutz (in German).

Opening an account, booking services

If you book services via the website <https://shop.luzern.com>, [the data protection regulations](#) of Luzern-Vierwaldstättersee-Experience GmbH apply.

Amending permit

The current status of these provisions is 1 March 2025. The City of Lucerne reserves the right to amend these provisions at any time. The applicable version is published on [GTC Partner](#) and applies for permits that are acquired from the publication date. The version valid at the time the permit is obtained is authoritative.

Legal basis

Art. 4 Regulations on the Use of Public Grounds of 28 October 2010 (sRSL 1.1.1.1.1) in conjunction with Art. 10a and 10b Regulations on Charges for Temporary Parking (Parking Fee Regulations) of 12 November 2020 (sRSL 6.3.1.1.3).

Appeals

An appealable ruling will be issued on request. Administrative appeals against these may be lodged within 20 days with the Cantonal Court of Lucerne, Department 4, Obergrundstrasse 46, P.O. Box 3569, 6002 Lucerne. The appeal must be submitted in duplicate and must contain a request and grounds for this request.

Stadt Luzern
Stadtraum und Veranstaltung
Winkelriedstrasse 12a
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Lucerne, 1 March 2025