



## **Getting Around Kraków by Taxi: A Guide for Passengers**

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### **Maximum taxi fares in force in Kraków and how to report an overcharged fare.**

The national deregulation regulations introduced in 2019 significantly simplified access to the taxi profession. However, this does not mean that taxi passenger transport services within Kraków are not subject to any rules. Below you will find the most important information for passengers.

### **Proper identification of a legal taxi**

Every taxi operating in Kraków should have several markings: a side number with the Kraków coat of arms displayed on the doors, as well as a double-sided sticker placed on the rear right door window containing information about the maximum fares.

Sticker templates

Inside the vehicle, in a visible place, there should be a TAXI driver identification card containing the driver's photograph and personal details, the licence number and validity date, as well as a hologram.

ID card template

### **Maximum transport fares**

A licensed taxi may not exceed the maximum fares established by the Kraków City Council. The rates vary depending on the zone, day of the week, and time of day. Higher rates apply at night, as well as on Sundays and public holidays.

The following maximum fares apply in 2026:

- Initial fee: PLN 9
- Waiting time charge (all tariffs): PLN 55 per hour

1 km within Zone 1 (the most densely built-up area of Kraków):

- Weekdays, 6:00 a.m.–10:00 p.m.: PLN 4/km
- Weekdays, 10:00 p.m.–6:00 a.m., Sundays and public holidays: PLN 6/km

1 km within Zone 2:

- Weekdays, 6:00 a.m.–10:00 p.m.: PLN 8/km
- Weekdays, 10:00 p.m.–6:00 a.m., Sundays and public holidays: PLN 12/km



**Magiczny  
Kraków**

Practical example: A journey after 10:00 p.m. from Bagatela Theatre to AGH Student Campus (approx. 2 km) should cost around PLN 21 (PLN 9 initial fee + approx. PLN 12 for 2 km in Zone 1).

### **Overcharged taxi fare?**

The most important rule: the fare is not determined by the driver's proposal. Passengers pay solely on the basis of the taximeter reading or the amount shown in the mobile application.

Drivers using a taximeter are obliged to provide the passenger with a receipt confirming the service and serving as the basis for any complaint. For rides ordered via a mobile application, an electronic receipt should be sent to the passenger's e-mail address.

If you suspect that you have been overcharged, report the case to the Vehicle and Driver Registration Department of the Kraków City Office by e-mail at [km.umk@um.krakow.pl](mailto:km.umk@um.krakow.pl) or in person at 10 Powstania Warszawskiego Avenue.

The complaint should include:

the receipt showing the fare amount and travelled distance (for traditional taxis), or an electronic trip summary together with the generated invoice in PDF format (for app-based taxis). Exceeding the maximum fares may result in the withdrawal of the taxi licence.

### **Downloadable materials:**

- [Kraków by Taxi. Passenger guide \[EN, pdf\]](#)
- [Таксі у Кракові. Пам'ятка для пасажирів \[UA, pdf\]](#)