

# Kraków Basics

This guide will provide practical information worth considering while you visit Kraków - you will find here information on visas, public transport, important rules etc.

## Finding your way around Kraków

Kraków is one of Europe's most walkable cities and there is an integrated transport system for going further. This section gives you the basics of getting into the city centre and how to find your way once you're there.

## How do I get to Kraków? ✈️

Most people will arrive in Kraków via **John Paul II International Airport**, which is roughly 30 minutes from the city centre with good transportation links.

There is a **bus line 300** going from the airport to the city center, here you will find the schedule: [https://jakdojade.pl/KRAKOW/rozkład-jazdy/przystanek/Krak%C3%B3w%20Airport/STOP\\_1215\\_286101?lineId=MPK\\_KRAKOW-300&direction=1](https://jakdojade.pl/KRAKOW/rozkład-jazdy/przystanek/Krak%C3%B3w%20Airport/STOP_1215_286101?lineId=MPK_KRAKOW-300&direction=1)

You can also use the **train going from the airport (Kraków Lotnisko) to Kraków main train station (Kraków Główny)**. The train leaves every half hour, the ride lasts 17 minutes and costs 17 zł, unless you buy the ticket from the conductor on the train - then it can be more expensive. You can buy your ticket in stationary ticket machines of Małopolska Agglomeration Card (MKA) at the airport terminal and on the platform or in the iMKA application (<https://mka.malopolska.pl/en/aplikacja-mobilna-imka>).

The machines are also located at the Kraków Główny station, in case you need a ticket for your way back home. At the Kraków Główny station you will also find the ticket office of the company "Koleje Małopolskie". It is located on the mezzanine floor, under platform V, at the exit from the mezzanine towards Bosacka Street and Małopolski Bus Station.

## How to order a taxi? 🚖

If you prefer a taxi it is worth downloading the **Uber, Bolt, Free Now** apps - they show you the fare and the position of the driver in real time. We advise you not to use the taxis available at the airport and train station, as their prices are often inflated. At the train station you can call Uber/Bolt/Free Now from the upper car park.

Other recommended local taxis are:

**Mega Taxi** - download the app or call (12) 196 25 or 124 000 000 or 124 124 124

<https://megataxi.pl/>

**Icar Taxi** - call +48 12 653 5555 or +48 12 888 0000

<https://icartaxi.eu/>

## How do I get around Kraków? 🚌

Kraków is a uniquely walkable city, as much of the Old Town is pedestrianised. All the same, there is an efficient and reasonably-priced public transport system of integrated trams and buses.

**When you arrive at the congress registration point, we will give you a bus ticket** covering the period of your congress participation and post-congress trip. Stamp your ticket in the yellow machine on your first journey.

**If you need to buy your ticket** in advance to reach your hotel or conference registration, you will find ticket machines at most stops. They are easy to use and accept cards. Expect to pay 4zł-6zł for a single journey of 20-60 minutes. Stamp your ticket in the yellow machine once on board.

**You can also buy your ticket via apps on your phone** - Jakdojade or Mobilet.

<https://jakdojade.pl/>

<https://www.mobilet.pl/>

**If you are over 70 you can use public transport for free.** You must have a valid document with your date of birth in case of ticket control.

### How to plan routes?

You can plan routes with the Jakdojade planner - <https://jakdojade.pl/onboarding>

You can download the **Jakdojade** app on your phone.

### Which bus or tram stops will I need?

As you attend the congress, there are several locations that you will definitely need to get to.

#### The useful locations are:

- The University of the National Education Commission (UKEN, ul. Podchorążych 2) – stop name: Uniwersytet Pedagogiczny, trams 4, 8, 13, 14, 24
- Fine Arts Academy (pl. Jana Matejki 13) – stop name: Stary Kleparz, trams 3, 4, 8, 14, 18, 20, 24, 44, 50; buses 124, 152, 424
- Dom Utopii, (Osiedle Szkolne 26 a) - stop name: Struga, trams 1, 3, 4, 8, 9, 11, 14, 16, 17, 18, 19, 20, 21, 22, 24, 44, 49, 50, 52; buses 123, 132, 139, 142, 149, 163, 172, 193, 442, 501
- Cricoteka (ul. Nadwiślańska 2/4); Museum MOCAR (ul. Lipowa 4) - stop name: Plac Bohaterów Getta, trams 1, 3, 5, 17, 19, 24
- Museum of Photography, ul. Rakowicka 22a - stop name: Uniwersytet Ekonomiczny, tram 72, buses 182, 189, 482, 501, 511  
or stop Muzeum Fotografii, tram 72 (it is an on-demand stop)
- Galeria Podbrzezie (ul. Podbrzezie 3) - stop name: Miodowa, trams 1, 3, 5, 17, 19, 24  
or stop Stradom, trams 1, 3, 4, 5, 8, 10, 13, 14, 18, 20, 22, 24, 50, 52
- International Cultural Centre, (Rynek Główny 25) - stop name: Plac Wszystkich Świętych, trams 1, 4, 8, 13, 14, 18, 20, 24
- Hotel Wyspiański - stop name: Poczta Główna, trams 1, 3, 5, 10, 18, 20, 24, 50, 52  
Night trams and buses: 62, 64, 69, 605, 610, 662, 669
- Hotel Stradom House - stop name: Stradom trams 1, 3, 4, 5, 8, 10, 13, 14, 18, 20, 22, 24, 50, 52, night trams and buses 62, 64, 69, 610, 662  
or Wawel, trams 1, 4, 5, 8, 10, 13, 14, 18, 20, 24, 50, night trams 64, 69

