

MEDIA GUIDE

Informal meeting of Ministers of Foreign Affairs

4 and 5 September 2015

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1. MEDIA PROGRAMME

Friday 4 September 2015

European Convention Center Luxembourg (ECCL)
(2, rue du Fort Thüngen, L-1499 Luxembourg)

12.30 p.m.	<p>Arrival of the ministers Welcome by the High Representative of the Union for Foreign Affairs and Security Policy, Vice-President of the Commission, Federica Mogherini, and the Minister of Foreign and European Affairs, Jean Asselborn In the presence of the media</p>
1 p.m.	<p>Working lunch of the ministers</p>
3 p.m.	<p>Family photo In the presence of the visual media</p>
3.15 p.m. - 6.15 p.m.	<p>Working session <i>Tour de table at the beginning of the session</i></p>

Grand ducal palace
(17, rue du Marché-aux-Herbes, L-1728 Luxembourg)

Media shuttle : a shuttle is available for the visual media representatives at 6.50 p.m., from the ECCL to the grand ducal palace. The return trip to the press centre will be immediately following the photo.

7 p.m. - 7.30 p.m.	<p>Audience granted by HRH the Grand Duke Group photo at the end of the audience Visual media representatives have to be present at 7.20 p.m.</p>
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Saturday 5 September 2015

European Convention Center Luxembourg (ECCL)

(2, rue du Fort Thüngen, L-1499 Luxembourg)

8.15 a.m.	Arrival of the ministers <i>In the presence of the media</i>
8.30 a.m - 9.30 a.m.	First working session
9.15 a.m.	Arrival and welcome of the ministers of candidate countries by the High Representative of the Union for Foreign Affairs and Security Policy, Vice-President of the Commission, Federica Mogherini, and the Minister of Foreign and European Affairs, Jean Asselborn <i>In the presence of the media</i>
9.30 a.m - 11.00 a.m.	Second working session in the presence of candidate countries <i>Tour de table at the beginning of the session</i>
11 a.m.	Family photo (with candidate countries) <i>In the presence of the visual media</i>
11.10 a.m. - 12.00 a.m.	Third working session
Noon	Press conference of the Presidency (Federica Mogherini, Jean Asselborn) <i>In the presence of the media</i>

Note:

The timetable in the media programme might undergo changes. It will be updated if necessary.

- **VISUAL MEDIA POOL**

Depending on the number of applications for coverage by the media, the Presidency reserves the right to operate by pool systems.

Visual media representatives wishing to participate in the different pools, have to apply at the “media info” desk in the press centre. Please note that visual media representatives can only participate in the photo/TV pool opportunities if they are wearing the special “pool” badge they have received at the “media info” desk.

The meeting point will be inside the press centre and the hours of departure will be displayed on the in-house information channel.

A person in charge will accompany the visual media to all events to cover. Individual access is not permitted.

- **RULES APPLICABLE TO THE COVERAGE OF *TOURS DE TABLE* AND FAMILY PHOTOS**

Photographers and cameramen covering the *tours de table* and family photos have to set the microphones on their cameras to record **background noise only**. If conversations are nevertheless recorded despite this setting, these recordings must not be used.

Media representatives who use the recordings of private conversations may be banned from media pools during subsequent meetings.

2. PRESS CENTRE

2.1. EUROPEAN CONVENTION CENTER LUXEMBOURG (ECCL)

The informal meeting of Ministers of Foreign Affairs will take place at the ECCL.

The ECCL is located in Kirchberg, in the northeast of Luxembourg City, 2 km from the city centre, 5 km from the central train station and 8 km from Luxembourg airport.

The press centre situated in the ECCL features a large working room with 470 workstations, a press conference room with interpreting booths, 28 national press briefing rooms, 56 audiovisual editing booths as well as indoor and outdoor stand-up positions.

PRESS CENTRE OPENING HOURS

Friday 4 September 8 a.m. - 10 p.m.

Saturday 5 September 7 a.m. - 6 p.m.

