

"Open Krakow" program

Since September 2016, Krakow has the "Open Krakow" Program, which is a kind of urban integration policy. It is thanks to this program that the guide you are reading was created, and most of the city's procedures are published in English, Ukrainian and Russian. More about the program here.



Do you have any questions? Contact us!

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<https://www.facebook.com/ProgramOtwartyKrakow>



https://www.instagram.com/otwarty_krakow/



**Krakow - a city for everyone.
 City guide for foreigners.**

Krakow – a city for everyone!
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Dear Residents of Krakow!

Multiculturalism built the identity of historic Krakow and we want it to create it today as well. We are glad that you have chosen our city as a place to live, study, work or safe asylum.

We are committed to making everyone feel at home in Krakow. That is why we have once again prepared the Guide for you, which will help you move around the city and run your errands here. Krakow is a city that is open, socially engaged and, above all, responsive to the needs of all residents – including the newest ones. We listen to your problems and do everything to make it easier for you to join our community.

everything to make it easier for you to join our community.

We realize how challenging it can be to be fluent in Polish, so we make every effort to communicate with each other. That is why this guide has been prepared in four language versions: Polish, English, Ukrainian and Russian. In this way, we want to reach the widest possible audience of our new residents to say that.

Krakow is a city for everyone!

Jacek Majchrowski

A handwritten signature in black ink, appearing to read 'Jacek Majchrowski'. The signature is written in a cursive style and is positioned below the printed name.

Mayor of the City of Krakow

MULTICULTURAL KRAKOW

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BRIEF HISTORY OF THE CITY

Krakow is located in southern Poland, in the Malopolska Voivodeship. It lies on the banks of the Vistula River. In 1257, the so-called foundation of the city under the Magdeburg Law took place in a new urban plan, and Krakow received new privileges and an organizational and legal form. Until 1795 Krakow was formally the capital of Poland, but the seat of the rulers since 1596 was Warsaw.

If you are interested in the history of Krakow, we recommend a video prepared by the National Heritage Institute: Krakow – historic city complex – here¹.



THE OLD TOWN

The Old Town is the oldest part of Krakow, located at the foot of Wawel Hill. The hill is home to the Wawel Castle and the Wawel Cathedral, and the necropolis of the kings of Poland. For centuries Krakow has been a center of state and diocesan power, a city of culture, art and science. It has always attracted Poles and foreigners, primarily Czechs, Italians, Germans, Armenians, Scots and Jews. Ordinary citizens, artists and scholars settled here.

Contacts with cultures from all over the world enriched the city and its inhabitants. When you take a walk in Krakow, you will find traces of the city's multicultural history, including:

- ⇒ townhouses and chapels of the Boner, Cellari, Montelupi, Pinozzi foundations,
- ⇒ the Wierzynek restaurant, founded by a German, Nikolaus Wirzig, who settled in Krakow in 1327,
- ⇒ khachkar – an Armenian votive plaque at St. Nicholas Church(ul. Kopernika 9), where masses are held in the Armenian rite,
- ⇒ a Turkish townhouse on ul. Długa (on the corner of ul. Pędzichów), decorated with motifs typical of Turkish architecture and culture.

Krakow's rich history is reflected not only in the cultural aspect, but also in the culinary one. The city boasts a rich gastronomic offer, as evidenced by the title of European Capital of Gastronomic Culture, awarded in 2019, and successive distinctions of Krakow restaurants in the Michelin Guide.

SYMBOLS OF KRAKOW

St. Mary's bugle call – played every hour from St. Mary's Church, snapped off in half a tone to commemorate the legendary tale of a Tartar arrow that pierced the throat of a bugler attempting to warn residents of an invasion. At noon, the bugle is broadcast by Polish Radio.

Sigismund Bell – founded by King Sigismund the Old. In 1521 it was hung on the Sigismund Tower. Its powerful sound, dominating the city, is heard at moments of particular importance for the state.

Jagiellonian University – one of the oldest universities in this part of Europe, founded in 1364.

Wawel Castle – a partially fortified hill towering over the Old Town; at the top of the hill is the royal castle and cathedral with the necropolis of kings.

Krakow Obwarzanek – a type of popular snack baked in the city since the Middle Ages, which must first be cooked in boiling water and then baked. Traditional obwarzaneks are those with coarse salt or poppy seeds.

The Wawel Dragon – a legendary creature that lived in the Dragon's Den, which today is part of the Wawel Castle exhibit open from May to the end of October. By the Vistula River, in front of the den since 1972 stands a sculpture by Bronislaw Chromy – a dragon breathing fire.

Krakow pigeons – birds permanently inscribed in the urban landscape, especially the Main Square. According to the legend, they are the 13th-century spell-bound knights of Prince Henry Probus.

Old Kleparz – the city's oldest market, a place to buy fruits, vegetables, spices, country dairy, local and oriental products, but also a place to socialize. Here you can drink coffee, prosecco, you can eat oriental falafel and Ukrainian salo. It is part of the good tone in Krakow to be seen on a Saturday morning in Kleparz.

Sausages from Blue Nysa Van – a snack sold since the 1990s at night from a blue van parked at the Market Hall. A place pictured in the film Angel in Krakow.

Zapiekanki from Okrągłak – an important dining spot on the city map. You can buy Zapiekanki (baguettes with various toppings served hot) in the building of former butcheries in the Jewish quarter of Kazimierz, the so-called okrągłak on Plac Nowy.



FLAG OF THE ROYAL
CAPITAL CITY OF
KRAKOW



COAT OF ARMS OF THE
ROYAL CAPITAL CITY OF
KRAKOW



ENSIGN
OF THE CAPITAL ROYAL
CITY OF KRAKÓW

KRAKOW – THE CITY OF MANY RELIGIONS

Krakow of many faiths and many nationalities has survived to the present day. Among others, the following operate here:

- ⇒ Jewish Religious Community¹,
- ⇒ Islamic Cultural Center²
- ⇒ Evangelical Augsburg Church³
- ⇒ Orthodox Parish of the Dormition of the Mother of God⁴,
- ⇒ Greek Catholic Parish of the Exaltation of the Holy Cross⁵,
- ⇒ Armenian Cultural Society⁶ i Armenian School⁷.



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CULTURE IN KRAKOW

CYCLICAL CULTURAL EVENTS IN KRAKOW



Milosz Festival

www.miloszfestival.pl



Conrad Festival

www.conradfestival.pl



Megabit BOMB
Lem Festival

www.bombamegabitowa.com



Book Fair

www.ksiazka.krakow.pl



Off Camera

www.offcamera.pl



Krakow Film Festival

www.krakowfilmfestival.pl



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|  | BNP Paribas Green Film Festival | www.greenfestival.pl |  |
|  | Etiuda&Anima International Film Festival | www.etiudaandanima.pl |  |
|  | International Festival of Street Theaters | www.teatrko.pl |  |
|  | Krakov Opera Summer Festival | www.opera.krakow.pl |  |
|  | Children's Theater Festival | www.nck.krakow.pl |  |
|  | Krakov Theater Miniatures | www.nck.krakow.pl |  |
|  | International Festival of Ukrainian Theatre „East-West” | www.wschod-zachod.com.pl |  |
|  | International Theater Fe- stival Divine Comedy | www.boskakomedia.pl |  |
|  | Materia Prima | www.materiaprima.pl |  |
|  | Opera Rara | www.operararakrakow.pl |  |
|  | Misteria Paschalia | www.misteriapaschalia.com |  |

-  Film Music Festival www.fmf.fm 
-  The Festival of Polish Music www.fmp.org.pl 
-  Audio Art Festival www.audio.art.pl 
-  Summer Jazz Festival Krakow www.summerjazz.pl 
-  Music in the Old Krakow www.mwsk.eu 
-  Live Music Festival www.livefestival.pl 
-  Sacrum Profanum www.sacrumprofanum.com 
-  Unsound Festival www.unsound.pl 
-  Jewish Culture Festival www.jewishfestival.pl 
-  Etno Krakow Rozstaje Festival www.etnokrakow.pl 
-  Musica Divina www.musicadivina.pl 

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|  | Krakow All Soul's Day Jazz Festival | www.krakowskiezaduszkijazzowe.eu |  |
|  | Jazz Juniors Festival and Competition | www.jazzjuniors.com |  |
|  | Krakow Jazz Autumn | www.kjj-festiwal.pl |  |
|  | Krakow Accordion Festival | www.krakowskifestiwalakordeonowy.pl |  |
|  | „Shanties” International Festival of Sailing Songs | www.shanties.pl |  |
|  | Krakow International Festival of Composers | www.festiwal.zkp.krakow.pl |  |
|  | Krakow Photomonth Festival | www.photomonth.com.pl |  |
|  | Patchlab Digital Art Festival | www.patchlab.pl |  |

FAIR AND MARKETS

In the very center of Krakow, in the Main Market Square take place:

- ⇒ Christmas Fairs
- ⇒ International Folk Art Fair
- ⇒ antiquarian fairs (in the summer months).

KRAKOW NIGHTS

Dużym Free events are of great interest to residents:

- ⇒ Night of Museums
- ⇒ Night of Theaters in June

- ⇒ Night of Dancing also in June
- ⇒ Malopolska Night of Scientists in September
- ⇒ Night of Studio Cinemas in April
- ⇒ Jazz Night
- ⇒ Cracovia Sacra Night¹
- ⇒ Night of Poetry²



CULTURE PARKS IN KRAKOW

Cultural parks are a pioneering tool for protecting the historical heritage of Krakow 's most valuable areas – in a broad landscape perspective – i.e. one that is not limited to the protection of monuments alone, but also considers it important to care for the public space that surrounds these monuments. Krakow has become a leader in the implementation of the idea of cultural parks compared to the rest of the country – so far it has created three areas protected in this way – in the Old Town and Kazimierz with Stradom – listed on the UNESCO World Heritage List, and in Nowa Huta. A cultural park in practice means, among other things, taking care of the aesthetics of public space, cleaning up the city, fighting advertising chaos, our joint responsibility for areas particularly affected by rapid commercialization and tourism, the uncontrolled growth of the catering and hotel industry and its negative consequences: the disappearance of general-public functions, excessive noise or disruption of night silence.

For more information, visit the Krakow Cultural Parks website here³.

SIGNIFICANT CULTURAL PLACES IN KRAKOW

RECOMMENDED WALK DESTINATIONS

MULTICULTURAL KRAKOW Krakow is a city of culture, so the cultural life of the city takes place both in cultural institutions and on the streets during numerous days, fairs and festivals. The entire city is alive with culture, and some of its landmarks have been immortalized in films and literature.

Rydlówka – the house where the wedding of Jadwiga Mikołajczykówna and Lucjan Rydel took place. The event inspired Stanislaw Wyspianski to write his play "The Wedding." Today, a branch of the Museum of Krakow (ul. Tetmajera 28) is located here.

Jama Michalika – this atmospheric cafe was the birthplace of the famous Zielony Balonik (Green Balloon) cabaret (ul. Floriańska 45).

Loch Camelot – cafe associated with the cabaret of the same name, located in ul. Św Tomasza. There, in addition to the cabaret, you can admire a collection of sculptures by folk and non-professional artists and drink good coffee.

Piwnica pod Baranami – the site of a literary cabaret and the nearby Vis a Vis pub, with a statue of the Piwnica's founder and legendary announcer, Piotr Skrzynecki, located at Rynek Główny 27.

Jaszczury Club – a place of concerts, debates, discussions, exhibitions and meetings, also dances (Rynek 8).

Kazimierz – Krakow's iconic district and iconic sites, for example:

- ⇒ Alchemia Club (ul. Estery 5),
- ⇒ Hotel Klezmer-Hois (ul. Szeroka 6 – also the headquarters of the Austria publishing house),
- ⇒ Center of Jewish Culture Judaica (ul. Meiselsa 17) – a place where important public debates, sometimes panel discussions, exhibitions and shows are held.

