

WORLD YOUTH DAY

A TOURIST IN POLAND ADVICE FOR CONSUMERS

Free guidebook by Poland's Office of Competition and Consumer Protection (UOKiK)

Currency



The currency in Poland is the **Polish złoty (PLN, zł)**. Currency can be exchanged at a kantor (the Polish word for a currency exchange office) or at a bank. **For current exchange rates, see www.nbp.pl** (available in English).

Careful! When exchanging money at a currency exchange office, be aware of the exchange rate, and always ask if the office charges a commission.

Payment cards are accepted in the majority of Polish shops, though some may require a minimum purchase amount e.g. PLN 20 (approx. EUR 4.5). **Some larger shops accept payments in EUR.** You can find information about the exchange rates for such payments at the cash desk.

1 EUR = 4.40 PLN
1 USD = 4.00 PLN

Shopping



Remember: Think before you make a purchase. In Poland, products that aren't defective can't be returned only because you don't like them or they don't fit. Returns depend only on the goodwill of the seller—inquire before you make a purchase.

If a product you have purchased in Poland is defective, you have the right to file a complaint – **up to 2 years from the date of the purchase.** To do so, contact the seller. You'll need proof of purchase, so don't throw your receipts away. Remember that you have options when filing the complaint: you can demand that a product be repaired or replaced, or that the seller reduce the price or refund your money.

Shopping hours



In cities, large shops and shopping malls are open 7 days a week, usually from 10:00 am till late evening. They are closed on bank and religious holidays, e.g. on 15 August.

Accommodation



You can find accommodation at hotels, motels, boarding houses, hostels, camping or private rooms. Check beforehand if amenities such as meals, parking, and saunas are complimentary.

In ****, ***, and ** hotels and motels, every room must have a bathroom. Rooms in boarding and guest houses have their own bathrooms only if they are four- or five-star facilities. Each of these must accept payment by card.

If you rent a room from an individual, for example on-line, make sure there are no additional fees, such as for bed linen, water, electricity, or cleaning.

Restaurants



The ingredients in each dish are included on the menu as restaurants are required by law to offer that information. If a service charge is going to be added to the bill, that too will be in the menu, but ask the waiter about it before ordering.

Also be sure to ascertain that the restaurant accepts payment by card before you order.

Smoking



In Poland, smoking is prohibited – and subject to a 500 PLN fine – on trains, public transport vehicles, in taxis, administrative offices, hospitals, bus and train stations and tram and bus stops. In restaurants, smoking is permitted only in specially designated smoking rooms.

Public transport



You can buy a ticket for a bus or tram at a kiosk, from the driver or in vending machines located near bus/tram stops or inside the buses and trams.

Public transport journey planner: www.jakdojade.pl (available in English). This site provides the best routes and directions to take some of the mystery out of getting around abroad.

Important notice: You must validate your ticket immediately after boarding any public transport vehicle.

Trains



You can buy train tickets at stations or online, and also from the conductor, though these are more expensive as they include a commission for the ticket. Inform the train conductor immediately that you don't have a ticket. Otherwise, you may be slapped with a fine.

Train timetable: www.rozklad-pkp.pl (available in English, German and Russian).

Taxi



You pay for the trip at the destination by cash or card – ask beforehand if the driver accepts cards. The price for a taxi already on location in popular tourist destinations, at airports and stations may be higher than if you call for one. **Average prices per 1 km in major Polish cities are: PLN 2.70 or EUR 0.55 (day fare); PLN 4 or EUR 1 (night fare).** Apart from the price of the fare travelled, there is also a start fee of about PLN 6 or EUR 1.4.

Note: The price is displayed on a sticker on a side window of traditional taxis.

You can order a taxi using one of many popular smartphone apps.

Car



Tourists from the U.S. and other countries that have not signed the Vienna Convention on Road Traffic need an international driving licence. Citizens of the EU, Norway, Iceland, Switzerland, etc. don't need an international driving licence.

All cars must have **civil liability insurance.** And don't forget, we drive on the right side of the road!

Car rental: Be sure to understand what insurance coverage is provided with the vehicle and what is included in the price, if there are any additional fees (for example for damage caused or for additional drivers), what the payment terms are and if there is a mileage limit. Check the condition of the car and make sure to sign a written agreement.

Note: When returning a rented car, sign a report confirming the car has not been damaged.

Speed limits in Poland: Built-up areas: 50 km/h (between 5 am and 11 pm); 60 km/h (between 11 pm and 5 am), non-built up areas: 90 km/h; expressways: 120 km/h; motorways: 140 km/h.

There are fees for using city centre car parks: Monday – Friday between 10 am and 8 pm (Kraków), 8 am – 6 pm (Warsaw), 9 am – 5 pm (Gdańsk). One hour costs about PLN 3 (EUR 0.70). On Saturdays, Sundays, and bank holidays car parks are free.

Free consumer assistance



The European Consumer Center Network (ECC-Net) offers free of charge help and advice to consumers on their cross-border purchases when travelling or shopping online. ECC-Net consists of 30 offices in the 28 EU Member States, Norway and Iceland. **In order to find the center of your country contact European Consumer Center in Poland: +48 22 55 60 118 / info@konsument.gov.pl or visit www.konsument.gov.pl**