2.2. SITE ACCESS

- **Address**

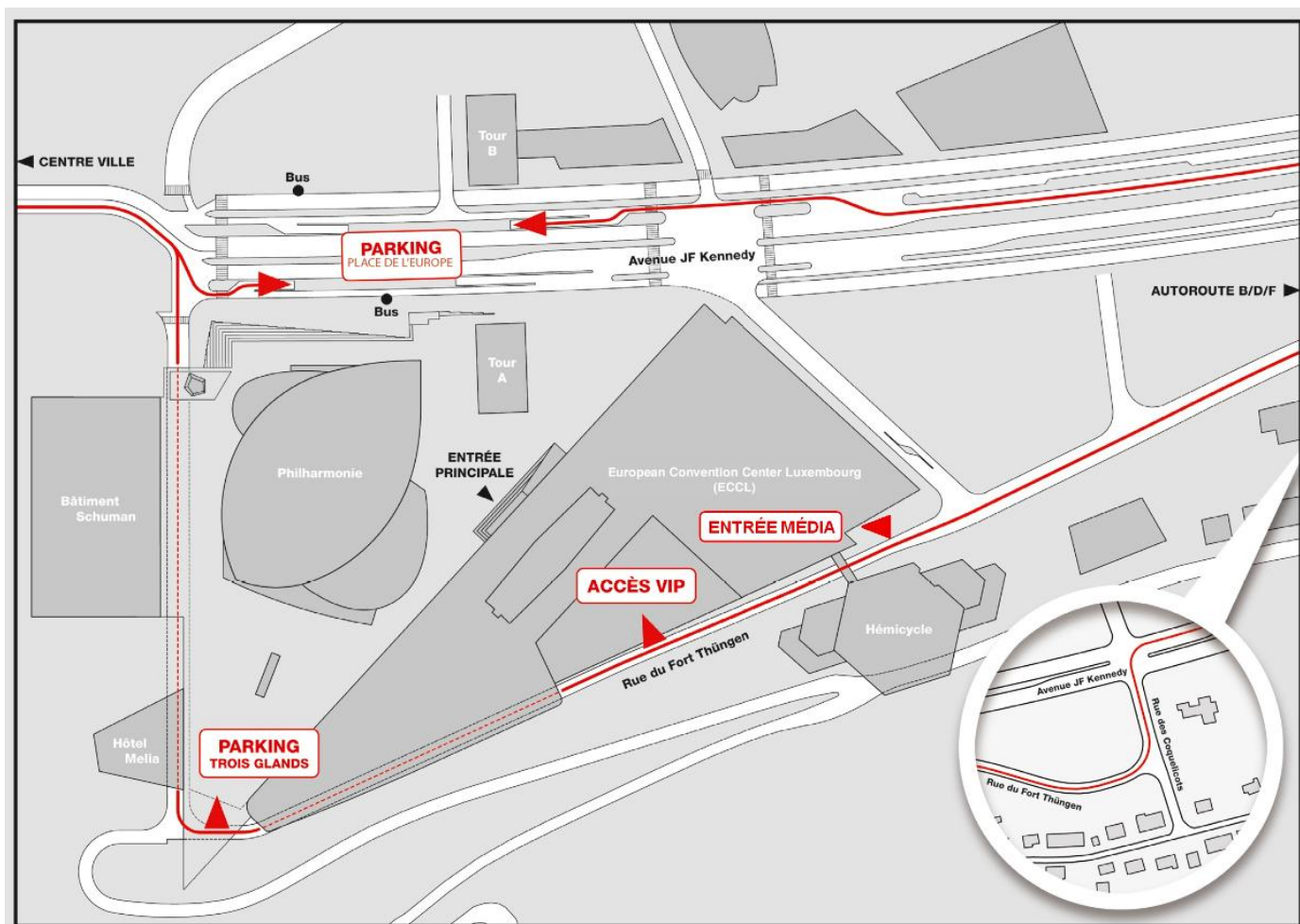
European Convention Center Luxembourg – Press Centre
2, rue du Fort Thüngen
L-1499 Luxembourg
GPS Coordinates: latitude: 49.619173 / longitude: 6.14202

The media entrance is located on Rue du Fort Thüngen.

Accreditation is compulsory for all media representatives wishing to access the ECCL and use its facilities (see point 2.3.).

NB: The EU inter-institutional pass and the six-month press badge do not entitle the wearer to access the ECCL. Special accreditation is required.

Access for accredited media representatives is conditional upon presentation of the documents required for accreditation and subject to a security check (people and equipment/belongings). Media representatives are therefore requested to allow sufficient time for the security checks.



- **By car**

- Travelling from Pont Grande-Duchesse Charlotte: Avenue J.F. Kennedy – Rue du Fort Thüngen
- Travelling from the A1 motorway: exit no. 8 “Kirchberg” – Avenue J.F. Kennedy – Rue du Fort Thüngen

“Place de l’Europe” car park

Media representatives are requested to use the “**Place de l’Europe**” underground car park (1,300 spaces), located close to the ECCL.

This car park is available free of charge to accredited media representatives.

Access to the car park is via Avenue J.F. Kennedy. Upon entering the car park, please take a ticket at the barrier and keep it on you. To get to the press centre of the ECCL, take the exit “Salle de conférences”.

You can validate the ticket at the “media info” desk at the press centre. The validated ticket will remain active for 24 hours.

Parking for satellite (SNG) and editing vehicles

Satellite vehicles can park between Avenue J.F. Kennedy and Rue du Fort Thüngen, in Rue Galileo Galilei, next to the media entrance of the ECCL.