Podgórze – former city founded by Emperor Joseph II in 1784. Since 1915 it has been part of Krakow, located on the right bank of the Vistula River. Worth seeing here include:

- ⇒ Bernatek Footbridge (named after Fr. Laetus Bernatek, a monk who initiated the construction of the new headquarters of the hospital of the Benefratarian Order),
- ⇒ Podgórze Market Square along with St. Joseph's Church,
- ⇒ Lasota Hill, where the annual Rękawka holiday takes place,
- ⇒ St. Benedict's Church and Fort 31 "St. Benedict" located nearby,
- ⇒ Krakus Mound, which offers one of the most beautiful panoramas of Krakow,
- ⇒ Liban's quarry – a historic site of pre-war works where the population was forced to perform forced labor during World War II. At the bottom of the quarry stretches a path made of broken matzevot, created for the scenography of Steven Spielberg's film *Schindler's List*,
- ⇒ Oskar Schindler's Emalia Factory – its owner, Oscar Schindler, saved about 1,200 Jewish people during World War II, for which he was awarded the title of Righteous Among the Nations; now a branch of the Krakow Museum (ul. Lipowa 4),
- ⇒ The grounds of the former German Nazi camp of KL Plaszow, where

there is now an open-air exhibition depicting the history of the camp.

- ⇒ The area of the former Jewish ghetto and Plac Bohaterów Getta (Ghetto Heroes' Square) (formerly plac Zgody). There is a monument commemorating the ghetto and Krakow's Jews, and the former Apteka pod Orłem (Eagle Pharmacy) (a branch of the Krakow Museum). It was the only pharmacy located in the Krakow ghetto, run by Tadeusz Pankiewicz, the only Pole living in the area.

Chosen tourist routes:

- ⇒ Krakow Fortress Trail – promoting the heritage of Krakow's defensive architecture, which includes more than 100 fortress buildings, dating back to the 19th century, as well as the Wawel Castle, the defensive walls with the Florian Gate and the Barbican. There are more than 20 sites on the trail, which are open to visitors.
- ⇒ Nowa Huta – a socialist city designed from scratch with a unique urban layout, recognized as a Monument of History. Currently part of Krakow.
- ⇒ Dragon Trail – created on the initiative of residents who voted for this project during the civic budget vote. Following this route, you can see dragon figurines, whose costumes and attributes thematically relate to the places where they were placed.
- ⇒ The trail of women of Krakow. An important place in the history of Krakow is held by women. With their heritage in mind, a new tourist route was created in Krakow.

You can find more about the tourist routes here¹.

MUSEUMS IN KRAKOW

There are several museum institutions in Krakow, including the National Museum² and Krakow Museum³ they are institutions that have multiple branches and locations.

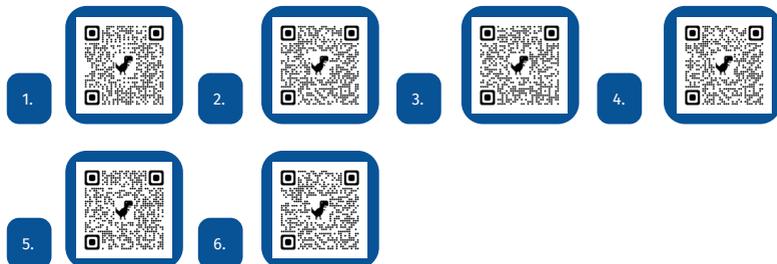
Also worth seeing:

- ⇒ The Manggha Museum of Japanese Art and Technology⁴,
- ⇒ Mufo – Museum of Photography History⁵,



- ⇒ Museum of Modern Art Mocar¹,
- ⇒ Ethnographic Museum – Etno Muzeum²,
- ⇒ Museum of Pharmacy³,
- ⇒ Museum of Engineering and Technology⁴,
- ⇒ Tadeusz Kantor Museum Cricoteka⁵.

A place worth visiting is the courtyard of The Jagiellonian University Museum Collegium Maius⁶, one of the most beautiful and interesting places on the map of Krakow.



TRADITIONS THAT HAVE LASTED TO THIS DAY

- ⇒ the celebratory procession in honor of the city's patron saint, St. Stanislaus, a religious event, is always held on the first Sunday after the 8th of May,
- ⇒ Corpus Christi procession – the celebration begins in the morning with a mass in front of the Wawel Cathedral, and then the procession heads to the Main Square,
- ⇒ Emmaus – an indulgence held on the second day of Easter at the Norbertine Sisters' monastery in Salwator,
- ⇒ Rękawka – a festival held on the Tuesday after Easter on Lasota Hill and Krak Mound (historical reconstructions and displays of medieval historical scenes are held here),
- ⇒ Juwenalia – a celebration of students of Krakow's universities and colleges, for a few days the President ceremoniously hands over the keys to the city to the students, who from then on "rule" in Krakow,
- ⇒ Lajkonik parade – on the octave of Corpus Christi, a unique procession headed by the Lajkonik marches through the streets of Krakow from Salwator to the Main Square,
- ⇒ Wianki Festival of Music – a festival in a bend of the Vistula River near Wawel (but also in other locations) combined with a fireworks show,

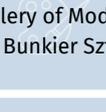
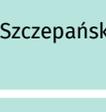
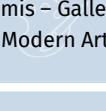
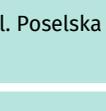
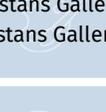
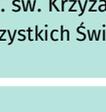
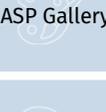
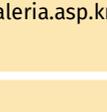
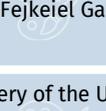
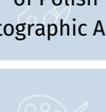
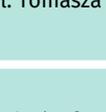
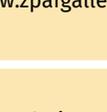
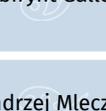
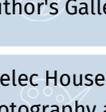
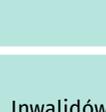
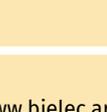
- ⇒ The Grand Parade of Dragons, combined with a dragon family picnic and laser show, concert and pyrotechnic effects – on the Vistula boulevards and in the Main Square.
- ⇒ Cracovian Nativity Scene – is a unique urban tradition started in the late 19th century, involving the construction of Nativity scenes with elements of the city's distinctive architecture. The tradition was inscribed on UNESCO's Intangible Heritage of Humanity List in 2018. Every year on the first Thursday of December, a competition for the most beautiful Krakow nativity scene is held in the Main Square in Krakow.

CINEMAS, THEATRES, GALLERIES AND LIBRARIES

|  Stary Theater |  ul. Jagiellońska 5 |  www.stary.pl |   |
|---|---|---|--|
|  Stu Theater | al. Krasieńskiego 16-18 | www.scenastu.pl |  |
| Juliusza Słowacki Theater | pl. św. Ducha 1 | www.teatrwnakrakowie.pl |  |
|  Ludowy Theater | os. Teatralne 34 | www.ludowy.pl |  |
|  Bagatela Theater | ul. Karmelicka 6 | www.bagatela.pl |  |
| Łażnia Nowa Theater | os. Szkolne 25 | www.laznianowa.pl |  |

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|-----------------------------|-----------------------|--------------------------|---|
| KTO Theater | ul. Krowoderska 74 | www.teatrkto.pl |  |
| Variete Theater | ul. Grzegórzecka 71 | www.teatrvariete.pl |  |
| AST Theater | ul. Straszewskiego 22 | www.krakow.ast.krakow.pl |  |
| Groteska Theater | ul. Skarbowa 2 | www.groteska.pl |  |
| Nowy Proxima Theater | ul. Krakowska 14 | www.teatrnowy.pl |  |
| Barakah Theater | ul. Paulińska 28 | www.teatrbarakah.pl |  |
| Teatr Figur Kraków | ul. Sienkiewicz 14 | www.teatrfigur.pl |  |
| Teatr Współczesny in Krakow | ul. Starowiślna 21 | www.teatrkrakow.pl |  |
| Praska 52 Theater | ul. Praska 52 | www.ckpodgorza.pl |  |
| Bez Rzędów Theater | ul. Krakowska 13 | Teatr Bez Rzędów |  |
| Scena Supernova | ul. Zybkiewicza 12 | www.scenesupernova.pl |  |

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|  Agrafka Cinema |  ul. Krowoderska 8 |  www.kinoagrafka.pl |   |
|  Kika Cinema | ul. Krasickiego 18 | www.kinokika.pl |  |
|  Kijów Cinema | al. Krasieńskiego 34 | www.kijow.pl |  |
|  Paradox | ul. Krupnicza 38 | www.kinoparadox.pl |  |
|  Pod Baranami Cinema | ul. Rynek Główny 27 | www.kinopodbaranami.pl |  |
|  Mikro | ul. Lea 5 | www.kinomikro.pl |  |
|  Sfinks Cinema | os. Górali 5 | www.sfinks.okn.edu.pl |  |
|  Krakow Philharmonic |  ul. Zwirzyńska 1 |  www.filharmoniakrakow.pl |   |
|  Krakow Opera | ul. Lubicz 48 | www.opera.krakow.pl |  |

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|  Gallery of Modern Art Bunkier Sztuki |  pl. Szczepański 3a |  www.bunkier.pl |  |
|  Artemis – Gallery of Modern Art |  ul. Poselska 15 |  www.artemis.art.pl |  |
|  Dystans Gallery I Dystans Gallery II |  ul. św. Krzyża 14 pl. Wszystkich Świętych 8 |  www.dystans.gallery |  |
|  ASP Gallery |  ul. Basztowa 18 |  www.galeria.asp.krakow.pl |  |
|  Jan Fejkiel Gallery |  ul. Sławkowska 14 |  www.fejkielgallery.com |  |
|  Gallery of the Union of Polish Photographic Artists |  ul. Tomaszka 24 |  www.zpafgallery.pl |  |
|  Szalom Gallery |  ul. Józefa 16 |  www.galeriaszalom.pl |  |
|  Labirynt Gallery |  ul. Brzozowska 9/1 | | |
|  Andrzej Mleczko Author's Gallery |  ul. Jana 14 |  www.mleczko.pl |  |
|  Bielec House of Photography and Painting |  pl. Inwalidów 6 |  www.bielec.art.pl |  |

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|-------------------------|-----------------------|-----------------------|---|
| Dyląg Gallery | ul. Tomasza 22 | www.dylag.pl |  |
| Rayen Gallery | ul. Brzozowa 7 | www.raven.krakow.pl |  |
| Art Agenda Nova | ul. Batorego 2 | www.nova.art.pl |  |
| Olympia | ul. Szlak 13 | www.olympiagaleria.eu |  |
| UFO Art Gallery | ul. Krakowska 13 | www.ufoart.gallery |  |
| Piana Gallery | ul. Retoryka 24 | www.pianagallery.com |  |
| Jak Zapomnieć Gallery | ul. Bonifraterska 3/1 | | |
| Pryzmat Gallery | ul. Łobzowska 3 | www.zpapakrakow.pl |  |
| Shefter Gallery | ul. Jabłonowskich 6 | www.sheftergaller.com |  |
| Starmach Gallery | ul. Węgierska 5 | www.starmach.eu |  |
| Szara Kamienica Gallery | ul. Rynek Główny 6 | www.szarakamienica.pl |  |

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|---|-----------------------|------------------------------------|---|
| BB Gallery | ul. Garbarska 24 | www.galeriabb.com |  |
| 2 Światy Gallery | ul. Brzozowa 14 | www.galeria2swiaty.pl |  |
| Krypta u Pijarów Gallery | ul. Pijarska 2 | www.galeria.pijarzy.pl |  |
| Bronisław Chromy Author's Gallery | ul. Krańcowa 9 | www.bronislawchromy.pl |  |
| Podbrzezie Gallery | ul. Podbrzezie 3 | www.galeriapodbrzezie.up.krakow.pl |  |
| Zdzisław Beksiński's Gallery in Krakow | al. Jana Pawła II 232 | www.nck.krakow.pl |  |
| Jerzy Duda-Gracz's Author's Gallery in Krakow | al. Jana Pawła II 232 | www.nck.krakow.pl |  |

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|--|--|--|---|
|  |  |  |  |
| International Cultural Center | ul. Rynek Główny 25 | www.mck.krakow.pl |  |
| Villa Decius Cultural Institute | ul. 28 lipca 1943 | www.willadecjusza.pl |  |
| Nowa Huta Cultural Center | al. Jana Pawła II 232 | www.nck.krakow.pl |  |

| | | | |
|---------------------------------------|-------------------|--|---|
| C.K. Norwid Cultural Center | os. Górali 5 | www.okn.edu.pl |  |
| Krakow – Nowa Huta Cultural Center | os. Zgody 1 | www.krakownh.pl |  |
| Podgorze Cultural Center | ul. Sokolska 13 | www.ckpodgorza.pl |  |
| Dworek Białoprądnicki Cultural Center | ul. Papiernicza 2 | www.dworek.pl |  |
| Jewish Community Center | ul. Miodowa 24 | www.pl.jcckrakow.info |  |
| Krakow Culture Forum | ul. Mikołajska 2 | www.krakowskieforum.pl |  |
| Krakow Festival Office | ul. Wygrana 2 | www.kbf.krakow.pl |  |

Libraries of Krakow

The Krakow Library is the Main Library and nearly 60 branches and library branches throughout the city. All information about the libraries' activities (addresses, opening hours, online catalog, events) is available on the site.

