

Welcome to Krakow Guide



Useful Information

When calling Poland from abroad, use the following dialling code: +48
From other parts of Poland and in Krakow dial: 12

Police: 997

Police stations:

Police Station
Rynek Główny 29 [Main Square]
Phone: (48 12) 615 73 17 (24 h)

1st Police Station in Krakow
ul. Szeroka 35
Phone: (48 12) 615 29 14 (24 h)

2nd Police Station in Krakow
ul. Lubicz 21
Phone: (48 12) 615 29 15 (24 h)

Municipal Guards: 986

Fire Service: 998

Ambulance Service: 999

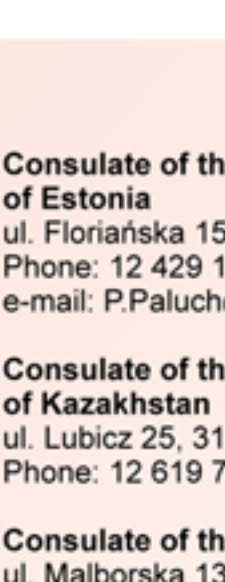
General emergency number for mobile phones: 112 (24 h)

**Międzynarodowy Port Lotniczy im. Jana Pawła II
Kraków-Balice Sp. z o.o. [John Paul II International
Airport Kraków-Balice]:**
ul. kpt. Medweckiego 1,
Phone: (48 12) 295 58 00, (48) 801 055 000 (information hotline: 24 h)
e-mail: info@krakowairport.pl

Tourist information hotline of the Polish Tourist Organisation
0 801 888 844 (for callers from Polish operators' numbers)
(48 22) 278 16 00 (for international callers)

Medical information hotline:
Phone: (48 12) 661 22 40 (24 h)

Medical rescue services:
ul. św. Łazarza 14; Phone: (48 12) 428 99 99 (24 h)



Consulates

Consulates General:

Consulate General of the Russian Federation
ul. Biskupia 7, 31-144 Krakow
Phone: 12 421 26 47
e-mail: ruskrk@poczta.onet.pl

Consulate General of France
ul. Stolarska 15, 31-043 Krakow
Phone: 12 424 53 00
e-mail: contact@cracovie.org.pl

Consulate General of the Federal Republic of Germany
ul. Stolarska 7, 31-043 Krakow
Phone: 12 424 30 00, 12 424 30 39 (Passport section)
e-mail: info@krakau.diplo.de

Consulate General of the Slovak Republic
ul. św. Tomasza 34, 31-027 Krakow
Phone: 12 421 70 30
e-mail: cg.krakow@mzv.sk

Consulate General of the United States of America
ul. Stolarska 130, 30-624 Krakow
Phone: 12 424 51 00
www: http://krakow.usconsulate.gov

Consulate General of Ukraine
ul. Beliny-Prażmowskiego 4,
31-514 Krakow
Phone: 12 429 60 66
e-mail: kons@plk.internetdsl.pl

Consulates:

Consulate of Austria
ul. Cybulskiego 9, 31-117 Krakow
Phone: 12 424 99 40
e-mail: krakau-gk@bmeia.gv.at

Consulate of Great Britain and Northern Ireland
ul. św. Anny 9, 31-008 Krakow
Phone: 12 421 70 30
e-mail: kazimierz.karasinski-honcon@fcnet.fco.gov.uk

Consulate of the Federal Republic of Brazil
ul. Wrocławska 53, 30-011 Krakow
Phone: 12 424 80 88
e-mail: brazylia.konsulat@gremi.pl

Consulate of Romania
al. Solidarności 36, 25-323 Kielce
Phone: 41 334 75 00
e-mail: office@roconskielce.org

Consulate of Sweden
ul. św. Anny 5, 31-008 Krakow
Phone: 12 421 73 80
e-mail: j.kahl@nordichouse.pl

Consulate of Iceland
ul. św. Anny 5, 31-008 Krakow
Phone: 12 421 73 80
e-mail: j.kahl@nordichouse.pl

Consulate of Italy
ul. Wenecja 3, 31-117 Krakow
Phone: 12 429 29 21
e-mail: consolatoitaliano.cracovia@wp.pl

Consulate of the Grand Duchy of Luxembourg
ul. Wadowicka 6E, 30-415 Krakow
Phone: 12 254 41 00
e-mail: szymon.malecki@euoscript.pl

Consulate of Belgium
ul. Solskiego 3/27, 31-216 Krakow
e-mail: konsulatuhonorowybelgii@gmail.com

Consulate of the Republic of Malta
ul. Karmelicka 30/3, 31-128 Krakow
Phone: 48 600 180 441
e-mail: konsulat@repubkamalty.pl