Reservations are required in advance and can be made by contacting:

Broadcasting Center Europe (BCE)

Tel.: (+352) 24 80-2015

Mobile: (+352) 691 402 015

E-mail: hostbroadcaster.eu2015lu@bce.lu

- **By bus (public transport)**

The ECCL – “Philharmonie/Mudam” bus stop – is serviced by bus routes 1 and 16 departing from the “Hamilius” stop (city centre) and the central train station.

Bus no. 16 also serves the ECCL at regular intervals from Luxembourg airport.

For general information (timetables, routes) relating to public transport in Luxembourg and fares, please contact the Mobilitéésentral (Mobility Centre) on (+352) 24 65 24 65 or visit the website www.mobiliteit.lu.

- **By taxi**

Taxis are available at Luxembourg airport, at the Luxembourg City train station and near the ECCL (avenue J.F. Kennedy).

Fare guide (approximate):

- Airport-ECCL: 28 euros (inclusive of all tax)
- Central train station-ECCL: 22 euros (inclusive of all tax)

The following charges may apply:

- night fare (10 p.m.-6 a.m.): 10%
- Sundays and public holidays: 25%

The contact details of all taxi companies can be found in the online telephone directories: www.editus.lu, www.yellow.lu or www.follow.lu.

2.3. ACCREDITATION

Accreditation is compulsory for media representatives wishing to cover the informal meeting of Ministers of Foreign Affairs in Luxembourg City.

Accreditation applications may **only** be made **online** via the accreditation portal for media representatives: <https://accreditation.sip.lu>. The portal is managed by the Information and Press Service of the Luxembourg Government (SIP).

NB : The EU inter-institutional pass and the six-month press badge are not valid for events taking place in Luxembourg during the Luxembourg Presidency and do not entitle the wearer to access the ECCL. Special accreditation is required.

Accreditation applications must be submitted by 1 September 2015 at the latest. Applications made at the same time as the start of the visit may be refused for security reasons.

ACCREDITATION DEADLINE

Tuesday 1 September 2015

Please note that as the general accreditation for media representatives is valid for the six months of the Presidency, media representatives wishing to cover the informal meeting of Ministers of Foreign Affairs must confirm their presence at the meeting.

The accreditation badge will be printed and made available at the press centre's accreditation desk only if you have previously confirmed that you will be attending the informal meeting.

- **Accreditation procedure**

For further information on the accreditation procedure, please visit the website www.eu2015lu.eu/accreditation.

- **Accreditation badge**

The accreditation badge for the informal meeting of Ministers of Foreign Affairs will be available for collection at the ECCL press centre's accreditation desk.

Your accreditation badge must be collected in person and is non-transferable.

Please bring all the following documents for collection of your accreditation badge:

- a valid national identity document (passport or identity card) with photo;
- your press card or the assignment letter on headed paper signed by the editor-in-chief or an authorised substitute of your media organisation, certifying that you work for the said media organisation and that you are mandated to cover the event.

All the identification documents required for accreditation (identity document, press card) must be valid on the day of the meeting.

The accreditation badge is valid only for the duration of the event for which it was issued.

It must be worn visibly at all times. The ECCL accreditation desk or “media info” desk must be notified immediately of any loss of a badge.

ACCREDITATION DESK OPENING HOURS

Friday 4 September 8 a.m. – 3.15 p.m.
Saturday 5 September 7 a.m. - noon

- **Contact**

Accreditation desk

Tel.: (+352) **43 02-72002** (during the opening hours of the accreditation desk)

E-mail: accreditation@sip.etat.lu

- **Meetings in Brussels (July-December 2015) and in Luxembourg (October 2015)**

Accreditations and access to meetings held in Brussels during the second half of 2015 and in Luxembourg City in October (except the informal meeting of Ministers for Transport on 7 October 2015) will be granted in accordance with the rules of the General Secretariat of the Council of the European Union.

For further information, please visit the website
www.consilium.europa.eu/en/press/accreditation/.

2.4. PRESS CENTRE FACILITIES

The press centre is located on four levels (-2, -1, 0, +1). The press room is located on level 0 and the national press briefing rooms are located on levels 0 and +1.