You can create a library account on the ePUAP platform, or you can sign up stationarily by visiting the library branch of your choice (an ID is required).

Readers can order books electronically, reserve and prolong. A new feature is the possibility to borrow and return books and audiobooks via book ma-



www.biblioteka.krakow.pl

chines available at the Main Library, Branch No. 16, Branch No. 21 and Branch No. 42.

A branch of foreign-language collections is available at Branch No. 21 (ul. Królewska 59). Foreign-language books are also available at Branch No. 31 (ul. J. Kantego Przyzby 10). The Krakow Library's online catalog features collections of books in English, Ukrainian, Croatian, French, Spanish, Lithuanian, German and Russian. These collections make it easier for readers to search for books in foreign languages.



www.mocak.pl

MOCAK Library

Those interested in contemporary art will find exhibition catalogs, artists' monographs, albums, Museum publications, as well as books in the fields of philosophy, sociology, cultural studies, anthropology, gender studies or psychoanalysis .

Provincial Public Library in Krakow

The Provincial Public Library in Krakow, popularly known as the "Library on Rajska," is the main public library of the Malopolska region. Its collection includes about 500,000 items. The library offers books in various languages, including English, French, Ukrainian, Spanish, Russian and many others. There are literature departments for children and youth, as well as a music department with sheet music, periodicals. Braille books are available, as well as many audiobooks for the visually impaired.



www.rajska.info



Wojewódzka
Biblioteka
Publiczna
w Krakowie

INSTYTUCJA KULTURY
WOJEWÓDZTWA
MAŁOPOLSKIEGO



www.dzialajwarte.wordpress.com

Arteteka

Arteteka is a kind of special media room of the Provincial Public Library in Krakow. It is located in the Malopolska Garden of Art. It has a wide range of contemporary music CDs, a diverse collection of films including both classics and the latest productions, books and magazines published in traditional form on issues related to

contemporary art, including photography, architecture, film, theater, street art, computer games, design, animation, fashion, and a rich collection of the Malopolska Comics Studio.

FAMOUS KRAKOWIANS

Many famous people were born or tied their lives to Krakow contributing to its development. Here are some of them:

- ⇒ **Wit Stwosz** – Gothic sculptor, painter and graphic artist, came from Nuremberg, and is the creator of the Dormition of the Blessed Virgin Mary altarpiece in St. Mary's Church, among others.
- ⇒ **Bronislaw Malinowski** – anthropologist, researcher of Pacific Island cultures, professor at Yale University, introduced field research to the discipline, founder of British social anthropology.
- ⇒ **Andrzej Wajda** – theater and film director, Oscar winner, co-founder of the Manggha Center for Japanese Art and Technology in Krakow.
- ⇒ **Helena Rubinstein** – entrepreneur, creator of the foundations of modern cosmetology, founder of Rubinstein inc. company, one of the richest women of the world of her era.
- ⇒ **Tadeusz Kantor** – painter, art critic, director, stage designer, founder of the Independent Theater, later the Cricot 2 Theater.
- ⇒ **Stanislaw Lem** – writer, philosopher, futurologist, critic; author of popular hard science fiction novels; one of the asteroids is named after him
- ⇒ **Krzysztof Penderecki** – composer and conductor, author of four operas and eight symphonies, music for films by Stanley Kubrick, David Lynch, Andrzej Wajda and Martin Scorsese.
- ⇒ **Wisława Szymborska** – writer, critic, columnist, translator and poet, won the 1996 Nobel Prize for her literary works.
- ⇒ **Ryszard Horowitz** – photographer, computer photographer, founder of the American Association of Advertising Photographers APA, one of Oscar Schindler's survivors.
- ⇒ **Agnieszka Radwańska** – Polish tennis player, 2012 Wimbledon finalist, former WTA runner-up, winner of the season-ending WTA Finals tournament in 2015, UNICEF goodwill ambassador.
- ⇒ **Maryla Freiwald** – athlete, especially hurdler, sprinter and long jumper. She was most successful in hurdles running – she received the title of Polish champion eight times.
- ⇒ **Halina Czerny-Stefańska** – pianist, Chopinist. In 1949 she was awarded the first prize of the Fourth International Fryderyk Chopin Piano Competition.

- ⇒ **Olga Boznańska** – painter, postmodernist, famous for her portraits, Her most famous paintings are "Girl with chrysanthemums", "Breton woman", "Gypsy woman", "On Good Friday".
- ⇒ **Jadwiga Jędrzejowska** – an outstanding tennis player, among the world's top players, she was the first Polish woman to make her Wimbledon debut in 1931.
- ⇒ **Ewa Demarczyk** – one of the most outstanding singers performing sung poetry, performed on the stage of Piwnica pod Baranami Her greatest hits are "Carousel with madonnas", "Peas and roses", "Fiddler Hercowicz".

LEISURE TIME

SPORTS AND RECREATION

The city of Krakow is successively expanding and modernizing sports and recreation infrastructure, popularizing sports and active leisure, as well as organizing sports events. In recent years, Krakow has built about 300 new playing fields in more than 200 sports complexes. Modern swimming pools (12 in recent years) and sports halls (15 in recent years), specialized infrastructure, outdoor gyms or water infrastructure facilities are also being built.

Cycling

You can find all the news about cycling here



www.park-e-bike.ztp.krakow.pl



www.ztp.krakow.pl

Bicycle rentals

Bicycle rentals operate in Krakow

Park-e-Bike – a free electric bike rental service that operates from March to November. Renting and returning the bikes is possible at stations located in the areas on P+R Czerwone Maki, P+R Kurdwanów, P+R Mały Płaszów and P+R Nowy Bieżanów. Details on the system's operation are available.

LajkBike – long-term rental of regular and traditional bicycles. Under the system, you can rent a bicycle for one, two or three months. Details on the system's operation are available

Bike lanes

A map of bicycle infrastructure you can find on the website.



www.lajkbike.ztp.krakow.pl



www.ztp.krakow.pl



www.cracoviamaraton.pl

Jogging

Learn about the "Run in Krakow!" program. – For general information, training calendar, where we run and events, visit the Cracovia Marathon website.



www.zis.krakow.pl

„Run in Krakow!” is part of the broader „Train in Krakow!” Projekt ZarzThe project of the Board of Sports Infrastructure in Krakow "Train in Krakow!" is formed by a wide range of free running trainings for adults "Run in Krakow!", Nordic walking for adults "Come with us!" and activities "Kids to the start!", which include diverse sports activities for children and young people – from different disciplines, in different locations.

Krakow hosts annual running events that all running enthusiasts look forward to:

- ⇒ Cracovia Marathon (held in spring),
- ⇒ the Three Mounds Run (13 km, in autumn)¹,
- ⇒ the Cracovia Royal Half Marathon (21 km, in October)²,
- ⇒ the Krakow New Year's Eve Run (December 31).



Football

Krakow is a city of football. Sports clubs and modern stadiums are venues where you can feel the atmosphere and history even from before the war. Here you can find group on Facebook „Piłka nożna w Krakowie” (“Football in Krakow”), organization of amateur soccer games in Krakow area, search for players:



Club and stadium Cracovia



Wisła Club and the Henryk Reyman City Stadium



Club and stadium Garbarnia



Club and stadium Wawel

Swimming

The authorities of the City of Krakow are striving to ensure that residents of every district of Krakow have convenient access in close proximity to an indoor swimming pool. The list of swimming pools in Krakow is here.



www.portalplywacki.pl



www.kozkosz.pl

Basketball

The list of basketball clubs in Krakow you can find here. Group on Facebook „Koszykówka Krakow” („Basketball Krakow”), organization

of amateur basketball games in Krakow area, looking for players – join here.



www.zis.krakow.pl

Volleyball

The list of pitches for volleyball and events is here.

Archery

„Płaszowianka” Vlub. More here and on Facebook group here.



www.plaszowianka.pl

Kayaking

Kayaking can be successfully practiced in Krakow. By the Vistula River itself there are several sports clubs developing this sport. Check on Facebook (page „Kayaks in Krakow” – „Kajaki w Krakowie”) here.



www.zis.krakow.pl



Sports against exclusion

www.zis.krakow.pl

Sports connects generations, integrates families

www.zis.krakow.pl

Krakow traditional karate club

www.zis.krakow.pl



Martial Arts

City sports program – Sports against exclusion – activities for children and young people within the framework of the city sports program. More information here.

City sports program – Sports connects generations, integrates families – more information here.

Krakow traditional karate club – more information here.

Climbing

Rocks for climbing in Krakow are such places as Zakrzówek, Liban, Krzemionki, Tyniec. For more information, see here¹.

Many sports facilities have climbing walls of various difficulty levels for both children and adults.

There are currently two inter-school sports centers and the Krakow School Sports Center. These are establishments offering, among other things, permanent sports and recreational and corrective activities, as well as occasional special events.

- MULTICULTURAL KRAKOW** The sports infrastructure of the facilities:
- ⇒ Inter-school Sports Center Krakow „Wschód”, os. Zgody 13a²,
 - ⇒ Inter-school Sports Center Krakow „Zachód”, pl. Na Groblach 23³,
 - ⇒ Krakow Sport Center, al. Powstania Warszawskiego 6⁴.



People with disabilities can use the Disabled Sports Center at Hala 100-lecia KS Cracovia 1906. It is located in the heart of the city, near the Blonie. More information here¹.

Information about all sports clubs operating in Krakow can be found here².

Base of sport clubs, check here³.

Base of sports facilities, check here⁴.

For more information on facilities, clubs and sports events and activities, visit the website of the Sports Infrastructure Management Board in Krakow. www.zis.krakow.pl⁵.



WALKING FOR HEALTH



„Walk in Krakow”⁶ is a campaign prepared by the Road Authority of the City of Krakow and the Public Transport Authority in Krakow.

Here you can find the maps of Srodmieście⁷ and Nowa Huta⁸.

