

Help and advice
for consumers
in Europe



World Youth Day Cracow 2016

#WYD2016

July 26–31



Cloth Hall in Cracow

ECC Poland has gathered some important information for European consumers travelling to Poland to take part in World Youth Day 2016 in Cracow.

#registration #location #transportation #safety #services #entertainment

Last-minute registration is still open

To fill a registration form, go to [Registration Services Page](#).

Event locations & schedule

The 2016 World Youth Day (WYD) will be held at multiple locations in Cracow, mostly in the Błonia Park, nearby Częstochowa, and along the route of Pope's visit on 27-31 July 2016. Complex schedule with exact locations [is available at the official organizer's page](#). If you have any questions concerning WYD 2016 schedule (or other questions about WYD organisation), you may contact organizer's call centre under phone number +48 12 446-73-33 (available in Polish, English, Spanish, Italian and French – 24/7 during WYD week), [use contact form](#), or ask via e-mail:

- info.pl@krakow2016.com (Polish),
- info.en@krakow2016.com (English),
- info.es@krakow2016.com (Spanish),
- info.it@krakow2016.com (Italian),
- info.fr@krakow2016.com (French).

Additionally to the main event, number of minor events will be held in multiple parts of Poland. For further information, please check [here](#).

Transportation

By car

Also, it is important to note that during the World Youth Day certain streets in Cracow will be shut down temporarily. If you want to travel by your own car – besides closed areas are [marked on this map](#) and described [here](#) – we recommend checking roads availability before every journey [on a special page shared by the city of Cracow](#). There also exists [an app](#) dedicated to warning about traffic problems.

Also, it may be crucial to note that Polish laws regarding tram vs. car right of way may at first appear difficult to adopt. Please be careful while driving through tram tracks.

Information about Polish traffic laws can be gained thanks to [EC's page, or by using the GoingAbroad app](#).

By public transport

Cracow offers multiple possibilities of travelling by the means of public transportation, including buses, trams, trains and special *fast trams*. Also, during the World Youth Day, dedicated tram lines will be introduced.

All *Pilgrim's Packages* distributed by the organizer allow pilgrims to use Cracow's public transportation system free of charge. However, unregistered pilgrims will have to use their own means of transportation or to pay for travels via public transport.

You can look at public transportation schemes [at the KMK page](#), or you can download maps prepared specially for pilgrims [at the city's Magiczny Kraków page \(by clicking on links at the bottom of the article\)](#).

Additionally, you can use [one of popular travel planners](#) for planning your journeys around Cracow.

Outside Cracow

A [special page of Polish National Railroad](#) might be helpful during journeys outside Cracow (standard timetable & search engine: [click here](#)).

If you want to drive by yourself, GDDKiA will assist you with any necessary information through [the webpage](#) or under the phone number: 19-111.

Law & safety

[City's Internet page offers a handy guide to the most important regulations](#). Also, you may want to check for [other safety-referring recommendations](#).

Folder discussing safety matters is available for download [here](#).

You're politely ask – while you will be taking part in WYD 2016 – to inform one of listed services about every spotted case of:

- people's unusual or hazardous behaviour,
- abandoned luggage,
- cars parking in abnormal or forbidden places,
- other suspicious phenomenon.

Your attention & cooperation is crucial in avoiding several more or less serious dangers and contributes massively into the general security.

Services. Useful & emergency phone numbers

- Emergency hotline: 112.
 - Emergency medical services: 999.
 - Fire department: 998.
 - Police: 997.
 - City Guard: 986 (in case of minor offences, e.g. improper parking, littering, or drinking alcoholic beverages in public).
 - Power emergency services: 991.
 - Gas emergency services: 992.
 - Heating emergency services: 993.
 - Water and sanitation emergency services: 994.
 - Traffic emergency services: 995.
 - 24/7 medical advice: +48 12 66-12-240.
 - Security telephone numbers for foreigners: +48 608-599-999, +48 800-200-300.
 - Tourist hotline: +48 22 27-87-777, +48 608-599-999.
-

- Other: TP directory enquiries: 118-913; TP international directory enquiries: 118-912; Miejskie Przedsiębiorstwo Komunikacyjne S.A. in Cracow – telephone number for interventions relating to public transport: 19-285; Miejskie Przedsiębiorstwo Komunikacyjne S.A. in Cracow – information about public transport: 19-150.

Entertainment & culture

Culture & entertainment

Cracow is often referred to as the cultural capital of Poland. It offers a wide range of entertainment possibilities. List of accessible activities is available under [this web address](#).

To find out more about museums in Cracow, check at [InfoKraków Points' webpage](#).

Restaurants

Search engine & map of restaurants with explanations on how to get to certain places are available [here](#). For information about organizer-supplied meals: [check here](#).

Accommodation

If you are looking for an accommodation, please go [here](#) (map & list of hotels in Cracow).

Help from the ECC

ECC Poland informs consumers about their rights in the EU, Norway and Iceland, and assists in solving problems with traders from other EU countries. ECC's services are free of charge

ECC Poland provides help by phone and e-mail. You can contact us under following phone & fax numbers or under the following e-mail address:

Tel.: + 48 22 55-60-118

Fax: + 48 22 55-60-359

E-mail: info@konsument.gov.pl

You can also contact us by traditional mail or in person (precise instructions on how to get to the ECC are available [here](#)):

The Conference Centre of the OCCP, room 1.5.
Plac Powstańców Warszawy 1, 100-950 Warsaw.

Centrum Konferencyjne UOKiK, p. 1.5.
Plac Powstańców Warszawy 1, 100-950 Warszawa, Poland.

If you want to know more about consumer's rights in Poland, please download the ECC Poland flyer [Shopping in Poland](#).

Also, ECC-Net prepared an *ECC-Net Travel* application - a perfect companion for travels around the European Union. Consumers are able to use it for gaining information about their rights in specific situations and obtaining expressions typical for each country – application provides direct translations in 25 languages. The app is free and works in offline mode; it is available in: [Google Playstore \(Android\)](#), [Apple app store \(iOS\)](#), [Windows Apps+GamesStore \(Windows Phone\)](#).



Additional information

For general information regarding travels to Poland, please check [the Polish Ministry of Foreign Affairs' site](#) or [at Cracow's site](#).

You can also download guide dedicated for pilgrims [here](#).

[Official Cracow webpage](#) (including [parts dedicated to the World Youth Day](#)) and [WYD portal](#) can also provide lots of useful facts.

It is also possible to possess [free Cracow.pl mobile application](#). You can download more useful apps [here](#).

English is a very popular language in Poland, but if you want to make sure if a catering spot, shop or taxi company you're planning to use offers services in this tongue, please check [here](#) or look for official stickers saying *Please come in, we do speak English here!*

If you want to listen to radio-transmitted simultaneous translations during WYD (Polish, English, Spanish, French, Italian, Ukrainian, German, Portuguese and Russian), you should

bring a portable radio with headphones and spare batteries. Radio frequencies which translations will be transmitted on will be published right before the event.

Information concerning disabled pilgrims is accessible [here](#) ([FAQ sheet](#)) - questions should be submitted at disabilities@krakow2016.com (English and French).

You can check weather forecasts & warnings regarding weather conditions [here](#) or [here](#).



Wawel Castel in Cracow