Level -2

- media entrance
- accreditation desk
- security check
- 26 audiovisual editing booths
- press bar
- restaurant
- outside: parking spaces for satellite vehicles
- outside: stand-up positions

Level -1

- 30 audiovisual editing booths

Level 0

- lockers
- working room for journalists (\pm 470 work-stations and \pm 10 stand-up positions)
- "media info" desk
- Luxembourg City Tourist Office and National Tourist Board desks
- briefing rooms DE, SE, HU, PT, FR, UK, ES, IT, BE, CZ, EL, PL
- press conference room (\pm 400 seats):
 - ° podium
 - ° 8 interpreting booths
 - ° control room
 - ° 2 camera platforms (at the centre and back of the room)
- a "mixed zone" for interviews with ministers

Level +1

- briefing rooms NL, LT, MT, HR, IE, CY, LU, EE, DK, SI, FI, SK, LV, AT, BG, RO, HR

2.5. “MEDIA INFO” DESK

For any further general information, please do not hesitate to consult the “media info” desk located in the working room of the press centre.

Tel.: (+352) **43 02-70001** (during the opening hours of the press centre)
E-mail: stand.info@sip.etat.lu

2.6. WORKING ROOM

The working room has 470 individual work-stations. Media representatives will have access to:

- lockers
- audiovisual editing booths
- 10 PCs
- photocopiers
- fax machines
- telephones

- **Phone instructions**

Incoming calls:

To reach a number at the ECCL from outside, please dial (+352) 4302, followed by the extension (5-figure number).

Outgoing calls:

For an outside line from the working room, please dial “0” before dialling the number of the person you are calling.

Internal calls:

For an internal number, dial only the five-digit extension.

2.7. INTERNET / WI-FI


- **Wi-fi**


A wireless network (*wireless LAN*) is available throughout the press centre. Internet access is provided via a login and password displayed on the press centre screens. In case of a Wi-Fi connection problem, it is recommended that you bring your own PC cable.

- **Websites**

Presidency

Official website: www.eu2015lu.eu

Twitter:  @eu2015lu

Hashtag:  #eu2015lu

Luxembourg

Official website of the Luxembourg Government: www.gouvernement.lu

Official portal of the Grand Duchy of Luxembourg: www.luxembourg.lu

Website of the National Tourist Board: www.visitluxembourg.lu

Website of the Luxembourg City Tourist Office: www.lcto.lu

2.8. IN-HOUSE INFORMATION CHANNEL

An in-house information channel will allow practical information to be displayed on the screens throughout the press centre (schedules for pools, press conferences, national press briefings, Wi-Fi passwords, etc).

These television screens will also broadcast all the events covered by the host broadcaster.

2.9. BRIEFING ROOMS

Each delegation has an individual briefing room in the ECCL. The time schedule of the various briefings will be communicated to the “media info” desk, so that it can be announced on the screens of the in-house information channel.

Phone numbers of the briefing rooms

The numbers shown are internal numbers to the ECCL building. To call from outside, please dial (+352) 4302, followed by the five-digit extension.

Level +1

Austria	-71823
Bulgaria	-71824
Croatia	-71814
Cyprus	-71812
Denmark	-71817
Estonia	-71818
Finland	-71815
Ireland	-71813
Latvia	-71822
Lithuania	-71806
Luxembourg	-71811
Malta	-71807
Netherlands	-71805
Romania	-71825
Slovakia	-71821
Slovenia	-71816

Level 0

Belgium	-70804
Czech Republic	-70803
France	-70809
Germany	-70812
Greece	-70802
Hungary	-70810
Italy	-70806
Poland	-70801
Portugal	-70811
Spain	-70807
United Kingdom	-70808
Sweden	-70813

2.10. SERVICES

- **Catering facilities**

The press centre has a bar and catering facilities. Drinks are served continuously in the media bar (coffee, tea, refreshments, etc). Food and soft drinks will be offered free of charge by the Presidency to media representatives on presentation of a media accreditation badge.

The opening hours of the bar and restaurant area will be adjusted according to the events taking place at the ECCL.

Please note that smoking is prohibited inside the building. There are no smoking areas in the press centre.

- **Lockers**

Key lockers are available in the working room of the press centre on a self-service basis (non-bulky objects).

- **Lost property**

Lost property can be retrieved from the “media info” desk located in the working room of the press centre.

The Presidency cannot be held responsible for the loss of any items belonging to media representatives. You are advised to use the lockers provided in the press centre.

- **Medical assistance**

In case of a medical emergency, please dial **43 02-59037** or approach a member of the security staff in the building. It is also possible to dial **112**.

3. AUDIOVISUAL SERVICE

3.1. HOST BROADCASTER

Broadcasting Center Europe (BCE) is the host broadcaster of the Luxembourg Presidency of the Council of the European Union in the second half of 2015. It will provide audiovisual materials from informal and high-level meetings taking place in Luxembourg to radio and TV broadcasters free of charge.

It will carry out technical TV and radio services as well as produce and distribute pool signals to the national and international media.

The host broadcaster will carry out multi- and unilateral transmissions, in partnership with the European Broadcasting Union (EBU).