PARKS IN KRAKOW

In Krakow we have as many as 70 parks! The largest is Planty (4 kilometers around the historic center of the city), Jordan Park (English gardens with sports fields, bike rental, a pond and monuments to prominent Poles), Wojciech Bednarski Park in Podgórze (a peaceful, green landscape with a playground, walking paths and trees of various species). More information here⁹.

A map of green places in Krakow can be found here¹⁰.



Jagellonian University Botanical Garden

Founded in 1783, the Jagiellonian University Botanical Garden is now the oldest facility of its kind in Poland. At present, the Jagiellonian University Botanical Garden houses about 5,000 species and varieties of plants from all over the world, including nearly 1,000 species of trees and shrubs and more than 2,000 species and varieties of greenhouse plants. It is located at ul. Kopernika 27.

At present, there are 3 greenhouses in the Botanical Garden: Victoria – named after the Queen Victoria water lily (*Victoria amazonica*) growing in the pond; Jubileuszowa – built for the 600th anniversary of the JU; Helenderka – the name means the type of glass.

The garden is open all year round (greenhouses are closed after Mondays). For more information, you can check here¹.

EXCURSIONS AND FURTHER WALKS

Tyniec – Benedictine abbey, you can get there by the Vistula River, get there by bike road or by public transportation.

Wolski Forrest – a popular walking spot, the zoo is also located here.

Camaldolese monastery – a place worth seeing, although the monks' strict rule allows women to visit only 12 times a year.

Niepołomice and Niepołomice Forrest – a town dating back to the 14th century, located on the edge of the Niepołomice Forest, which is a place for walking and cycling or horseback riding.

Wieliczka – a town famous for its salt mines.

Ojców and the Pieskowa Skala Castle – a weekend destination for Krakowians offering a range of attractions. Pieskowa Skala Castle is a branch of Wawel Royal Castle and is open to the public.

Most of these places can be reached thanks to special seasonal and recreational bus lines. More information on their routing here².



KRAKOW'S STRUCTURE AND IMPORTANT PROGRAMS

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AUTHORITIES OF KRAKOW

The Municipality of Krakow has its own authorities: Krakow City Council (it is the legislative and controlling authority) and the Mayor of Krakow (the executive authority).

The Krakow City Council consists of 43 councilors. The councilors represent their electors – the citizens and residents of Krakow.

More information here¹ and here².

The Mayor performs his tasks with the help of the Office of the City of Krakow, municipal organizational units and district services, inspections and guards. Information about the Mayor³.

The Mayor has four deputies⁴, who support him in everyday work.

THE OFFICE OF THE CITY OF KRAKOW

The Office of the City of Krakow serves residents Monday through Friday from 7:40 a.m. to 3:30 p.m. Occasionally, some departments accept visitors at other times. You can check this information here⁵.



More information on The Office you can find here¹.

If you want to check the structure of The Office see here².

Here you will find a list of departments and their tasks. Contact information for the Office is published here³.

The Krakow Climate Education Center is also a city unit. The Center's mission is to educate, inspire action and establish cooperation for Krakow's good climate. You can find contact information here⁴.



E-OFFICE

To process your case, you don't have to go to the office in person. You can use the Electronic Application Box. This is a service that allows you to send electronic documents to the office. For more information see here⁵.

PLENIPOTENTIARIES OF THE MAYOR

Plenipotentiaries of the Mayor work in his name.

Contact to the, can be found here⁶.



DISTRICTS OF KRAKOW

Since 1991, we have 18 districts in Krakow. Each district has its own statute and district council. District councilors represent the interests of their voters – the district's residents. District councilors can petition the City Council and the Mayor on issues important to district residents.



Interactive map of districts of Krakow you find here¹. More information on the districts here².

PUBLIC INFORMATION BULLETIN

The Public Information Bulletin (BIP) was created to make public information widely available in electronic form. There you will find Web sites where public authorities, institutions and organizations make public information required by Polish law available. BIP is a lot of information, so navigation is quite complicated. Below are links that lead to special modules. These modules are used for submitting inquiries to the Office of the City of Krakow and lead to various search engines that facilitate searching the contents of the Bulletin.

- ⇒ Telephone numbers to the departments of The Office of the City of Krakow
- ⇒ Information and application desks
- ⇒ Internet Inquiry Service
- ⇒ Questions to the Entrepreneur Service Point
- ⇒ Legal information
- ⇒ Search engines
- ⇒ Newsletter of the The Office of the City of Krakow
- ⇒ Internet survey
- ⇒ Map services
- ⇒ Breakdowns and disruptions in the city
- ⇒ Instructions for using the Public Information Bulletin of the City of Krakow

A very practical site is the "Get Things Done" site, which you can find here³.

„OPEN KRAKOW” PROGRAM

Since September 2016, Krakow has the "Open Krakow" Program, which is a kind of urban integration policy. It is thanks to this program that the guide you are reading was created, and most of the city's procedures are published in English, Ukrainian and Russian. More about the program here⁴.

The program has also established a Multicultural Center⁵, which includes an Information Desk for Foreigners providing legal assistance and information.



War refugees from Ukraine, on the other hand, can find support and assistance at the Center for Education and Support¹, which integrates all residents of Krakow, with an emphasis, however, on helping, those who have come here due to the ongoing war in their country.

Foreigners can find all the necessary information on legalizing their stay on the website of the Malopolska Regional Office in Krakow².

There are also numerous organizations in Krakow that work for multiculturalism and foreigners, as well as organizations representing migrant communities. Contact information for some of them can be found at this address³.

Others can be easily found using popular search engines. You will also find a lot of helpful information in Krakow on social media bringing together diaspora of foreigners and welcoming Krakow residents. The largest such group is Kraków Expats on Facebook⁴.

It's also worth taking a look at the "Krakow – I'll give it away for free" group⁵.

This is a group run by the From Hands to Hands Foundation, which also supports foreigners in need of assistance. Any items can also be obtained for free on the group. Since the outbreak of war in Ukraine, nearly 70 different NGOs have formed the Open Krakow Coalition in Krakow⁶, which uses the human and material resources of activists to help war refugees from Ukraine.



KRAKOW AMBASSADOR OF MULTICULTURALISM

This is a unique title that supports activities that promote cultural, ethnic, religious diversity and integration of residents of Krakow, and foreign communities. The title KRAKOW AMBASSADOR OF MULTICULTURALISM, awarded to individuals or entities working to promote intercultural dialogue in Krakow. If you know such a person or entity (institution, organization, company), then – with their consent – you can submit a candidacy for this prize by

filling out the appropriate form. You can find a link to the form in the annual call for candidacy applications announced by the Mayor of Krakow¹.

CITIZENS' BUDGET

Citizens' budget (CB) is a participatory mechanism, under which city residents have the right to propose tasks to be implemented from a dedicated part of the budget, and then select by voting those projects that have passed the verification process. This program allows residents to co-decide what part of the city's budget will be spent on. The purpose of the civic budget is to activate residents and increase the openness of local government bodies. Participatory budget can bring significant political, economic and social benefits. Any resident of Krakow, regardless of age, can vote. The Civic Budget is also for children and youth!

It's worth voting, because projects under the budget not only change the environment, but also integrate neighbors and create space for spending free time together.

You can vote electronically at CB www.budzet.krakow.pl. or in person, by ballot at the voting station of your choice. You can find all the information at here².

KRAKOW FOR EQUALITY



Kraków dla równości

For several years, Krakow has been intensively supporting measures for a inclusive society and building solutions in the area of equality policies. The city government's priority is to build an urban space free of violence and exclusion.

"Krakow for Equality" is a series of initiatives that address the issues of anti-discrimination, hate speech, women's rights or LGBT+ people.

As of 2019, Krakow also has an Equal Treatment Council. The Council's goal is to develop concepts, ideas and solutions for the development of equal treatment strategy at the local level, in cooperation with City Office, cultural and educational institutions, universities and NGOs.

For more information on the "Krakow for Equality" program, visit website³.



FUNDAMENTAL ASPECTS OF LIVING IN KRAKOW

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LIVING IN KRAKOW

RENTING AN APARTMENT

Most of those interested start their search for an apartment from popular websites, such as [olx.pl](https://www.olx.pl) or [otodom.pl](https://www.otodom.pl), and use thematic groups on Facebook, where it is not uncommon to find ads unavailable in other sources. To avoid additional fees (commissions) for the services of housing intermediary companies, it is worth checking whether the ad says "without intermediaries" or "directly from the owner".

When renting an apartment, it is a good idea to sign a lease agreement. You have a choice of agreement:



- lease of an apartment for a fixed term – the agreement specifies the term of the lease of the apartment; the rent is fixed for the entire term of the agreement (if the content of the agreement does not specify otherwise); such an agreement cannot be terminated if such a clause is not included in its content;
- lease of an apartment for an indefinite period – with information on the termination period by one of the parties to the agreement;
- occasional lease – the tenant, even before renting the apartment, must present the legal title to another dwelling to which they will move out at the end of the lease or in the event of termination of the lease; a statement of assured residence should be confirmed with a notary, which involves additional costs.



Rent – the fee for renting an apartment, which we pass on to the landlord.



Administrative rent – fees that include advances and charges for heating, water, garbage collection and taking care of the common space of the entire building (if the apartment is in a block of apartments).



Utilities – charges for electricity, gas, water, etc.



Deposit – security to cover any damage caused by the tenant during the rental of the apartment. The deposit is refundable after the termination of the apartment rental contract, if the landlord has no objections to the condition of the apartment. The most common deposit is the equivalent of one rent. The deposit is paid at the time of signing the contract.



Landlord – a person who rents an apartment from someone, usually the owner of the apartment or a person authorized by the owner.

Tenant – a person who rents an apartment from someone.

It is worthwhile to prepare for the conversation with the landlord of the apartment. The tenant's advantageous argument is certainly the fact that they have a regular job and a regular salary, and often the fact that they intend to rent an apartment for a longer period of time.

RESIDENCE REGISTRATION OBLIGATION

A registration of residence is the identification of an address of permanent or temporary residence, which includes information on the city, street, house/building number and/or apartment number. The obligation to have a registration of residence applies to both Polish citizens and foreigners. Citizens of another European Union member state must register if they stay in Poland for more than 3 months, for other foreigners the period is 30 days.



Registration of residence

| TYPE | FOR WHOM |
|-----------|---|
| temporary | For foreigners with documents confirming the legality of their stay on the territory of the Republic of Poland for a specified period (e.g., visa, temporary residence card). |
| permanent | For foreigners with documents confirming the legality of permanent residence on the territory of the Republic of Poland (such as a permanent residence card) |

Declaring a permanent or temporary residence registration can be very important when dealing with various formalities. It is necessary when you apply for a temporary or permanent residence permit, apply for a PESEL number, register with the Social Security Administration, or open a bank account. Important:

- Registration is free of charge.
- Registration is an "on the spot" procedure.
- The issue of a certificate of permanent residence registration is free of charge.
- The charge for issuing a certificate of registration for temporary residence is PLN 17 (if you want to get such a certificate, you must apply).
- Citizens of countries that are not members of the EU or EFTA, due to the need to present documents confirming the right of residence in Poland, can register only at an office.

Addresses of registration points by districts:

- addresses in districts I-VII: Office of the City of Krakow – al. Powstania Warszawskiego 10 and Residents' Service Point at Bronowice Shopping Center
- addresses in districts VIII-XIII: Office of the City of Krakow – ul. Wielicka 28A and Residents' Service Point at Bonarka Shopping Center
- addresses in districts XIV-XVIII: Office of the City of Krakow – os. Zgody 2 and Residents' Service Point at Serenada Shopping Center.

