



## Safety

Krakow is a safe city, but it also one of the largest cities in Europe. You need to remember about basic safety rules, especially during the tourist season when a lot of people visit the city. In case of a threat, contact the emergency number (phone number: 112), the Police (997) or the City Guard officer on duty (986).

### In the street:

- In the evening, be sure to choose brightly lit streets used by people. Avoid dark, deserted areas (parks, gardens, courtyards, side streets).
- Never leave documents, money and mobile phones in easily accessible and visible spots.

### While travelling:

- Be careful when using public transport. It is easier to get robbed in a crowd.

### Vehicles:

- When leaving your vehicle, even for a while, make sure that all of the windows are closed, the boot is locked and the alarm is on.
- Never leave documents inside the vehicle.
- If you are going to see the city without a vehicle, leave the keys in a safe place, such as your hotel room.

### Currency exchange bureaux:

- Money can be exchanged at exchange bureaux and banks. Banks usually charge a commission, and the exchange is less profitable.
- When exchanging money in an exchange bureau, pay attention to the exchange rates. You may also compare them with other bureaux or with the rates published at [www.nbp.pl](http://www.nbp.pl).

### IMPORTANT:

Before you conclude a transaction:

- Compare the exchange rate displayed outside the exchange bureau with the one offered inside!
- Determine the transaction amount, remembering that exchange bureaux apply various rates depending on the currency, the value of the transaction and the object of the transaction (coins, banknotes, etc.).

Be sure to ask about all the information available at the exchange bureau with respect to the proposed exchange rate. It is best simply to ask for the exact amount you will receive. If you have any doubts and the bureau owner refuses to give you an answer, exchange your money elsewhere.

### REMEMBER:

In case of a potential dispute, if you are a citizen of a EU Member State, Norway or Iceland, you can ask the European Consumer Centre ([www.konsument.gov.pl](http://www.konsument.gov.pl)) for help.



## City Guard

Krakow is a city with a tradition of a thousand years, a former seat of Polish monarchs and a place of many events important for the history of Poland and Europe. This is why city authorities and policing services ask for proper behaviour, allowing tourists to enjoy the city without disrupting the life of its citizens. The organisations responsible for maintaining order in the city are the Police and the City Guard.

### In order to avoid problems while visiting Poland, remember:

#### Misdemeanours subject to a fine:

- In public places, alcohol may be consumed exclusively in spots intended for this purpose. Failing to observe this regulation is punishable by a PLN 100 penalty fine. Attempting to consume alcohol is also subject to a penalty. Foreigners pay the fine directly to the officer at the spot of committing the misdemeanour.
- Disrupting the peace, littering, public manifestation of socially unacceptable behaviour (e.g. loud screaming, urinating, vomiting) are also subject to a penalty.
- Smoking cigarettes in forbidden places, such as public transport stops, playgrounds or parks, is subject to a penalty.

#### Court proceedings:

- You can refuse to accept a mandate. In such a case, as a foreigner, you will be taken directly to be questioned and then to court for a hearing.
- Selling alcohol to minors and persons intoxicated with alcohol is a criminal offence!



## How to help

Krakow has a number of institutions offering help to the poor. Nobody in need is left without help. However, there are people who treat begging as a good way of making money on the pretext of collecting it for medicine or food. Remember: Do not give your money to people begging in the streets! Your money may be used for purchasing alcohol. Do not give your money to children and young people offering flowers, newspapers, pictures, beer pads, street shows, etc. By giving them money, you take away their childhood.

If you really want to help the poor, give your money to a charity of your choice. A list of such organisations can be found at: <http://www.krakow.pl/mowis/?Mode=baza>