Contact points:

- **Presidency host broadcaster**

BCE – Technical TV and radio facility; SNG and unequipped editing vehicle parking
Tel.: (+352) 24 80-2015
Mobile: (+352) 691 402 015
E-mail: hostbroadcaster.eu2015lu@bce.lu
Website: www.bce.lu

- **EBU/UER (European Broadcasting Union)**

The EBU will be in Luxembourg for events that need a connection to the Eurovision network. In such cases, interested broadcasters will be assisted by BCE and EBU.

Television: Eurovision Special Events
Tel.: (+41) 22 717-2840
E-mail: newsoperations@eurovision.net

Radio: EBU Radio Operations
Tel.: (+41) 22 717-2658
E-mail: radio-ops@ebu.ch

Website: www.eurovision.net

- **ENEX (European News Exchange)**

ENEX will be in Luxembourg for events that need a connection to the ENEX network. In such cases, interested broadcasters will be assisted by BCE, in collaboration with ENEX.

ENEX Special Events

Tel.: (+352) 42 1 42-3110

E-mail: special.events@enex.lu

Website: www.enex.lu

3.2. LIVE STREAM

The host broadcaster will be responsible for live broadcasts of informal and high-level meetings during the Luxembourg Presidency streamed on the website www.eu2015lu.eu.

Events covered by the host broadcaster:

- Arrival of the ministers
- Family photo
- *Tour de table* before the beginning of the meetings
- Press conference (original language and translation into French, English and German)
- Audience at the grand-ducal palace

3.3. AUDIOVISUAL MATERIALS

- **News videos**

The live broadcast footage can also be watched on demand on the Luxembourg Presidency's website and will be provided to media representatives free of charge.

Any requests for broadcast quality (MPEG-4) images (from the best-of of the live footage) must be sent to the host broadcaster at the following address: hostbroadcaster.eu2015lu@bce.lu.

The copyright to use for news footage is: © **eu2015lu.eu**

- **Videos of the Grand Duchy of Luxembourg**

A selection of videos (beauty shots) showing the various facets of the Grand Duchy of Luxembourg will also be provided to TV teams free of charge for their reports.

Contact: hostbroadcaster.eu2015lu@bce.lu

The copyright to use for “Luxembourg beauty shots” is: © SIP/BCE

3.4. EDITING BOOTHS

TV/radio editing booths are set-up on the first and second underground floors of the press centre at the European Convention Center Luxembourg (ECCL).

Equipment:

- these booths will be hooked up to the pool signal from the host broadcaster
- analogue phone lines
- 1 HDSI/HDMI screen (foreseen for 12 booths)
- 1 data connector (Internet 1 GB/s)
- 3 sockets (230 V)
- 1 video connector (live and pool signal alternately)
- 2 audio connectors
- 1 injection position to the EBU control room

Contact for reservation:

Host broadcaster of the Presidency

Tel.: (+352) 24 80-2015

Mobile: (+352) 691 402 015

E-mail: hostbroadcaster.eu2015lu@bce.lu

3.5. STAND-UP POSITIONS / PLAY-OUT FACILITIES

A limited number of stand-up positions will be available at the press centre and must be booked in advance.

Stand-up positions will be set up on the outside. News production and broadcast services will be invoiced according to the host broadcaster’s current tariffs.

The other stand-up positions will be provided in the area reserved for the press.

Contacts for reservations:

EBU

Television: Eurovision Special Events

Tel.: (+41) 22 717-2840

E-mail: newsoperations@eurovision.net

ENEX

Television : ENEX Special Events

Tel.: (+352) 42 1 42-3110

E-mail: special.events@enex.lu

3.6. PARKING FOR SATELLITE (SNG) AND EDITING VEHICLES

Satellite vehicles can park between Avenue J.F. Kennedy and Rue du Fort Thüngen, in Rue Galileo Galilei, next to the media entrance of the ECCL. Parking spaces will be allocated on a “first come first served” basis.

Reservations are required in advance and can be made by contacting:

Broadcasting Center Europe (BCE)

Tel.: (+352) 24 80-2015

Mobile: (+352) 691 402 015

E-mail: hostbroadcaster.eu2015lu@bce.lu

4. PHOTO SERVICE

4.1. NEWS PHOTOS

The official photographers of the Luxembourg Presidency will provide photo coverage of the informal meeting of Ministers of Foreign Affairs.

These high-resolution news photos are available free of charge to media representatives, provided that the source is duly credited: © **eu2015lu.eu/name of the photographer**

The photos can be downloaded on the website of the Luxembourg Presidency of the Council of the European Union www.eu2015lu.eu.

4.2. PHOTOS OF THE GRAND DUCHY OF LUXEMBOURG

The Presidency has also made available a selection of photos (beauty shots) showing the various facets of the Grand Duchy of Luxembourg. They can be used free of charge by media representatives in their report.