IDENTIFICATION OF IDENTITY AND ADMINISTRATIVE-LEGAL STATUS OF CITIZENS

PESEL NUMBER

The PESEL number is an 11-digit numeric symbol that allows easy identification of the person who has it. The PESEL number contains the date of birth,

sequence number, gender designation and a check number. If you are a foreigner who lives in Poland, you must register – then you will automatically get a PESEL number. If you can't register your residence, and some office requires you to have a PESEL number – submit an application in which you enter the actual legal basis from which the obligation to have a PESEL number arises. If some office (for example, Social Security or the tax office) requires a PESEL number – they should also indicate to you the legal basis.

PESEL FOR UKRAINIAN CITIZENS ARRIVING IN POLAND AFTER FEBRUARY 24, 2022 AND UKR STATUS

Having a PESEL number with the status "UKR" assigned to it is an official certification of entitlement to reside on the territory of the Republic of Poland, as well as accompanying entitlements (e.g., those arising from the special bill, including those related to work in Poland). PESEL is not mandatory, but having it will facilitate continued existence in Poland and provide access to cash benefits.

Note: For those with a Pole's Card, "UKR" status may hinder the procedure for applying for permanent residence.

The "UKR" status can be lost if you leave the territory of Poland for more than 30 days, regardless of the direction of departure (also in the situation of departure to Ukraine or departure to another EU member state). A foreigner can regain the right to temporary refugee status in Poland, in case of re-entry to Poland from the territory of Ukraine. You can read more here¹.



COMMUNICATION IN KRAKOW

PUBLIC TRANSPORTATION

Krakow has a well-developed network of streetcar and bus transportation, which makes it possible to move efficiently around the city and beyond its borders. The organizer of public transportation in Krakow is the Public Transport Authority of Krakow. Transportation services are provided by the Municipal Transport Company of Krakow (MPK) and private carrier MOBILIS. Often, especially when going to the city center, it is worth giving up the car and using public transportation. The area over which buses and streetcars travel is divided into 3 ticket zones:

- Ticket zone I – covers the territory of the Municipality of Krakow,
- II and III ticket zone – the territories of cities and municipalities that have entered into agreements with the Municipality of Krakow on the integration of local public transport.

tion, log in and choose a payment method: BLIK, card or via Google Pay.

Passengers can choose from a range of season tickets and punch tickets.

Season tickets can be purchased as follows:

- ⇒ at the Passenger Service Points of Krakow Municipal Transport (PSPs) – here you can forge plastic carriers of season tickets (list of PSPs below),
- ⇒ in stationary KCC (Krakow City Card – Krakowska Karta Miejska) ticket vending machines (in the Krakow City Card system) or MAC (Malopolska Agglomeration Card – Małopolska Karta Aglomeracyjna) ticket vending machines (in the Malopolska Agglomeration Card system) – after you have previously made a plastic carrier,
- ⇒ online at ekp.mpk.krakow.pl,
- ⇒ in mobile applications: iMKA (MAC), mKK and mKKM (KCC),
- ⇒ at MAC Customer Service Points (POKs).

Punch tickets can be purchased as follows:

- ⇒ in stationary KCC or MAC ticket vending machines (List of stationary machines is available on the website here¹)
- ⇒ at ticket vending machines located in vehicles, in cash or with a payment card/BLIK, according to the form of payment indicated on the pictogram on the vehicle's entrance door,
- ⇒ at certain retail outlets (e.g., stores, newsstands),
- ⇒ in mobile applications: mPay, iMKA(MAC), moBiLET, SkyCash, jakdojade or zbiiletem.pl (group 70-minute tickets in applications: iMKA and mPay),
- ⇒ in partner apps: Santander Bank, Millennium Bank, BNP Paribas, PKO BP, Alior Bank, PeoPay (Bank Pekao SA), ING Bank Śląski, Velo Bank S.A., Provema,
- ⇒ at the Krakow Municipal Transport Passenger Service Point (PSP) at ul. Wielopole 1 – from 50 units or above the value of PLN 500,
- ⇒ group 70-minute tickets: in ticket machines on Małopolska Railway trains and at MR staff (only for departure on the day of purchase).

List of Passenger Service Points of Krakow Municipal Transport (PSPs):

- ⇒ ul. Wielopole 1 (entry at ul. Starowiślna) Monday – Friday from 8.00 till 16.00
- ⇒ ul. Pawia 5A (hall of railway station Dworzec Krakow Główny next to Biedronka shop) Monday – Friday from 9.00 till 17.00
- ⇒ ul. Podwale 3/5 Monday – Friday from 11.00 till 18.00
- ⇒ Os. Centrum D7 Monday – Friday from 11.00 till 18.00

1.



A public transportation ride is a public situation during which:

- ⇒ we do not talk loudly (this includes talking on the phone),
- ⇒ we do not listen to music from the phone unless we have headphones,
- ⇒ we take care of the safety of others and, for example, give up seats to the elderly and people with disabilities and pregnant women,
- ⇒ we respect the right of these people to occupy a seat marked specifically for them.

It's worthwhile for you to familiarize yourself with two actions about the above: „Come on speak quieter”¹ and "Be sensitive – give up your seat"².



KRAKOW CARD

The Krakow Card is a loyalty program of the City of Krakow. Krakow offers a system of discounts, concessions, preferences and entitlements for people permanently registered in Krakow and residents of Krakow who pay taxes in the city. This increases accessibility to cultural goods and public transportation, as well as the City's income from personal income tax.

In order to obtain a card, one must fill out an application and choose the carrier to which entitlements will be assigned. Applications for the status of the Krakow Card can be submitted in person at Card Service Points, as well as in electronic form on the website³.

The card may be in plastic or mobile form. Users of the Krakow Card are entitled to discounts on the purchase of registered season tickets for travel on Krakow Municipal Transport (the so-called Resident's Ticket), discounts in city institutions, as well as a rich discount offer in commercial companies (gastronomy, stores, service points, etc.).

Persons who meet at least one of the following conditions are eligible to use the Krakow Card:

- ⇒ are registered for permanent residence in Krakow,
- ⇒ settle their personal income tax in Krakow.

If you are not permanently regis-



tered in Krakow, but settle your taxes here, you can apply for a Card on the basis of your annual tax statement (PIT).

If you have a valid Card, you can buy a registered, periodic ticket for public transport (the so-called resident's ticket) at preferential prices.

You can pick up the plastic card at a selected Passenger Service Point (PSP) (addresses in the section above) or Resident Service Point:

⇒ ul. Stachowicza 18: Monday-Friday 7.40 – 15.30

⇒ os. Zgody 2: Monday-Friday 7.40 – 15.30

The Krakow Card is valid for one year and if you have a permanent residence registration, its validity is automatically extended. All other residents should extend the validity of the card by submitting a new application and current documents (PIT).

Detailed information and up to date prices can be found here¹.

You can find single and periodic ticket prices on the MPK website here².

Residents can obtain information about the Krakow Card Program by calling the City of Krakow's Information Line:

12 616 55 55

mail: kontakt@kk.krakow.pl

PAID AND FREE PARKING IN KRAKOW

Parking in Krakow is paid. There are two types of parking lots in the city. The first type is parking lots, which are located in the city center and are paid for. The second is the "Park and Ride" system, labeled P+R, which is closely linked to public transportation, and parking lots are located in the areas of streetcar hubs and major transfer points.

Paid parking lots in the center of Krakow are divided into subzones A, B, C. Outside subzones A, B and C, parking is free.

Current prices for parking in subzones are published here³.

The paid parking zone in Krakow is in force on weekdays, from Monday to Saturday from 10:00. to 20:00. You can pay for parking in the paid parking zone using the traditional method at the parking meter or by using an application installed on your phone.



The purchase of a parking ticket is made possible by the apps:



www.skycash.com



www.anypark.pl



www.mobilet.pl



www.flowbird.pl

Possibility to register via e-mail for foreign phone number holders:



www.mpay.pl



www.electronicparking.pl



www.cityparkapp.pl



www.anypark.com

Map of zones can be found here¹.

All the up to date information can be found here².

The "Park and Ride" system has an attractive offer that encourages the use of public transportation and is particularly useful for people living on the outskirts of the city. Regulations for the use of the "Park and Ride" system are available on the website of the Public Transport Authority here³.

P+R parking lots are free for plastic card holders:

- ⇒ KCC – Krakow City Card,
- ⇒ MAC – Malopolska Agglomeration Card,
- ⇒ KC – Krakow Card,
- ⇒ ESC – Electronic Student Card,
- ⇒ EDL – Electronic Doctoral Legitimation,
- ⇒ Electronic Card under the programs:
- ⇒ Krakow Family Card 3+,
- ⇒ Krakow for Family N.
- ⇒ Holders of a valid public transport ticket (Krakow Municipal Transport Ticket, single or multi-pass paper or issued on another carrier) valid on the day of use of the Parking Lot in the open system.



- ⇒ Holders of a Krakow Municipal Transport Ticket on the basis of which entry to the Parking Lot in the closed system took place.

It is possible to enter the P+R parking lot using a ticket saved in the mobile application. Important! You must pay an additional fee for leaving your vehicle outside the parking day!

There are currently six Park and Ride parking lots in operation in Krakow.

BANK ACCOUNT FOR FOREIGNERS

It is worth checking the offers of various banks. The documents required when opening an account with a bank are determined by the bank's internal regulations. In some banks, for example, we will need only a valid foreign passport + visa or residence card (permanent or temporary). The procedure for opening accounts of refugees from Ukraine by most banks is greatly simplified.

Remember that no bank ever asks you over the phone, by text message or otherwise, to provide your card number, expiration period, PIN or CVV code, or password for the online service or mobile application. If someone asks you for this information or the password you receive via text message, you are dealing with a scammer.

REGISTRATION OF DOG OWNERSHIP

If you own a dog, you should register it and pay an annual tax. Proceeds from the tax will go to the Krakow Society for the Care of Animals, which runs the Shelter for Homeless Animals on behalf of the Municipality.

Registration and fees are handled at the KSCA office at ul. Floriańska 53. You must take your ID card and your dog's health book.

Fee exemption is available to:

- ⇒ persons with severe disabilities,
- ⇒ persons with disabilities who own an assistance dog,
- ⇒ persons over 65 years of age who run an independent household,
- ⇒ owners of dogs taken from a Krakow shelter,



Czerwone Maki



Kurdwanów



Płaszów



Mydlniki-Wapiennik



Nowy Bieżanów



Swoszowice



- ⇒ owners of dogs marked with a chip or tattoo,
- ⇒ owners of neutered dogs.

All of the above persons are required to submit the relevant documents to the Krakow Society for the Care of Animals, confirming the right to use the fee exemption.

For detailed information, see here¹.

SIM CARD REGISTRATION

A SIM card purchased in Poland requires registration. You can do this in the mobile application of the selected operator (if you have a bank account) or in person at one of the points, such as:

- ⇒ at Polish Post offices (also at the letter carrier),
- ⇒ in kiosks of the RUCH S.A. network,
- ⇒ in newsrooms.

Sim card registration.

- 1 Come to the operator's showroom of the selected network or any other point from the list given above.
- 2 Show your identity document (ID card, passport or permanent residence card).
- 3 Provide your phone number and SIM card number. To check if your SIM card is registered and what phone number it has, type *100#
- 4 After registration, you will receive a confirmation SMS.

WASTE SEGREGATION

Segregating waste in Krakow is mandatory. The rules of segregation can be found at website² in Polish, Ukrainian and English.

Waste collection takes place according to the schedule, which you can find here³.

There you will find a search engine. To find out when your property's trash will be picked up, type in the address.

If you want to submit a property for garbage collection, use the interactive form here⁴.



KRAKOW WITHOUT BARRIERS

Krakow has been implementing an accessibility program for every resident for years. For information on the programs and activities currently being implemented in the city, please see here¹.

People with disabilities are entitled to many reliefs and additional entitlements. These include, for example, public transportation, Parking Card, specially designated parking spaces, etc. More information here².