Consulate of the Republic of Lithuania
ul. Tarłowska 5/6, 31-102 Krakow
Phone: 12 413 65 18
e-mail: jan.widacki@gmail.com

Consulate of Finland
ul. św. Anny 5, 31-008 Krakow
Phone: 12 421 73 80
e-mail: j.kahl@nordichouse.pl

Consulate of the Islamic Republic of Pakistan
ul. Łukasiewicza 3, 31-429 Krakow
Phone: 12 299 13 01
e-mail: Leopold.sulkowski@gk.com.pl

Honorary Consulate General of Japan
ul. Grabowskiego 5/3, 31-126 Krakow
Phone: 12 633 43 59
e-mail: honoraryconsulofjapan@op.pl

Consulate of the Kingdom of Denmark
ul. św. Anny 5, 31-008 Krakow
Phone: 12 633 03 76
e-mail: j.kahl@nordichouse.pl

Consulate of the Kingdom of the Netherlands
ul. Kofaltaja 21, 50-006 Wrocław
Phone: 71 793 19 02
e-mail: nl.consul.wroclaw@gmail.com

Consulate of the Kingdom of Norway
ul. Mazowiecka 25, 30-019 Krakow
Phone: 12 633 03 76
e-mail: norkons_kr@wp.pl

Consulate of the People's Republic of Bangladesh
ul. Partyzantów 5, 41-200 Sosnowiec
Phone: 32 266 84 84
e-mail: konsul@konsulatbd.pl

Consulate of Mexico
ul. Wiedeńska 72, 30-147 Krakow
Phone: 12 636 52 59
e-mail: janusz.postolko@kk.pl

Consulate of Peru
ul. Straszewskiego 28, 31-113 Krakow
Phone: 12 645 07 87
e-mail: akrzanowski@gmail.com

Consulate of the Republic of Chile
ul. Floriańska 3, 31-019 Krakow
Phone: 12 428 92 50
e-mail: biuro@iph.krakow.pl

Consulate of the Republic of Croatia
ul. Ks. Jerzego Popiełuszki 36,
30-860 Krakow
Phone: 12 290 65 10
e-mail: konsulat@chorwacja.krakow.pl



Tourist information

Centrum Obsługi Ruchu
Turystycznego [Tourist
Service Office]
ul. Powiśle 11
Phone: (48) 513 099 688
powisle@infokrakow.pl

Sukiennice [Drapers' Hall]
Rynek Główny 1/3
Phone: (48 12) 433 73 10
sukiennice@infokrakow.pl

ul. św. Jana 2
Phone: (48 12) 421 77 87
jana@infokrakow.pl

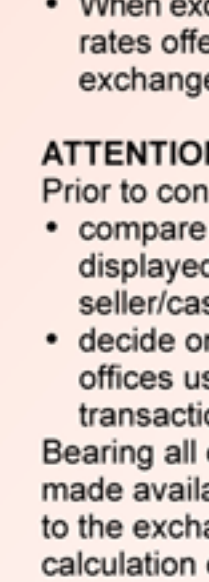
ul. Szpitalna 25
Phone: (48 12) 432 01 10
szpitalna@infokrakow.pl

Pawilon Wyspiańskiego
[Wyspiański Pavilion]
pl. Wszystkich Świętych 2
Phone: (48 12) 616 18 86
wyspianski@infokrakow.pl

ul. Józefa 7
Phone: (48 12) 422 04 71
jozefa@infokrakow.pl

Balice International Airport
Phone: (48 12) 285 53 41
balice@infokrakow.pl

www.infokrakow.pl
www.krakow.travel



For tourists travelling by car

ATTENTION!

Streets in the city centre have been divided into three zones:

- **Paid parking zone, divided into 3 subzones: P1, P2 and P3** – no restrictions to the movement of vehicles, but parking is paid. Payment can be effected in parking meters, with the use of a mobile phone, with a PayPass card or a payment card (presently only in the district of Kazimierz, i.e. in subzone P2, from 1 April) or by buying a residential license.
- **Zone A and B** – area where the movement of vehicles is restricted and parking is allowed only for cars with special markings or with a valid residential license.

If you're driving a car, you are obliged to hold the following:

driver's licence, the car's registration card, proof of valid civil liability insurance

Remember:

- the allowed limit of alcohol in the driver's organism:
 - blood level below 0.2 part per thousand
 - or
 - below 0.1 mg/dm³ of alcohol volume in breathed-out air,
- the car must be fitted with safety belts, and the driver and passengers are obligated to fasten those belts when the car is being driven,
- children until the age of 12, below 150 cm in height, should travel in a car seat appropriate for the child's height and weight,
- when driving, the driving lights should be turned on, both during the day and at night.