They can be downloaded from the website of the Luxembourg Presidency of the Council of the European Union www.eu2015lu.eu.

Please respect the copyright for each downloaded photo.

Please contact the **Photo Service** for further information.

E-mail: photos.eu2015lu@sip.etat.lu

5. USEFUL INFORMATION

5.1. POWER

220 V

5.2. CURRENCY

The official currency of the Grand Duchy of Luxembourg is the euro. Foreign currency can be exchanged at any bank. Credit cards are widely accepted.

5.3. BANKS

Opening hours for banks (in general): Monday to Friday, 8.30 a.m. to 4.30 p.m.

5.4. LUXEMBOURG ENTRY VISA

Media representatives from countries which are subject to visa requirements and who wish to cover the ministerial meetings that will take place in Luxembourg during the Presidency must have a valid passport and visa.

Visa requests must be submitted in person to a Luxembourg embassy or consulate or to the embassy or consulate of a country belonging to the Convention implementing the Schengen Agreement (which represents Luxembourg for issuing visas) in the applicant's country of residence.

Please make sure you apply for your visa in sufficient time.

You can find more information on this subject on this website:

<http://www.guichet.public.lu/citoyens/fr/citoyennete/immigration-visa/visa/entree-visa/>.

Please check the Ministry for Foreign and European Affairs website

<http://www.gouvernement.lu/4843909> to see the list of countries whose citizens will require a visa.

5.5. ACCOMMODATION

The Presidency is not in charge of hotel reservations for media representatives.

Media representatives who wish to receive information about hotels in Luxembourg should contact the Luxembourg City Tourist Office.

Contact:

Luxembourg City Tourist Office (LCTO)

(Opening times: Monday-Saturday from 8 a.m. to 6 p.m. and Sundays from 10 a.m. to 6 p.m.)

Tel.: (+352) 22 28 09 or (+352) 22 75 65

E-mail: touristinfo@lcto.lu or convention.bureau@lcto.lu

Website: www.lcto.lu

5.6. FREE WI-FI

From June 2015 to January 2016, the Luxembourg Government, in partnership with the City of Luxembourg and the City of Esch-sur-Alzette, offers free Internet access on the territories of these respective cities, via the Wi-Fi HOTCITY network.

Free network name in the City of Luxembourg: **CITYLUXFREE**

Free network name in the City of Esch-sur-Alzette: **CITYESCHFREE**

A secured Wi-Fi network is also available to accredited media representatives. For further information, please contact the “media info” desk.

Secured network name: **DelegatesEU2015LU**

6. DISCOVER THE TOURIST ATTRACTIONS OF LUXEMBOURG

Note for media representatives wishing to create a portrait of the Grand Duchy of Luxembourg

Accredited media representatives can contact the National Tourist Board (Office national du tourisme, ONT) and the Luxembourg City Tourist Office (LCTO) for assistance in creating touristic reports on the Grand Duchy of Luxembourg during the Presidency of the Council of the European Union.

- **Guided tours throughout the country**

The ONT, in partnership with the LCTO and the Regional Tourist Boards (Offices régionaux du tourisme, ORT), can provide thematic (touristic) guided tours throughout the country. The starting point, time and duration of the guided route will be established according to the availability of the media representatives. For organisational reasons, it is recommended, or even required, to contact the ONT's Press Service a few days before the arrival in Luxembourg.

Information on touristic programmes in the different regions of the Grand Duchy is available on the ONT Press site: <http://press.visitluxembourg.com/en>.

The ONT offers media representatives who are interested in the touristic offer in Luxembourg the "Luxembourg Card", a pass which gives free access to more than 70 museums and tourist attractions throughout the entire Grand Duchy. The pass also allows free use of public transport (trains and buses on the national public transport network).

Furthermore, next to the information for the press, the ONT makes an important selection of photos of the Grand Duchy available to the media representatives. The photos can be downloaded from the website <http://press.visitluxembourg.com/en>. The reproduction of the photos is only permitted if the copyright is mentioned.

- **Guided tours of the capital**

The LCTO can provide quick guided tours of the capital and hereby assist journalists in the creation of their portraits of the destination. For organisational reasons, media representatives should contact the LCTO Press Service a few days before the arrival in Luxembourg.

- **Reference websites**

If media representatives want to communicate information on the touristic offer in Luxembourg to the general public, they are kindly asked to mention in their reports the reference websites of the ONT, www.visitluxembourg.com, and of the LCTO, www.lcto.lu.