KRAKOW HANDBOOK FOR PERSONS WITH DISABILITIES

Need more detailed information, reach for the digital publication entitled "Krakow Handbook for Persons with Disabilities," which is mainly intended for people with disabilities living in the Municipality of Krakow. In this publication, you will find information and tips that are helpful in everyday life, so, for example, information on how the process of disability assessment looks like, how to use the rights, reliefs, how to receive benefits, how to deal with official matters, where to turn for help. In the guide you will also find information about NGO's operating in the City of Krakow for the benefit of the community of disabled people and on their behalf.

The handbook is available here³.

ASSESSMENT FOR DISABILITY AND NON-DISABILITY PURPOSES

One of the entitlements of persons with limited ability to work is a disability pension, which is granted at the request of the person applying for it. This application is submitted to the Social Insurance Institution (SII). The interested party must meet several conditions. You can find detailed information on entitlement to disability pension here⁴.

You can also apply for a certificate of disability and degree of disability (this is not linked to the pension). Possession of such a certificate entitles you to receive relief and entitlements under separate regulations. You can read more here⁵.

The assessment is carried out by:

- ⇒ County/Municipal Disability Assessment Teams (the so-called first instance),
- ⇒ Provincial Disability Assessment Teams (appeals – the so-called second instance).



For persons registered in or residing in the Municipality of Krakow, the first instance authority is the Municipal Disability Assessment Team of Krakow, functioning within the structure of the Office of the City of Krakow.

Municipal Disability Assessment Team in Krakow:

- ⇒ registered office: ul. Dekerta 24, 30-703 Kraków
- ⇒ reception hours: from Monday to Friday from 07.40 – 15.30
- ⇒ phone contact: 12 616 52 last two digits 12, 15 lub 17
- ⇒ email contact: mzoon@um.krakow.pl

DISABILITY STATUS EVALUATION

The Municipal Disability Assessment Team issues disability certificates for persons over the age of 16. The certificate is issued at the request of the person concerned or their legal representative, or with their consent at the request of the social welfare center. The application for a disability certificate is accompanied by relevant medical documentation. On its basis, a special commission issues a certificate on the degree of disability: severe, moderate or light. If the person concerned does not agree with the content of the commission's ruling, they may file an appeal. Appeal proceedings are free of costs and court fees.

ASSESSMENT OF INDICATIONS TO RELIEFS AND ENTITLEMENTS

The Municipal Disability Assessment Board also issues rulings on indications for reliefs and entitlements. For this purpose, an interested person, who has a valid certificate on belonging to one of the disability groups or on inability to work, must submit an application with the relevant documents. In this case, the decision of the Municipal Assessment Panel is not subject to appeal.

DISABILITY ASSESSMENT

The Municipal Disability Assessment Team issues disability certificates for persons before the age of 16. The child's legal representative or legal guardian submits an application for this purpose together with the relevant documents. A certificate classifying a child as disabled may be the basis for:

- ⇒ obtain nursing allowance and/or nursing benefit
- ⇒ provision of orthopedic items, aids and technical aids to facilitate functioning
- ⇒ the use of a parking card.

Decisions of the Panel may be appealed. Proceedings in appeal cases are free of costs and court fees.

DISABLED PERSON'S IDENTIFICATION CARD

The card is a document confirming the status of a disabled person. It is issued by the County/Municipal Disability Assessment Team, at the request of the interested party or their representative. The application must be accompanied by appropriate attachments. Proceedings for the issuance of the card are not subject to fees, but if the holder of the card loses it, they will have to pay for the issuance of a duplicate. More information here¹.

PARKING CARD

It is an entitlement for a person with a disability. Detailed information on how to obtain it can be found here².

The Municipal Disability Assessment Team in Krakow has prepared separate information for people fleeing Ukraine who can apply for confirmation of their status as a disabled person on Polish territory. Information in Polish and Ukrainian can be found here³.

TRANSPORT OF DISABLED PERSONS IN THE MUNICIPALITY OF KRAKOW

On the territory of the Municipality of Krakow, transportation of persons with disabilities is carried out. Transportation is carried out within the framework of requests for individual transportation of persons with a disability certificate. The service is carried out in cars adapted to the transportation of people with disabilities, equipped with elevators or other assistive devices. You can read about the rules here⁴.



SAFETY IN KRAKOW

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RESPONSIBILITIES OF A RESIDENT OF KRAKOW

All residents of Krakow (including foreigners) are obliged to obey the law and order regulations on the territory of the municipality:

- ⇒ observance of curfew (silent hours at night) in residential areas between 10 p.m. and 7 a.m,
- ⇒ not littering public places and cleaning up after dogs walked in public areas,
- ⇒ to refrain from vandalism, painting scribbles on walls and damaging public property,
- ⇒ comply with traffic rules, parking rules and payment of fees in paid parking zones,
- ⇒ waste segregation,
- ⇒ adhere to the specific guidelines in place within the city's cultural parks.

MUNICIPAL POLICE

Ensuring compliance with these rules is handled by the Municipal Police in Krakow. React if you know someone is breaking the law!

The need for intervention by the Municipal Police can be reported here.

How to report an intervention?¹

1.



POLICE

The police are dedicated to combating common crime:

- ⇒ against property,
- ⇒ health and life,
- ⇒ family crime,
- ⇒ Prohibition crimes (narcotics),
- ⇒ hooliganism and others.

Any foreigner who has been the victim of a crime has the right to report such an incident to the police and demand prosecution of the perpetrator. The police have no right to refuse to accept a report. At the time of the report, you have the right to have an interpreter present. Ask for one! If the report is accepted, the foreigner is instructed about the further course of action and his rights as a victim. This instruction should be translated by an interpreter.

A foreigner suspected of a crime or misdemeanor has the right to be questioned in the presence of an interpreter, to call a lawyer or legal counsel, to contact relatives and to refuse to give an explanation. If charges are brought against them, they are given instructions on the rights and duties of a suspect, which should be translated by an interpreter.

There are 8 police stations in Krakow. Incidents should be reported according to their territorial jurisdiction. Remember that you can always also call 112 or 997.



Police Station I



Police Station II



Police Station III



Police Station IV



Police Station V



Police Station VI



Police Station VII



Police Station VIII

DOMESTIC VIOLENCE

In the case of a suspicion of domestic violence, the person experiencing it is subject to systemic protection – the police as one of the institutions re-

quired to carry out the tasks of preventing domestic violence is obliged to intervene, including the establishment of the "Blue Card" procedure.

Free assistance is provided to a person experiencing domestic violence, in particular, in the form of:

- ⇒ medical, psychological, legal, social, vocational and family counseling,
- ⇒ crisis intervention and support,
- ⇒ protect against further harm, by preventing violent persons from using a jointly occupied apartment with other family members and prohibiting contact and approaching the victim,
- ⇒ provide a person affected by domestic violence with safe shelter in a specialized support center for people experiencing violence,
- ⇒ medical examination to determine the causes and type of injuries related to domestic violence and issue a medical certificate on the subject,
- ⇒ provide a person affected by domestic violence who does not have legal title to the premises jointly occupied with the perpetrator of violence with assistance in obtaining housing.

The realization of these tasks is carried out by institutions implementing tasks in the field of counteracting domestic violence, such as the Municipal Social Welfare Center, a specialized support center for people experiencing domestic violence¹ or the Crisis Intervention Center (details of activities can be found here²).

FIRE DEPARTMENT

It carries out interventions related to natural events (windstorms, floods, waterlogging, fires caused by forces of nature), building failures, waterlogging, man-made fires, traffic accidents, chemical hazards, hazards requiring the use of specialized equipment. The intervention of this service can also be requested if a pet gets stuck in a place from which it cannot get out on its own.

More information here³.



GAS EMERGENCY SERVICE

In the event of a gas leak, in addition to the fire department, call the gas emergency service – phone 992.

TOURIST EMERGENCY SERVICE

There is also a tourist emergency service – a safety phone for tourists. It provides tourist information and assistance in emergencies related to, for example, lost documents, the need to find medical facilities, roadside assistance, etc. – 608,599,999; 22,278,77,77, 0 800,200,300. This phone operates only during the summer season.

IMPORTANT HOTLINES AND EMERGENCY NUMBERS

The primary number for reporting security incidents is 112.

To report a medical incident you can call 999.

To report an incident requiring the intervention of the fire department, you can call 998.

To report a criminal incident, you can call 997.



112



999



998



997

Other emergency calls can be found here¹.

If an accident has occurred or there is a need for medical intervention, you should go to one of Krakow's Hospital Emergency Departments, abbreviated SOR – there are six such departments in Krakow. You can also go to the Emergency Room of one of the hospitals – there are five such rooms in Krakow.

For more information, click here².



TRAFFIC RULES

CAR AND MOTORCYCLE DRIVER

Right-hand traffic is mandatory in Krakow and in Poland. Many streets in the center are one-way, but you may encounter a bicycle counterpass (bicycles allowed to ride against traffic). Parts of the city are covered by traffic restrictions. You cannot enter such areas by car without a permit.

In the city area, the maximum speed limit is 50 km/h, unless otherwise indicated by traffic signs. Remember that in neighborhoods and residential areas, "Tempo 30" is often introduced – where the maximum speed limit is 30 km/h. Speeding is punishable by fines ranging from 50 zlotys to as much as 2,500 zlotys. Such fines are imposed only by the police.

In areas marked with a sign of a residential zone, pedestrians and people on scooters and similar vehicles may move across the entire width of the road and have absolute priority over vehicles. Vehicles may not exceed the speed of 20 km/h and may park only in designated spaces.



In many residential areas, we will encounter equivalent intersections. This means that a driver at an intersection is required to give way to a vehicle on their right. The area covered by this traffic rule is marked by the following signs.

In most central districts of Krakow and in Nowa Huta, you can park your car only in designated places. If you park your vehicle incorrectly, you are subject to a fine issued by the municipal police or the police. The municipal police can also put a wheel lock on your car, or even tow your vehicle to the guarded parking lot at ul. Rzebika 6. Towing your vehicle results in a fee. You can check the fees here¹.



If the sign specifies that parking is paid, you must pay the fee at the parking meter or via a mobile app. Failure to do so will result in the imposition of an additional fee (fine).



PEDESTRIAN

In Poland, pedestrians have absolute priority at pedestrian crossings without traffic lights. If you see a pedestrian about to cross the road, you are obliged to yield. Remember, too, that in Poland it is prohibited to overtake directly in front of or at a crosswalk, as well as to bypass a vehicle that has stopped in front of a crosswalk to give way to a pedestrian. Breaking such a ban is one of the most serious offenses, punishable by a fine of PLN 1,500. Remember that overtaking is also passing a vehicle that is in the adjacent lane, but going slower in the same direction. You must also give way to a pedestrian if they are crossing the road going straight ahead, and you are turning into the street which they are crossing even if there is no pedestrian crossing.

As a pedestrian, be mindful of other traffic users. Just because you have priority at a crosswalk doesn't mean you can't let one or two vehicles pass and cross in a larger group. This is important especially in the center, where increased pedestrian traffic generates long vehicle jams. Remember that a streetcar approaching a crosswalk has priority over a pedestrian entering the crossing. Also take extra caution when crossing a streetcar track. When crossing the roadway, do not use your cell phone, look around carefully.

Pedestrians must also follow the traffic rules:

- ⇒ use only sidewalks or other pedestrian routes (among other things, do not walk on bicycle lanes),
- ⇒ cross the roadway only in authorized places, do not run across it,
- ⇒ obey traffic signals.

For offences, a pedestrian can be punished by a municipal police officer or police officer with a fine ranging from PLN 50 (e.g., crossing a roadway in a prohibited place) to as much as PLN 2,000 (crossing a railroad crossing on a red light). Refusal to accept a ticket results in referral to court proceedings.