Obligatory car equipment:

- fire extinguisher
- warning triangle

Remember that traffic restrictions are binding for the centre of Krakow. Pay attention to road signs, avoid incorrect parking and use public transport. Do not overlook the obligation to buy a parking slip for parking in the Restricted Stationing Zone (Monday through Friday, 10:00-20:00 hours).



Safety

Krakow is a safe city but it remains among larger European agglomerations. Bear in mind the basic principles of safety, particularly during the tourist season, when many people visit the city. In a situation of danger, contact the emergency number at 112, the Police at 997 or the officer on duty for the Municipal Guards of the City of Krakow at 986.

In the street:

- in the evenings, choose brightly lit and frequented streets. Avoid dark, deserted areas (parks, gardens, yards, side streets),
- do not leave your documents, money or mobile phones in easily accessible or visible places.

In pubs, clubs etc.:

- before placing an order, check its overall price in a price list/menu

When travelling:

- remain careful when using public transport. It is easier to fall victim to theft in crowded spaces.

Cars:

- even when leaving your car for only a moment, make sure that all the windows have been closed, that the boot is locked and that the alarm system is on,
- never leave your documents inside your car,
- if you are going to town without your car, leave the keys in a safe place, such as the hotel room.

Money exchange offices:

- Money exchange can be effected in specially designated offices and banks. Banks usually charge commission on the service, thus the exchange is less profitable.
- When exchanging money in the exchange offices, note the exchange rates offered and, when possible, compare them with other exchange offices or verify at www.nbp.pl.

ATTENTION!

Prior to concluding a transaction:

- compare the exchange rate proposed on the information notice displayed outside the office with the one offered by the seller/cashier inside,
- decide on the transaction amount, bearing in mind that exchange offices use different rates, depending on the type of currency, transaction value and its subject, i.e. coins, banknotes, etc.

Bearing all of the above in mind, carefully read any and all information made available at the exchange office, especially anything pertaining to the exchange rates offered or, preferably, ask for the accurate calculation of the amount due following the exchange. Should you have any doubts or should the seller/cashier refuse to provide you with an answer, do not complete your exchange at such a place.

REMEMBER:

In the event of a possible dispute, if you are a resident of one of the Member States of the EU and Norway or Iceland, you may turn for help to the European Consumer Centre (www.konsument.gov.pl).

Municipal Guards

Krakow is a city with a thousand years of tradition, former seat to the kings of Poland and the site of many events important for both Polish and European history. For all of those reasons and more, the municipal authorities and order services appeal for appropriate behaviour, allowing tourists to enjoy Krakow's beauty while not disturbing its inhabitants' daily rhythm. The Police and Municipal Guards hold responsibility for maintaining order within the city area.

To avoid problems during your stay in Poland, bear the following in mind:

Offences punished with tickets:

- in public spaces, alcohol may only be consumed in the spaces designated precisely for this purpose. Failure to observe this prohibition is punished with a fine in the amount of PLN 100, imposed in the form of a penal ticket. Attempts to consume alcohol are also penalised. Foreigners shall pay the fine in cash directly to the officer present at the site where the offence was committed,
- disturbing public order, littering, public manifestations of socially unacceptable behaviours (loud shouting, urinating, vomiting, etc.) are likewise prohibited,
- smoking cigarettes in prohibited spots, such as public transport stops as well as playgrounds and parks is also subject to punishment.

Court proceedings:

- it may be refused to accept the ticket, whereas the foreigner is then transported directly to an interrogation, and later to a court trial,
- selling alcohol to underage and intoxicated persons constitutes a crime!

Offering help:

Many institutions in Krakow offer help to poor people. No person in need of aid will be devoid of it. Yet there are also people who see begging as a comfortable means of earning money under the pretext of needing funds for medicines or food.

Remember: Do not give any money to people begging in the street! Very often your money will just help them buy alcohol. Likewise, do not give money to children or young people offering flowers, newspapers, photos, beer coasters, street performances, etc. By giving them money, you deprive them of their childhood.

If you do intend to help the poor, contribute your money towards a charity institution of your choice. A list of such organisations is available at: http://ngo.krakow.pl/2911.ty,2.artykul,organizacje_pozarzadowe.html

MUNICIPALITY OF KRAKOW
Information, Tourism and City Promotion Department

pl. Wszystkich Świętych 3-4

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www.krakow.pl | www.krakow.travel

PARTNERS