## KRAKOW CITY HALL

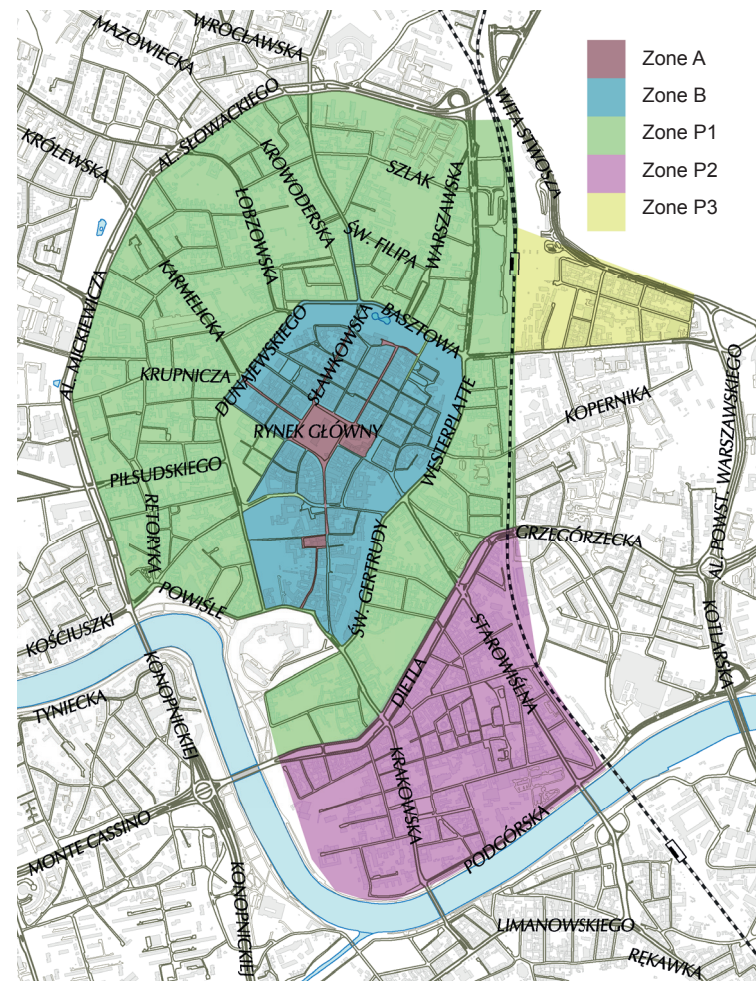
Information, Tourism and City Promotion Department

pl. Wszystkich Świętych 3-4

Phone: +48 12 616 60 52, Fax: +48 12 616 60 56

[marketing@um.krakow.pl](mailto:marketing@um.krakow.pl)

[www.krakow.pl](http://www.krakow.pl) | [www.krakow.travel](http://www.krakow.travel)



PARTNERS



# Welcome to Krakow

## Guide





## Useful phone numbers

When calling to Poland from abroad, please use the +48 prefix.  
When calling from other parts of Poland and within Krakow, please use the 12 prefix.

**Police:** 997

### Police Stations:

Police Station  
Rynek Główny 29  
phone: (48 12) 615 73 17 (line open 24/7)

Police Station I in Krakow  
ul. Szeroka 35  
phone: (48 12) 615 29 14 (line open 24/7)

Police Station II in Krakow  
ul. Lubicz 21  
phone: (48 12) 615 29 15 (line open 24/7)

**City Guard:** 986

**Fire service:** 998

**Ambulance:** 999

**Emergency number for mobile phones:**  
112 (line open 24/7)

**Krakow-Balice International Airport:**  
ul. kpt. Medweckiego1,  
phone: (48 12) 295 58 00 (24/7 airport information)  
e-mail: [info@krakowairport.pl](mailto:info@krakowairport.pl)

**Polish Tourism Organisation safety line**  
(from 21 May to 30 September 2012)  
0 800 200 300 (toll-free for landline phones)  
0 608 599 999 (for mobile phones, fees as calculated by the operator)

**Medical information:**  
phone: (48 12) 661 22 40 (24/7)

**Emergency medical service:**  
ul. św. Łazarza 14; phone: (48 12) 428 99 99 (24/7)



## Consulates

### Consulates General:

**Consulate General of Austria**  
ul. Napoleona Cybulskiego 9,  
31-117 Krakow  
phone: 12 424 99 40; fax: 12 421 67 64  
e-mail: [krakau-gk@bmeia.gv.at](mailto:krakau-gk@bmeia.gv.at)

**Consulate General of the Russian Federation**  
ul. Biskupia 7, 31-144 Krakow  
phone: 12 422 26 47; fax: 12 422 90 66  
e-mail: [konskrk@pro.onet.pl](mailto:konskrk@pro.onet.pl)

**Consulate General of France**  
ul. Stolarska 15, 31-043 Krakow  
phone: 12 424 53 00; fax: 12 424 53 20  
e-mail: [contact@cracovie.org.pl](mailto:contact@cracovie.org.pl)

**Consulate General of the Federal Republic of Germany**  
ul. Stolarska 7, 31-043 Krakow  
phone: 12 424 30 00; fax: 12 424 30 10  
e-mail: [info@krakau.diplo.de](mailto:info@krakau.diplo.de)