BICYCLE AND SCOOTER USER

If you ride a bicycle, scooter or other similar vehicle, you are obliged to use bicycle lanes. It is worth reading the information provided at the link¹, where you can find information about the network of bicycle paths in Krakow, the location of bicycle racks and self-service repair stations.

1.



You can also ride a bicycle on a sidewalk wider than 2 meters, if the speed limit in the city is raised on the roadway. You can only ride a scooter on roadways with a speed limit of 30 km/h. If there are no alternative roads, you can ride a scooter on the sidewalk, but at the pace of a pedestrian. You may not carry passengers, animals or luggage on a scooter. You may not ride a bicycle or scooter through pedestrian crossings. It is necessary to get off the vehicle and walk it through. Parents riding bicycles with children under the age of 10 who are also riding a bicycle may use the sidewalk, but should move at the pace of a pedestrian.

SAFE KRAKOW PROGRAM



BEZPIECZNY
KRAKÓW

Krakow has been surveying residents' sense of security since 2013. Conducted on a regular basis, the surveys indicate that Krakowians feel increasingly safe. This is due, among other things, to the "Safe Krakow" Safety Improvement Program, which was created to maintain the level of public safety and order developed so far. The Department of Security and Crisis Management of the City of Krakow is responsible for the program. You can read more about it here¹, and you can follow current information on Safe Krakow | Facebook².

CAMPAIGN #EMBRACE LIFE

The Municipality of Krakow, following the success of the pilot project, is implementing a campaign called #embrace life. The campaign is designed to promote attitudes of caring for the mental and physical health of young people and to support them in taking actions that strengthen their inner potential. It aims to promote activities that encourage a conscious and healthy lifestyle and take advantage of all opportunities to strengthen the well-being of young people.



The campaign activities are aimed at elementary and high school students. The project envisages the participation of a local partner, which is indicated by the schools themselves. Collaborative activities are directed to the local environment in which the school operates.

Through the implementation of the project, participants learn cooperation, collaboration and commitment. An important aspect is that participants build a positive atmosphere of the school and local community as protective factors for mental health.

More information here³.



CRISIS INTERVENTION CENTER IN KRAKOW

The Crisis Intervention Center (CIP) is a place where you will receive free 24-hour support in a crisis situation. The Crisis Intervention Center also runs a hostel, which has 8 24-hour spots.

The CIP provided free psychological assistance to Ukrainian citizens residing in Krakow. Those in need of support could receive psychological assistance directly at the Center's premises. Assistance was provided by a psychologist who spoke Ukrainian or by the Center's interveners with translation by a Ukrainian speaker.

Detailed information and assistance can be obtained:

- ⇒ Stationary at the headquarters of the Center at ul. Radziwillowska 8b in Krakow,
- ⇒ 24/7 by phone: 12 421 92 82
- ⇒ or email: sekretariat@oik.krakow.pl

You can read about the CIP's activities in detail here¹ or on their Facebook profile².



24/7 Intervention number



Krakow Helpline

Remember not to be ashamed to ask for help. The sooner you report your problem, the closer you will be to solving it!



EMPLOYMENT AND ENTREPRENEURSHIP

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TAKING UP WORK BY FOREIGNERS

Access to the labor market depends on the legal status of the foreigner.

FREE ACCESS TO THE LABOR MARKET

- EMPLOYMENT AND ENTREPRENEURSHIP** The following foreigners may be employed without a work permit
- ⇒ internationally protected persons,
 - ⇒ persons with a humanitarian or tolerated stay permit,
 - ⇒ foreigners with a long-term permit (permanent residence + EU residents),
 - ⇒ EU, EEA and Swiss Confederation citizens and their family members,
 - ⇒ Turkish citizens after four years of legal work in the EU,
 - ⇒ foreigners benefiting from the mobility of executives, professionals, interns, students or researchers,
 - ⇒ foreigners with temporary residence permits, from the moment of their issuance, in connection with studies, scientific research, marriage to Polish or EU citizens, or foreigners with permits for long-term stays, in connection with family reunification,
 - ⇒ foreigners holding the Polish Charter,

- ⇒ foreigners who have applied for permanent residence or long-term EU resident, if they were previously entitled to work without a permit under the above legal claims.

There are also subjective exemptions for certain individuals, professions or types of work. A list of such subjective exemptions can be found in the Ordinance of the Minister of Labor and Social Policy for review here¹.

ACCESS ON THE BASIS OF THE STATEMENT OF ASSIGNMENT OF WORK

Persons who are citizens of Armenia, Belarus, Georgia, Moldova and Ukraine, instead of a work permit, can work on the basis of a statement of assignment registered by the employer with the Municipal Employment Office. A detailed description of this procedure can be found here².

This procedure will sometimes also require a certificate from the starost (in Krakow – the mayor of the city) that your employer could not meet their needs in the local labor market, i.e. could not hire a Polish citizen or another citizen from the European Union countries for this position.

A certificate is not required if one of the conditions applies:

- ⇒ you are already employed with that employer,
- ⇒ you have completed your studies in Poland or another EU and EEA country within the last 3 years,
- ⇒ you are a doctoral student in Poland,
- ⇒ you have lived in Poland continuously and legally for the last 3 years.

It is also not required for specific occupations, determined by the provincial governor. The Małopolska provincial governor has included among such occupations the occupations you will find here³.

OBTAINING A WORK PERMIT FOR A FOREIGNER BY THE EMPLOYER

An employer can apply for a work permit for a designated foreigner. The basic type of work permit for foreigners is the Type A permit. Type B is issued for members of the governing bodies of companies or proxies who stay in Poland for more than six months in connection with their business. Both types of permits are applied for by the employer to the Provincial Office by submitting the documents required there, which you can read about here⁴.

The procedure at the request of the employer takes less time – usually a few weeks. This allows the foreigner to start working sooner. It is also an



alternative for all those foreigners who – having another type of residence permit – have to obtain a work permit in Poland.

It should be remembered that a work permit is issued for a specific employer, for a specific position, and the minimum terms and conditions of salary and duration of employment specified therein. Any change in these parameters requires an amendment or issuance of a new work permit.

ACCESS UNDER A SEASONAL WORK PERMIT

A seasonal work permit is issued for a period of no more than 9 months in a calendar year. It applies to work in the sectors of agriculture, horticulture, tourism in the framework of activities recognized as seasonal by law. You can find a detailed description of this procedure here¹.

EMPLOYMENT IN POLAND – OBLIGATIONS OF THE EMPLOYER

It is the duty of any employer who signs an employment contract or civil contract with you to give you a copy of such a contract in writing, translated into a language you can understand. It must also give you the terms and conditions of work and pay. If you are hired on a full-time basis, you cannot have a salary lower than the minimum wage. The same rule applies to the minimum hourly wage.

EMPLOYMENT CONTRACT

In the case of labor law, you get full employment protection under the labor law. It is the duty of the employer to enter into a written contract with the employee, stating the type of work, its place, salary, working hours and the day of its commencement, as well as the period of employment in the case of a term contract. In addition, the employer shall confirm in writing to the employee the terms and conditions of work and pay (including the number of hours per week, the length of vacation, the notice period, the duties of the position) no later than the 7th day after the start of work. The employee should also be trained in the necessary skills for the position and in health and safety regulations. The employer must pay wages on a regular basis (monthly), no later than the 10th of the following month, and grant vacation and sick leave when necessary. You are entitled to between 20 and 26 days of vacation (depending on your length of service). Within this framework, the employer is obliged to give you a vacation of at least 14 calendar days at a time. It is also obliged to make contributions to health insurance and social security (pension).



The employment contract can be terminated at any time by mutual agreement of the parties, and when there is no agreement – by a notice period, which varies in length – between two weeks and three months. During this period, an employee who has not been exempted from work is obliged to work, and the employer must pay their salary.

If you believe that your employer has unfairly dismissed you from your job, or if they violate your rights, such as not paying you wages or underpaying them, you can file a claim against your employer in the Labor Court¹.

These proceedings are free of court costs. You can also file a complaint with the State Labor Inspection².



CIVIL LAW CONTRACT

If you want more freedom to decide your own work commitment, you can use civil law contracts. Remember that with this type of contract, the employer cannot impose on you the time and place of work, or give you direct instructions. If they do this, it means that they have signed an improper contract agreement with you and the Labor Court can determine that you have an employment relationship with them.

The basic forms of employment here are a contract of mandate/provision of services and a contract for specific work. A contract of mandate requires the foreigner to exercise due diligence in the provision of work, while for a contract for specific work, the result for which the parties have agreed is important. Such contracts can be terminated at times agreed upon by the parties. Claims concerning the performance of such contracts are asserted in civil courts.

ENTREPRENEURSHIP OF FOREIGNERS

Foreigners may undertake business in Poland under the terms of a special bill of law on the participation of foreign entrepreneurs in the economic of Poland. The following foreigners may conduct business on the same basis as Poles:

- ⇒ EU citizens and their family members,
- ⇒ foreigners with a long-term residence permit,
- ⇒ foreigners with a temporary residence permit in connection with studies, scientific research, reunification with family, having long-term stays in other EU countries,
- ⇒ foreigners who have been granted international protection, humanitarian or tolerated residence permits,
- ⇒ foreigners who have been granted temporary residence in connection

with the continuation of economic activity on the basis of an entry in the Central Register and Information on Economic Activity (individual entrepreneurs),

- ⇒ foreigners holding the Polish Charter,
- ⇒ foreigners benefiting from government entrepreneurship support programs,
- ⇒ war refugees from Ukraine subject to obtaining a PESEL number,
- ⇒ US citizens.

Other foreigners are authorized to carry out activities only in the form of a limited partnership, limited joint-stock partnership, limited liability company, simple joint-stock company and joint-stock company, as well as to join such companies and subscribe for or acquire their shares. A company registered by a foreigner in Poland is a subject of EU law and, as such, may acquire real estate in Poland without a permit from the Minister of Internal Affairs.

Some non-governmental organizations are helping to set up companies and businesses and run them. You can also get support from city institutions – the Entrepreneur Service Point of the Office of the City of Krakow at ul. Zablocie 22, which you can learn more about here¹.

The point employs an entrepreneurial consultant who speaks Ukrainian, English and Russian. The consultant's services can be used directly at the service desk, by phone 12 616 5607 and via Livechat from Monday to Friday from 7:40 a.m. to 3:30 p.m. Foreigners can also take use the free consultations with a tax advisor and a lawyer on matters related to starting and running a business here. Employees of the Municipal Employment Office, the Statistical Office and the Social Insurance Institution are also on duty at ul. Zabłocie 22.

The website www.dlabiznesu.krakow.pl includes a tool to make it easier for foreigners to contact the office – the Virtual Clerk (VC), which also works in the form of a mobile application. As part of the tool, a Livechat service has been launched, enabling real-time dialogue with an official. Both tools operate in Polish, English and Ukrainian and are available: VC 24 hours a day/7 days a week, Livechat during office hours.



RUNNING BUSINESSES BY FOREIGNERS

Business activity is a personal profit-making activity performed continuously and on one's own behalf. If you hear that someone is self-employed, it

means that he is an entrepreneur and has registered his own business. Polish regulations grant a great deal of freedom in this regard to both Polish citizens and foreigners. In most cases, everyone on equal terms can establish a business and run it in the form of their choice.

The rights of entrepreneurs in Poland are regulated by a law, which you can read here¹.

A foreigner can do business in Poland even if they do not have Polish citizenship. The legal status of the foreigner is of great importance for the choice of the form of enterprise and the registration procedure. More information: here² and here³.

