

SERVICE	GOLD PACKAGE	PLATINUM PACKAGE
APARTMENT		
Apartment with balcony, including: basement, accessory costs for heating, hot and cold water, basic garbage tax (excluding bag tax)	✓	✓
Additional person per household (per month)	CHF 1'000.00	CHF 1'300.00
SECURITY		
Use of emergency call system and availability of nursing staff, 24 hours	✓	✓
Night porter always available from 10:30 p.m. to 7:30 a.m.	✓	✓
OTHER ACCESSORY COSTS		
Costs of operation and maintenance of shared facilities and services (e.g., elevators, swimming pool, gym, etc.).	✓	✓
Maintenance of the building and gardens	✓	✓
Electricity is charged directly through external suppliers		
MOVING		
Support in dealing with administrative tasks (e.g., announcement to the city hall)	•	✓
Support at the entrance by the "keeper" of the house (material excluded)	✓ (3 hours)	✓ (8 hours)
Exit support from the house "keeper" (material excluded)	•	✓ (8 hours)
Entry support from the household economy.	•	✓ (8 hours)
TECHNICAL SERVICE		
Support for various works (material excluded)	•	✓(4 hours ¹)
HOUSEKEEPING		
Weekly cleaning of the apartment	✓	-
Daily cleaning of the apartment	•	✓
Deep cleaning of the apartment (once a year)	✓	✓
Final cleaning of the apartment (after leaving)	•	✓
Free use of the washer/dryer in the apartment	✓	✓
Weekly replacement of bed sheets and towels	•	✓
Weekly private laundry washing (outside supplier)	•	✓
RECEPTION / ADMINISTRATION		
24-hour reception service Monday through Saturday Sunday from 08:00 a.m. to 06:00 p.m. and 10:30 p.m. to 07:30 a.m.	✓	✓
Delivery of mail and packages to apartment	•	✓

RESTAURANT		
Consumptions at Ariva Restaurant (discount)	-10%	-20%
Monthly meals packages available upon request (breakfast, lunch or dinner with/without room service)		
Room service included	•	✓
ESCORT/SHUTTLE SERVICE		
Accompaniment to and from the restaurant	•	✓
Shuttle service to Lugano (Subject to a 24-hour advance reservation)	•	✓
ANIMATION		
Use of indoor swimming pool and gym (fitness) equipment	✓	✓
Participation in internal cultural activities (lectures, concerts, readings,)	•	✓

✓	= included in the package price
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•	= Available at extra charge. You will find the rates of services on the appropriate price list (Appendix II)
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Package prices

Prices valid as of January 1, 2025, subject to change by Tertianum AG. Prices in CHF, including VAT, in accordance with current legal regulations.