- **Contacts**

National Tourist Board

B.P. 1001
L-1010 Luxembourg
Tel.: (+352) 42 82 82-45
E-mail: presse@ont.lu

Luxembourg City Tourist Office

Press Service
30, place Guillaume II
L-2011 Luxembourg
Tel.: (+352) 47 96-4722
Mobile: (+352) 691 984 722
E-mail: cathy.giorgetti@lcto.lu

7. CONTACTS

7.1. ECCL CONTACTS

“Media info” desk

Tel.: (+352) **43 02-70001** (during the opening hours of the press centre)
E-mail: stand.info@sip.etat.lu

Accreditation desk

Tel.: (+352) **43 02-72002** (during the opening hours of the accreditation desk)
E-mail: accreditation@sip.etat.lu

7.2. OTHER USEFUL CONTACTS

(OUTSIDE OPENING HOURS OF THE PRESS CENTRE)

Information and Press Service of the Luxembourg Government

33, bd Roosevelt
L-2450 Luxembourg
Tel.: (+352) 247-82181
Fax: (+352) 46 74 83
E-mail: infopresse@sip.etat.lu
Websites: www.gouvernement.lu
www.luxembourg.lu

7.3. TELEPHONE COMMUNICATIONS

- **Directory enquiry services**

Online telephone directory of the Grand Duchy of Luxembourg: www.editus.lu

National numbers	Tel.: (+352) 118 17
International numbers	Tel.: (+352) 118 16

- **International telephone calls**

To call Luxembourg from abroad, please dial 00352 followed by the number of the person you are calling.

To call abroad from Luxembourg, please dial 00 followed by the country code and number of the person you are calling.

Germany	49	Italy	39
Austria	43	Latvia	371
Belgium	32	Lithuania	370
Bulgaria	359	Malta	356
Cyprus	357	Netherlands	31
Croatia	385	Poland	48
Denmark	45	Portugal	351
Spain	34	Czech Republic	420
Estonia	372	Romania	40
Finland	358	United Kingdom	44
France	33	Slovakia	421
Greece	30	Slovenia	386
Hungary	36	Sweden	46
Ireland	353		

7.4. TOURISM

National Tourist Board

Tel.: (+352) 42 82 82-1 (central)
E-mail: info@visitluxembourg.com
Website: www.visitluxembourg.com

Luxembourg City Tourist Office

Tel.: (+352) 22 28 09 (central)
E-mail: touristinfo@lcto.lu
Website : www.lcto.lu

7.5. TRANSPORT

Société nationale des chemins de fer luxembourgeois (CFL) (Luxembourg National Railways)

Tel.: (+352) 24 89 24 89 (information and reservations)

Website: www.cfl.lu

Société de l'aéroport de Luxembourg SA (lux-airport) (Luxembourg Airport Company)

Tel.: (+352) 24 64-1

E-mail: info@lux-airport.lu

Website: www.luxairport.lu

Autobus de la Ville de Luxembourg (Luxembourg City Buses)

Tel.: (+352) 47 96-2975

Website: www.autobus.lu

Mobilitéitszentral (Mobility Centre)

Tel.: (+352) 24 65 24 65

E-mail: info@verkeiersverbond.lu

Website: www.mobiliteit.lu

Breakdown service

Automobile Club du Grand-Duché de Luxembourg

Tel. (breakdown): (+352) 26 000

Tel. (other services): (+352) 45 00 45-1

Website: www.acl.lu

Taxis

The contact details of all taxi companies can be found in the online telephone directories:

www.editus.lu, www.yellow.lu or www.follow.lu.

Interactive map of Luxembourg City

www.topographie.lu

7.6. SAFETY

Ambulance Tel.: 112

Emergency (police) Tel.: 113

Security ECCL Tel.: 43 02-59037

8. DIPLOMATIC REPRESENTATIONS IN LUXEMBOURG

Please note that not all diplomatic representations are located in Luxembourg.

Austria

3, rue des Bains
L-1212 Luxembourg
Tél.: (+352) 47 11 88 1 / (+352) 22 69 57 1
Fax: (+352) 46 39 74

Belgium

4, rue des Girondins
L-1626 Luxembourg
Tél.: (+352) 44 27 46 1
Fax: (+352) 45 42 82

Bulgaria

7, avenue Moscicki
B-1180 Bruxelles
Tél.: (+32) 2 374 47 88
Fax: (+32) 2 375 84 94

Croatia

425, avenue Louise
B-1050 Bruxelles
Tél.: (+32) 2 639 20 36
Fax: (+32) 2 512 03 38

Cyprus

61, avenue de Cortenbergh
B-1000 Bruxelles
Tél.: (+32) 2 650 06 10
Fax: (+32) 2 650 06 20

Czech Republic

2, rond-point Robert Schuman
L-2525 Luxembourg
Tél.: (+352) 26 47 78
Fax: (+352) 26 47 78 29

