Krakow is a safe city, but it exo 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 (267) or the City Guard officer on duty (966).

**In the street:**
- In the evening, be sure to choose brightly lit streets and try to avoid dark, deserted areas (parks, gardens, courtyards, side streets).
- Never leave documents, money and mobile phones in easily accessible and visible spots.

**While traveling:**
- 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 door 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 key in a safe place, such as your hotel room.

**Currency exchange bureaus:**
- 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, keep attention to the exchange rates. You may also compare them with other bureaux or with the rates published at wwwлеп.

**Important:**
Before you conclude a transaction:
- Compare the exchange rate displayed outside the exchange bureau with the one offered inside.
- Remember that the exchange rates for various bureaux vary, depending on the currency, the value of the transaction and the object of the transaction (coins, banknotes, etc.).
- Be sure to talk about all the information available at the exchange bureau with respect to the proposed exchange rate. It is best 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 CEE Member State, Norway or Iceland, you can ask the European Consumer Centre (www.konsument.gov.pl) for help.

**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 insist beg- ging as a good way of making money on the pretext of collecting it for the Salvation Army. 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 pales, 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/movie?Model=440a
Useful phone numbers

Police Stations:
- Police Station Rynak Glowny 29
  phone: (48 12) 615 73 17 (line open 24/7)
- Police Station I in Krakow
  phone: (48 12) 615 29 14 (line open 24/7)
- Police Station II in Krakow
  phone: (48 12) 615 29 15 (line open 24/7)

City Guard: 986

Fire service: 999

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

Police Stations:
- Police Station ul. Napisowskiego 5, 31-117 Krakow
  phone: (48 12) 629 06 40; fax: (48 12) 627 67 64
  e-mail: krakow-g@bpmza.pl
- Police Station General of the Russian Federation
  ul. Baszki 7, 31-144 Krakow
  phone: (48 12) 242 26 47; fax: (48 12) 622 95 86
  e-mail: konsm@poez.org
- Police Station General of France
  ul. Sobieskiego 10, 31-043 Krakow
  phone: (48 12) 43 46 55; fax: (48 12) 43 46 52
  e-mail: kontakt@kzoo.org
- Police Station General of the Federal Republic of Germany
  ul. Sobieskiego 1, 31-043 Krakow
  phone: (48 12) 34 30 00; fax: (48 12) 34 30 10
  e-mail: info@krakow.cipis.pl
- Police Station General of the Slovak Republic
  ul. św. Tomasz 34, 31-027 Krakow
  phone: (48 12) 46 70; fax: (48 12) 46 46 72
  e-mail: skg.kro@gmail.com
- Police Station General of the United States of America
  ul. Sobieskiego 6, 31-043 Krakow
  phone: (48 12) 64 51 00; fax: (48 12) 64 51 03
  www: http://krakow.usconsulate.gov
- Police Station General of Ukraine
  al. Batory-Piwniczne 4, 31-514 Krakow
  phone: (48 12) 439 06 88; fax: (48 12) 439 29 36
  e-mail: konsul@intermitt.pl
- Consulates:
  British Consulate
  ul. św. ARMY 5, 31-008 Krakow
  phone: (48 12) 427 70 30; fax: (48 12) 427 70 30
  e-mail: klic@konsulat.pl
- Honorary Consulate of the Federative Republic of Brazil
  ul. Rzeźnikowskiego 28, 31-113 Krakow
  phone: (48 12) 633 40 88; fax: (48 12) 634 05 38
  e-mail: brazylia.konsulat@pogm.pl
- Consulate of Poland
  ul. św. ARMY 5, 31-008 Krakow
  phone: (48 12) 427 73 86; fax: (48 12) 427 92 91
  e-mail: konsul@konsulat.pl
- Consulate of the Federal Republic of Germany
  ul. Lubicz 25, 31-019 Krakow
  phone: (48 12) 429 92 50; fax: (48 12) 429 92 51
  e-mail: kontakt@konsulat.pl
- Consulate of the Islamic Republic of Pakistan
  ul. Łukasiewicza 3, 31-428 Krakow
  phone: (48 12) 299 14 17; fax: (48 12) 299 47 20
  e-mail: leopold.lukasiewicz@okj.pl
- Honorary Consulate General of Japan
  ul. Gdanskiego 5/3, 31-128 Krakow
  phone: (48 12) 43 53 56; fax: (48 12) 43 62 88 80
  e-mail: home.konsul@japip.org
- Consulate of the Kingdom of Denmark
  ul. św. ARMY 5, 31-008 Krakow
  phone: (48 12) 421 71 20, 427 93 80; fax: (48 12) 421 99 99
  e-mail: j.kahl@nordichouse.pl
- Consulate of the Kingdom of the Netherlands
  ul. Kolejowa 21, 50-065 Wrocław
  phone: 11 791 19 02
  e-mail: inform@centrum-nederlandia.pl
- Consulate of the Kingdom of Norway
  ul. Mazarnewska 25, 31-019 Krakow
  phone: (48 12) 633 07 78; fax: (48 12) 633 07 79
  e-mail: konsul@konsulat.krakow.pl
- Consulate of the Republic of Latvia
  phone: (48 12) 439 98 90; fax: (48 12) 439 98 91
  e-mail: balasz@pnig.krakow.pl
- Consulate of the Republic of Lithuania
  ul. Lubliniec 27, 31-020 Krakow
  phone: (48 12) 299 58 10; fax: (48 12) 299 58 11
  e-mail: balza@zgs.krakow.pl
- Consulate of the Republic of Estonia
  ul. św. Krzyża 14, 31-019 Krakow
  phone: (48 12) 421 77 87; fax: (48 12) 421 77 88
  e-mail: joza@infokrakow.pl

Tourist Services Centre
ul. Powstanców 11
phone: (48 12) 813 09 688
www.infokrakow.pl

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

Wyspa Piasek Pavilion
Pl. Wysockiego, Swętłych 2
phone: (48 12) 816 18 86
wypisphanski@pkrakow.pl

Polish Tourism Organisation
ul. 3 Maja 100, 30-059 Krakow
phone: (48 12) 422 04 71
joza@infokrakow.pl

Koszko-Balice International Airport
ul. Józefa 7
phone: (48 12) 422 04 71
joza@infokrakow.pl

www.infokrakow.pl
www.krakow.travel

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 KON 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,
  • less than 0.1 mg/dm³ 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 day and at night.

Obligatory vehicle equipment:
• Fire extinguisher,
• Warning triangle.
Please remember that there are traffic limitations in the city centre,
point 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.
8 p.m.).