**Consulate General of the Slovak Republic**  
ul. św. Tomasza 34, 31-027 Krakow  
phone: 12 425 49 70; fax: 12 425 49 72  
e-mail: [cg.krakow@mzv.sk](mailto:cg.krakow@mzv.sk)

**Consulate General of the United States of America**  
ul. Stolarska 9, 31-043 Krakow  
phone: 12 424 51 00; fax: 12 424 51 03  
www: <http://krakow.usconsulate.gov>

**Consulate General of Ukraine**  
al. Beliny-Prażmowskiego 4,  
31-514 Krakow  
phone: 12 429 60 66; fax: 12 429 29 36  
e-mail: [kons@plk.internetdsl.pl](mailto:kons@plk.internetdsl.pl)

### Consulates:

**British Consulate**  
ul. św. Anny 9, 31-008 Krakow  
phone: 12 421 70 30; fax: 12 421 70 30  
e-mail: [kk@kkarasinski.pl](mailto:kk@kkarasinski.pl)

**Honorary Consulate of the Federative Republic of Brazil**  
ul. Wrocławska 53, 30-011 Krakow  
phone: 12 633 40 88; fax: 12 634 05 28  
e-mail: [brazylia.konsulat@gremi.pl](mailto:brazylia.konsulat@gremi.pl)

**Consulate of Finland**  
ul. św. Anny 5, 31-008 Krakow  
phone: 12 421 73 80; fax: 12 421 72 91  
e-mail: [j.kahl@nordichouse.pl](mailto:j.kahl@nordichouse.pl)

**Consulate of the Islamic Republic of Pakistan**  
ul. Łukasiewicza 3, 31-429 Krakow  
phone: 12 299 14 17; fax: 12 294 47 20  
e-mail: [Leopold.sulkowski@gk.com.pl](mailto:Leopold.sulkowski@gk.com.pl)

**Honorary Consulate General of Japan**  
ul. Grabowskiego 5/3, 31-126 Krakow  
phone: 12 633 43 59; fax: 12 632 68 80  
e-mail: [honoraryconsulofjapan@op.pl](mailto:honoraryconsulofjapan@op.pl)

**Consulate of the Kingdom of Denmark**  
ul. św. Anny 5, 31-008 Krakow  
phone: 12 421 71 20, 421 73 80;  
fax: 12 421 72 91  
e-mail: [j.kahl@nordichouse.pl](mailto:j.kahl@nordichouse.pl)

**Consulate of the Kingdom of the Netherlands**  
ul. Kollątaja 21, 50-006 Wrocław  
phone: 71 790 19 02  
e-mail: [consnl@centrum-niderlandzkie.pl](mailto:consnl@centrum-niderlandzkie.pl)

**Consulate of the Kingdom of Norway**  
ul. Mazowiecka 25, 30-019 Krakow  
phone: 12 633 03 76  
e-mail: [norkons\\_kr@wp.pl](mailto:norkons_kr@wp.pl)

**Consulate of the People's Republic of Bangladesh**  
ul. Partyzantów 5, 41-200 Sosnowiec  
phone: 32 266 84 84; fax: 32 266 04 74  
e-mail: [konsul@konsulatbd.pl](mailto:konsul@konsulatbd.pl)

**Consulate of Mexico**  
ul. Wiedeńska 72, 30-147 Krakow  
phone: 12 636 52 59; fax: 12 638 05 58  
e-mail: [janusz.postolko@kki.pl](mailto:janusz.postolko@kki.pl)

**Consulate of Peru**  
ul. Straszewskiego 28, 31-113 Krakow  
phone/fax: 12 645 07 87  
e-mail: [akrzanowski@gmail.com](mailto:akrzanowski@gmail.com)

**Consulate of the Republic of Chile**  
ul. Floriańska 3, 31-019 Krakow  
phone/fax: 12 428 92 50  
e-mail: [biuro@iph.krakow.pl](mailto:biuro@iph.krakow.pl)

**Consulate of the Republic of Croatia**  
ul. Ks. Jerzego Popiełuszki 36,  
30-860 Krakow  
phone/fax: 12 290 65 10  
e-mail: [konsulat@chorwacja.krakow.pl](mailto:konsulat@chorwacja.krakow.pl)