Denmark

73, rue d'Arlon
B-1040 Bruxelles
Tél.: (+32) 2 233 09 00
Fax: (+32) 2 233 09 32 / (+32) 2 233 09 30

Estonia

11-13, rue Guimard
B-1040 Bruxelles
Tél.: (+32) 2 779 07 55
Fax: (+32) 2 779 28 17

Finland

2, rue Heine
L-1720 Luxembourg
Tél.: (+352) 49 55 51
Fax: (+352) 49 46 40

France

8b, boulevard Joseph II
L-1840 Luxembourg
Tél.: (+352) 45 72 71 1
Fax: (+352) 45 72 71 227

Germany

20-22, avenue Émile Reuter
L-2420 Luxembourg
Tél.: (+352) 45 34 45 1
Fax: (+352) 45 56 04

Spain

4, boulevard Emmanuel Servais
L-2535 Luxembourg
Tél.: (+352) 46 02 55
Fax: (+352) 46 12 88

Greece

27, rue Marie-Adélaïde
L-2128 Luxembourg
Tél.: (+352) 44 51 93 1
Fax: (+352) 45 01 64

Hungary

44, avenue du Vert Chasseur
B-1180 Bruxelles
Tél.: (+32) 2 348 18 00
Fax: (+32) 2 347 60 28

Ireland

28, route d'Arlon
L-1140 Luxembourg
Tél.: (+352) 45 06 10 1
Fax: (+352) 45 88 20

Italy

5, rue Marie Adélaïde
L-2128 Luxembourg
Tél.: (+352) 44 36 44 1
Fax: (+352) 45 55 23

Latvia

122, rue du Commerce
B-1000 Bruxelles
Tél.: (+32) 2 238 32 36
Fax: (+32) 2 238 32 54

Lithuania

41-43, rue Belliard
B-1040 Bruxelles
Tél.: (+32) 2 401 98 95
Fax: (+32) 2 401 98 98

Malta

25, rue Archimède
B-1000 Bruxelles
Tél.: (+32) 2 343 01 95
Fax: (+32) 2 230 45 83

Netherlands

6, rue Sainte-Zithe
L-2763 Luxembourg
Tél.: (+352) 22 75 70
Fax: (+352) 40 30 16

Poland

24, rue Guillaume Schneider
L-2522 Luxembourg
Tél.: (+352) 26 00 32
Fax: (+352) 26 68 75 74

Portugal

282, route de Longwy
L-1940 Luxembourg
Tél.: (+352) 46 61 90 1
Fax: (+352) 46 51 69

Romania

41, boulevard de la Pétrusse
L-2320 Luxembourg
Tél.: (+352) 45 51 51 / (+352) 45 51 59
Fax: (+352) 45 51 63

Slovakia

195, avenue Molière
B-1050 Bruxelles
Tél.: (+32) 2 340 14 60
Fax: (+32) 2 340 14 64

Slovenia

44, rue du Commerce
B-1000 Bruxelles
Tél.: (+32) 2 213 63 37
Fax: (+32) 2 213 64 29

Sweden

Ministère des Affaires étrangères
SE-10339 Stockholm
Tél.: (+46) 8 405 10 00
Fax: (+46) 8 723 11 76

United Kingdom

5, boulevard Joseph II
L-1840 Luxembourg
Tél.: (+352) 22 98 64
Fax: (+352) 22 98 67

9. CONTACTS FOR MEDIA

- **Ministry of Foreign and European Affairs**

Thomas Barbancey

E-mail : pressoffice@mae.etat.lu

Mobile: (+352) 621 134 057

- **Information and Press Service of the Luxembourg Government**

Guy Schuller

Director of the Information and Press Service

E-mail: guy.schuller@sip.etat.lu

Mobile: (+352) 621 133 747

Tel.: (+352) 247-82180

Stefanie Simonelli

Responsible for Media Organisation (media accreditation, press centre)

Tel.: (+352) 247-82189

Mobile: (+352) 621 358 197

E-mail: stefanie.simonelli@sip.etat.lu

For general questions

E-mail: infopresse@sip.etat.lu

Media Accreditation Service

E-mail: accreditation@sip.etat.lu

Press centre

E-mail: stand.info@sip.etat.lu

Photos

E-mail: photos.eu2015lu@sip.etat.lu

- **Website of the Luxembourg Presidency of the Council of the European Union**

Contact: sitepr2015@mae.etat.lu

- **Permanent Representation of Luxembourg to the European Union**

Carole Ensch

E-mail: carole.ensch@mae.etat.lu

Tel.: (+32) 2 737 56 73

Mobile: (+32) 473 86 39 76

Max Gindt

E-mail: max.gindt@mae.etat.lu

Tel.: (+32) 2 737 56 07

Mobile: (+32) 473 93 76 00