## How will I find my way around in Kraków?

Kraków is very well signposted. You'll find the name of the street attached to the wall on nearly every corner, or on a pole in the middle of pedestrianised areas. "Ulica" (often abbreviated as ul.) pretty much means "street" and "Plac" means "place".

## How to get to the main venue? How to move around the building?



The main venue is The University of the National Education Commission (UKEN, ul. Podchorążych 2). When you get off the tram at the stop 'Uniwersytet Pedagogiczny', you have to cross the street and enter this building. Choose the main entrance at the front. The cloakroom is located at the bottom of the building and the auditorium – Aula Danka – on the 1st floor.

All auditorias at the university are equipped with induction loops

## Basic safety in Kraków

Kraków is a relaxed and tolerant city, with low crime rates. However, as in any city, you should keep your wits about you, as theft and scams are always possible.

## Important rules

**In Poland, you can only cross the street in designated lanes.**

**If there is a traffic light at a street crossing, you may only cross on a green light.**

**You must not use your phone when crossing a street crossing.**

**You can also get a fine for this.**

**You may not smoke at bus stops and you may not consume alcohol in public places (e.g. on the street, in the park, in squares).**

## Emergencies in Kraków

The number for emergency services from a mobile phone is 112. Once you're through, you can select which service you need: ambulance, police, or fire department.

**For medical emergencies**, ask for an ambulance or go to the hospital at ul. Wrocławska 1-3 or ul. Prądnicka 35-37 or ul. Jakubowskiego 2. For minor medical problems, you can go to a

pharmacy where a pharmacist will help you - most pharmacies can communicate in English. There are several 24-hour pharmacies in Kraków:

os. Centrum A bl. 4, tel. 800 110 110

ul. Kalwaryjska 94, tel. 800 110 110

ul. Karmelicka 23, tel. 12 631 19 80

ul. Kazimierza Wielkiego 117, tel. 12 637 44 01

ul. Kronikarza Galla 26, tel. 12 636 73 65

ul. Stojałowskiego 6, tel. 800 110 110

ul. Wolska 1, tel. 12 657 13 16

ul. Zielińska 3, tel. 800 110 110.

There is a police station on the main square in the Old Town at Rynek Główny 29. It has a small, plain entrance with a shield and Komisariat Policji sign above the door.

## Kraków money basics

Poland is a modern European country and is as advanced as almost any other country when it comes to money. You can pay for almost anything with a contactless debit or credit card, and cash is easy for tourists to get hold of without exorbitant costs.

### What currency is used in Poland?

Although Poland is in the European Union, the country uses its own currency – the złoty (roughly pronounced as “zwoty”), which is abbreviated as zł or PLN – instead of the Euro. It’s a good idea to bring a bit of backup currency into the country with you, but you can easily withdraw some when you arrive, or pay your way with a debit card.

### Do I need to tell my bank before I travel to Kraków?

Always inform your bank before travelling and check that your cards will work internationally. If your bank is partnered with a Polish equivalent, they may offer a better exchange rate. Try a couple of different banks if you’re having problems withdrawing money, then call the number on the back of the card and you should be able to get it unfrozen.

### Can I pay with a card in Kraków?

All variations on Visa and Mastercard debit and credit cards are almost universally accepted in Polish shops, restaurants, and museums, and the country was quick to move to contactless payments. Other cards, such as American Express are less widely accepted.

### Can I pay with my phone in Kraków?

Any Apple or Android payment system should work here, exactly as a contactless debit card would.

### Can I withdraw cash in Kraków?

Visa and Mastercard are also widely accepted in Polish ATMs (‘Bancomat’). Cash machines don’t usually carry a usage fee, especially if you stick to the main banks. You can check with your bank which ATM is best for you. There are also several banks in the city center.

### How do I change money in Kraków?

You're unlikely to need to change currency once you arrive but exchange offices (look for 'Kantor') are competitive and often don't ask for commission. Wait until you've left the airport and get to the city. There is one in the Galeria Krakowska shopping mall and a number around the Old Town. Try ul. Slawkowska or Grodzka. These are usually open 8/9am-6pm Monday-Friday and 9/10am-2pm on Saturday, but closed on Sundays, and some stay open longer. Make sure they advertise two rates (buying and selling) and confirm any transaction fees upfront.

