



**Magiczny
Kraków**

World Youth Day Call Centre

2016-08-01

On May 17th , The WYD organizing committee opened its call center. The volunteers, working in five languages: Polish, English, Spanish, Italian and French, are now ready to answer any questions concerning the July events.

The call center is located in one of the municipal offices at Rynek Podgórski. Having dialed the center's number: **+48 124 467 333**, the callers select their preferred language. **The center will work 24/7 (until 1st August).**

Among the responsibilities of the call center's volunteers is the pre-selection of queries. Some of them will be addressed immediately. Callers indicating ore complex issues will be transferred to competent sections of the WYD organizing committee.

The center's consultants will also be answering questions via e-mails:

info.pl@krakow2016.com (for Polish)

info.en@krakow2016.com (for English)

info.es@krakow2016.com (for Spanish)

info.it@krakow2016.com (for Italian)

info.fr@krakow2016.com (for French)

The call center is scheduled to close on August 5th. Although the World Youth Day finishes on July 31st, many pilgrims will stay in Krakow for longer. The volunteers will be responsible for assisting them in navigating and leaving the city easily and safely.