**Consulate of the Republic of Estonia**  
ul. Floriańska 15/4, 31-019 Krakow  
phone: 12 429 16 98; fax: 12 422 80 3  
e-mail: [p.paluch@kppm.pl](mailto:p.paluch@kppm.pl)

**Consulate of the Republic of Kazakhstan**  
ul. Lubicz 25, 31-503 Krakow  
phone: 12 619 78 30; fax: 12 619 78 32  
e-mail: [balasz@pnig.krakow.pl](mailto:balasz@pnig.krakow.pl)

**Consulate of the Republic of Latvia**  
ul. Malborska 130, 30-624 Krakow  
phone: 12 350-55-50; fax: 12 350 55 51  
e-mail: [konsul.honorowy@republikaotwy.pl](mailto:konsul.honorowy@republikaotwy.pl)

**Consulate of Romania**  
al. Solidarności 36, 25-323 Kielce  
phone: 41 334 75 00; fax: 41 334 75 01  
e-mail: [office@roconskielce.org](mailto:office@roconskielce.org)

**Consulate of Slovenia**  
ul. Mikołowska 29, 41-400 Mysłowice  
phone: 32 317 14 44; fax: 32 317 14 86  
e-mail: [biuro@konsulat-slovenia.com.pl](mailto:biuro@konsulat-slovenia.com.pl)

**Consulate of Sweden**  
ul. św. Anny 5, 31-008 Krakow  
phone: 12 421 73 80; fax: 12 421 72 91  
e-mail: [j.kahl@nordichouse.pl](mailto:j.kahl@nordichouse.pl)

**Consulate of Italy**  
ul. Wenecja 3, 31-117 Krakow  
phone: 12 429 29 21; fax: 12 411 20 99  
e-mail: [consolatoitaliano.cracovia@wp.pl](mailto:consolatoitaliano.cracovia@wp.pl)



## Tourist information

Tourist Services Centre  
ul. Powiśle 11  
phone: (48) 513 099 688  
[powisle@infokrakow.pl](mailto:powisle@infokrakow.pl)

Cloth Hall  
Rynek Główny 1/3  
phone: (48 12) 433 73 10  
[sukiennice@infokrakow.pl](mailto:sukiennice@infokrakow.pl)

ul. św. Jana 2  
phone: (48 12) 421 77 87  
[jana@infokrakow.pl](mailto:jana@infokrakow.pl)

ul. Szpitalna 25  
phone: (48 12) 432 01 10  
[szpitalna@infokrakow.pl](mailto:szpitalna@infokrakow.pl)

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

ul. Józefa 7  
phone: (48 12) 422 04 71  
[jozefa@infokrakow.pl](mailto:jozefa@infokrakow.pl)

Krakow-Balice International Airport  
phone: (48 12) 285 53 41  
[balice@infokrakow.pl](mailto:balice@infokrakow.pl)

[www.infokrakow.pl](http://www.infokrakow.pl)  
[www.krakow.travel](http://www.krakow.travel)



## For motorised tourists

**ATTENTION!**  
**The streets in the city centre are divided into three zones:**

- **Paid parking zone divided into 3 sub-zones: P1, P2 and P3** – traffic is not limited, but you have to pay for parking. Payments can be made at parking meters, via mobile phone, with the KKM card or with a payment card (currently only in the Kazimierz district, i.e. in sub-zone P2, from 1 April) or by means of purchasing a resident license.
- **Zones A and B** – areas where traffic is limited and parking is permitted only for vehicles with special labels or with a paid resident license.

**If you are driving a vehicle, you must be in possession of:**

- Driving licence,
- Vehicle registration card,
- Automobile liability insurance.

**Remember:**

- Permissible alcohol levels in the driver's body:
  - less than 0.02% in blood,
  - or
  - less than 0.1 mg/dm<sup>3</sup> in exhaled air.
- Your vehicle must be equipped with seatbelts. The driver and the passengers are obligated to have their seatbelts fastened while the vehicle is in motion.
- Children under 12 and shorter than 150 cm should travel in a booster seat appropriate for the child's height and weight.
- While driving, vehicle headlights must be turned on both during the day and at night.

**Obligatory vehicle equipment:**

- Fire extinguisher,
- Warning triangle.

Please remember that there are traffic limitations in the city centre, pay attention to road signs, avoid improper parking and try to use public transport. Please remember about the obligation to purchase a parking ticket when leaving your car in the Limited Parking Zone (Monday to Friday, 10. a.m. to 8 p.m.).