### When are the banks open in Kraków?

Banks are typically open Monday to Friday between 8am and 5pm, although they will close on certain public holidays.

### Can I use cash in Kraków?

It is perfectly possible to spend a week in Kraków with just a debit card. However, there are occasions when cash is more useful. Keep a few notes for emergencies and tipping and some loose change in case you need to use a public toilet.

### How much should I tip in Kraków?

Add 10% in bars, cafes, and restaurants if the service has been good. Although it is not customary to tip taxi drivers, feel free to round up the fare to the nearest 5 or 10zł.

## Practical Kraków basics

### Do I need a visa for Poland?

EU citizens can travel for as long as they like in Poland without a visa. Poland is in the European Schengen Area, which allows citizens of many countries to enter without a visa for up to 90 days. As a general rule of thumb, you should have at least six months left until your passport expires.

### What customs restrictions are there in Poland?

Again, you should check the governmental travel rules of your home country, especially for bringing duty-free type items out of Poland. Your airline can also provide details of which items are forbidden on the plane. You cannot take more than €10,000 worth of currency into or out of Poland and there are restrictions on artworks and antiques. VAT can be claimed on goods over 200zł within 30 days.

### What language do they speak in Poland?

Polish is the official language, however English is widely (and fluently) spoken in central Kraków. The more formal "hello" is "Dzień dobry" (pronounced "jen doh-bri") and "goodbye" is "Do widzenia" ("doh veet-zen-ya"). "Please" is "Proszę" (prosheh) and "thank you" is "Dziękuję" ("jen-koo-yeh").

### What time zone is Kraków in?

Poland observes CET (Central European Time / UTC +1) from late October to late March.

## What electrical plugs are used in Kraków?

Poland uses the same 230V / 50Hz 'type E' plug as much of Europe. These have two round pins. If you are coming from North or South America, you should have a voltage converter as well as a plug adapter, as the voltage on your devices will be different.

## Is it safe to drink the water in Kraków?

Kraków's tap water is of the highest quality and perfectly safe to drink or clean your teeth with.

## Kraków phone and internet basics

### Can I use my phone in Kraków?

Don't expect to see many public pay phones in Kraków. You'll need to find out what fees your contract covers from your phone provider. EU residents can usually roam freely throughout the Schengen Area without having to pay extra, whereas travellers from the UK will generally be charged. If your phone is compatible and you want to buy a temporary SIM, you'll need to make sure your phone is unlocked. You can buy a pre-paid card, e.g. Play, T-mobile etc., at most kiosks and Żabka stores. Keep an eye on usage and toggle between airplane mode or turn off mobile data use if necessary.

### How do I use my phone in Kraków?

The city code for Kraków is 12. All landline and mobile numbers have nine digits, including the city code. You don't need to dial 0 before calling a number in a different Polish city. Poland's country code is 48, so you would dial 00-48 followed by the local 9-digit number, if you wanted to call from a different country. If you want to dial another country from Poland, use the 00 prefix, followed by the country code (i.e., 44 for the UK).

### Where can I use the internet in Kraków?

Check the data allowance for your plan while travelling with your phone provider or buy a SIM card with data once you arrive. Your hotel should provide some kind of free WiFi. Many cafes in the city let you log on. There is also limited free WiFi in the main train station and airport. Consider using a VPN if you're going to log into public networks.

 **The University of the National Education Commission also provides free WiFi for guests: UP\_INTERNET** - it doesn't require a password. 

## Basics for tourists

### Where will I find a tourist office in Kraków?

There's a branch of InfoKraków at the Cloth Hall in the main market square (on the opposite side to St. Mary's Basilica). This is open from 9am every day, until 7pm in the high season, and 5pm during the rest of the year. If that's closed for some reason, you'll find a branch open from 9am-7pm in nearby ul. Świętego Jana. There is also an office open from 9am-5pm in ul. Józefa in Kazimierz.

If you would like to go to **Auschwitz**, you can ask in Hotel Wyspiański, which organises group tours.

### Where can I send postcards in Kraków?

There are many post office branches in Kraków, located for example in the shopping mall Galeria Krakowska (ul. Pawia 5) - it is open from 9am-10pm Monday-Friday and closed on Sundays. Next to the mall there is another one (ul. Lubicz 4), open every day from 8am - 12am.

### Where are the public toilets in Kraków?

You can use the toilets for free in bars, restaurants, and cafes, as well as museums and other tourist attractions, provided you are a customer. You'll also find them in train stations and shopping malls like Galeria Krakowska, where there may be a 2zł fee, so carry some small change with you. Look for 'toaleta' or 'WC', in general, or "damskie" / "dla pan" for women's and "męskie" / "dla panów" for men's toilets. The symbol for a women's toilet is sometimes a circle and an upside-down triangle for men.