Citizens of the member states of the European Union and the European Economic Area, citizens of the USA and the Swiss Confederation

| | | |
|---|--|---|
|  |  |  |
| <ul style="list-style-type: none"> • own sole proprietorship • any commercial company | <p>Providing cross-border services-without registering your business in Poland</p> | <ul style="list-style-type: none"> • branch or representative office in Poland |

Citizens of countries that are not part of the European Union and the European Economic Area

| | | | |
|---|---|--|--|
|  |  |  |  |
| <ul style="list-style-type: none"> • limited partnership, • limited joint-stock partnership, • limited liability company, • joint-stock company | <ul style="list-style-type: none"> • sole proprietorship • any commercial company | <ul style="list-style-type: none"> • branch of a foreign entrepreneur | <p>Shares in commercial, equity companies</p> |



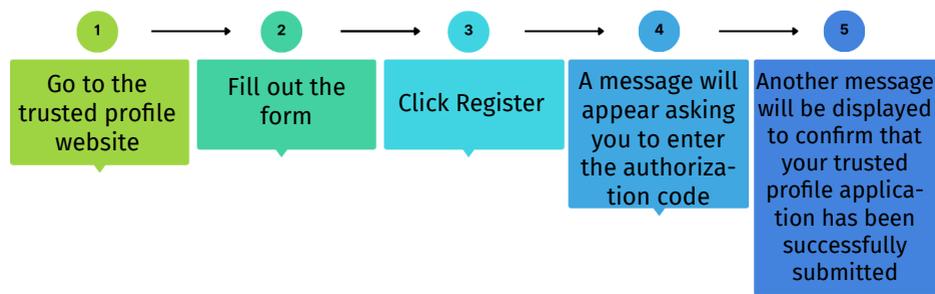
SOLE PROPRIETORSHIP

A sole proprietorship is the simplest form of business: It can be registered online, and registration is free of charge does not require start-up capital is settled in the form of personal income tax (PIT) and you can choose the form of taxation does not need to be a VAT taxpayer if it has revenues below a certain threshold or if the business is exempt from VAT under the law in most cases, simplified accounting or records will suffice. The entrepreneur is liable with all their assets for the obligations of their company has the exclusive right to represent their activities.

The first step to establish a company is to enter the Central Register and Information on Economic Activity. This can be done electronically here².

To electronically register your business you must have a trusted profile (TP), which is a means of electronic identification. TP confirms your identity online and allows you to sign documents with an electronic signature.

Here you can register your TP³.



You can also register your business activity in Central Register and Information on Economic Activity stationary at the Office of the City of Krakow, at the CRIEA Desk of the Department of Administrative Affairs in the following locations:

- ⇒ The Office of the City of Krakow, ul. Wielicka 28a, 3rd floor, service room (Monday – Friday 7.40 – 18.00),
- ⇒ POM Serenada, al. gen. Tadeusz Bora-Komorowskiego 41 (Monday to Saturday 10.00-18.00).
- ⇒ Entrepreneur Service Point, ul. Zabłocie 22 (Monday to Friday 7.40-15.30).



Information phone: 12 616 55 55 Telephone information on Central Register and Information on Economic Activity matters: phone: 12 616 56 27.

Foreigners who do not speak Polish, but want to register a company at CRIEA, change its data, suspend, resume or close a business, we offer service in English at the location at ul. Wielicka 28a. The visit should be arranged through the website: umawianiewizyt@um.krakow.pl.

As an individual, you can also carry out unregistered business activities and do not need to establish a company in CRIEA if it is a so-called small income-generating activity of individuals. As of July 2023, the income threshold below which you do not need to register a business is 2,700 PLN gross per month. You can read more on this topic [here](#)².

Foreigners starting a business in Poland are required to treat it as their main source of income and the basis of their stay in Poland. This means that a self-employed person cannot obtain a temporary residence and work permit or an "EU Blue Card." However, they can obtain permits for other types of work by obtaining a work permit.



TIN

The TIN (NIP), or tax identification number, is assigned by the Revenue Service and is used to identify the taxpayer. To obtain a TIN, you must fill out an identification application. You file such an application only once – you can only have one TIN, regardless, for example, of how many companies you run. You are obliged to use your TIN number when you file all kinds of declarations, returns or make tax payments.

TIN FOR AN ENTREPRENEUR THROUGH CRIEA

If you are registering your business, you submit an identification application as part of your CRIEA application, which is the basis for assigning a TIN. CRIEA sends your application to the tax office you indicate. This happens automatically, and confirmation that your TIN has been assigned is published in CRIEA. You can check it most often the next business day.

TIN FOR A PERSON NOT REGISTERED IN CRIEA

An individual who starts a business activity that is not subject to entry in CRIEA must also have a TIN. They submit an identification application to the tax office on the TIN-7 form. In this case, confirmation of the TIN assignment is issued by the head of the tax office within 3 days of receipt of a correct

identification application. You can handle the matter in person at the revenue office, by mail or electronically. For more information, see here¹.

ENTREPRENEUR'S OBLIGATIONS TO THE REVENUE SERVICE (RS) AND THE SOCIAL INSURANCE INSTITUTION (SII)

Every entrepreneur is subject to obligations to the Revenue Service and the Social Security Institution.



Settlement obligations to the RS:

- ⇒ submission of tax returns
- ⇒ calculation and payment of advance payment of income tax
- ⇒ calculation and payment of value added tax (applies to VAT and VAT-EU payers)

You can read more about it here².



Obligations to Social Security:

- ⇒ timely application for insurance,
- ⇒ payment of mandatory Social Security contributions to the correct accounts,
- ⇒ accurate calculation of the insurance rate

You can read more about the entrepreneur's rights and obligations in guides prepared by SSI and available here³.

Links useful for entrepreneurs:



How to choose the optimal form of business income taxation?



Who has to pay VAT?



Obligations of a VAT payer – registration and record-keeping.



Tax solutions to support assistance to Ukrainian citizens.

1.



2.



3.



HEALTH AND ACCESS TO MEDICAL SERVICES

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PUBLIC HEALTH SERVICE

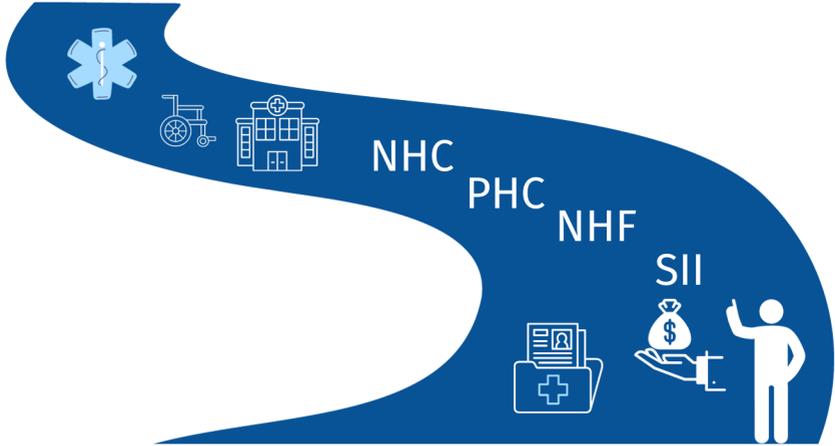
In Krakow, the health care system provides a wide range of medical services. The system is open to the public, and there is an extensive network of medical facilities in the city, with hospitals, clinics, outpatient clinics, pharmacies and rehabilitation centers.

INSURANCE

COMPULSORY HEALTH INSURANCE

Individuals with Polish health insurance have access to free or reimbursed medical services under the National Health Fund (NHF). Health insurance in Poland is compulsory and every beneficiary pays a contribution for public health care.

In practice, it looks like we pay a certain percentage of our income (in the form of a health contribution) each month, either indirectly (as employees, students, the unemployed) or directly (as employers or as individuals who take out individual insurance) to the Social Insurance Institution, or SII. The Social Insurance Institution forwards our premiums to the National Health Fund, or NHF.



The National Health Fund finances medical treatment, examinations, hospital stays or reimbursement for rehabilitation equipment. Sickness and maternity benefits are financed through a different contribution and insurance.

Medical services are available throughout the country.

Health insurance is mandatory and applies:

HEALTH AND ACCESS TO MEDICAL SERVICES

- ⇒ children,
- ⇒ students,
- ⇒ university and college students,
- ⇒ unemployed,
- ⇒ employees,
- ⇒ contractors,
- ⇒ conducting business,
- ⇒ pensioners,
- ⇒ retirees.

Employers who participate in employee financing also pay a contribution for free health care. The exception is employees who are on unpaid leave for more than 30 days. In that case, that employee is not eligible for Social Security coverage.

You are reported to health insurance by:

- ⇒ employer, if you are an employee,
- ⇒ school or university, if you are a student,
- ⇒ The district employment office, if you are unemployed,
- ⇒ pension or disability insurance institution, if you are a pensioner or retiree.

If you have children, a non-working spouse or parents in a joint household who have no right to insurance – notify your payer (such as your employer). You can enroll them in health insurance free of charge. You should do this on the day you sign the employment contract or within 7 days after the circumstances arise (e.g., loss of a spouse's job).

Your children will benefit from health insurance:

- ⇒ to the age of 18 if they do not continue their education,
- ⇒ up to the age of 26, if they continue their education at school or college,
- ⇒ without age restrictions, if they have a severe disability certificate.

VOLUNTARY HEALTH INSURANCE

If you don't work or benefit from a work contract and don't pay health insurance contributions, and would like to benefit from the public health care system, you can use voluntary health insurance.

To do so, you need to submit an application – you can download the template here¹ and sign the appropriate agreement with the National Health Fund. The National Health Fund's customer service room is located in Krakow, at ul. Wadowicka 8W.

Then submit the appropriate form to the appropriate SSI Inspectorate (check addresses here²) by mail or via ePUAP:

- ⇒ SII ZZA (zus_zza.pdf (nfz.gov.pl))³ for yourself or
- ⇒ SII ZCNA (ZCNA.indd (nfz.gov.pl))⁴ if you report family members for insurance.



SERVICES WITHIN THE FRAMEWORK OF THE NATIONAL HEALTH FUND

Being in the health care system, you are entitled to the following benefits:

1. Primary health care
2. Outpatient specialized care

3. Hospital treatment
4. Therapeutic rehabilitation
5. Psychiatric care and addiction treatment
6. Nursing and long-term care services
7. Dental treatment
8. Sanatorium resort treatment
9. Supply of medical devices
10. Emergency medical services
11. Palliative and hospice care
12. Highly specialized services
13. Health programs
14. Medicines and medicine programs

PRIMARY HEALTH CARE (PHC)

People who are insured or eligible for benefits choose their PHC: doctor, nurse and midwife through a declaration of choice. This is a special form that can be submitted:

- ⇒ stationarily at the PHC facility of your choice or
- ⇒ electronically through the Internet Patient Account (IPA).

You can read more about choosing and changing PHC providers here: [How to Select or Change a PHC Provider¹](#).

REGISTRATION AT A PHC FACILITY

You can sign up for an appointment with a primary health care doctor:

- ⇒ in person,
- ⇒ by phone,
- ⇒ through a third party,
- ⇒ electronically.

You have the right to sign up for an appointment on any day during the hours of operation of the primary health care center on the basis of an application in all the previously indicated forms.

For more information on making appointments, visit the Patient Ombudsman website here: [How do I sign up for an appointment with a family doctor?²](#)



TASKS OF PHC FACILITIES

PHC facilities operate from Monday to Friday from: 8.00 to 18.00. Advice is provided in-patient, by phone or at the patient's home. During night hours (18.00-8.00) and on holidays and weekends, emergency care is provided by night and holiday health care.

If you come sick to the clinic, you should get an appointment on the day you report. If this is not possible – on the date agreed with you.

TASKS OF A DOCTOR IN PHC

The PHC doctor diagnoses the disease and gives advice on the patient's treatment and may:

- ⇒ order diagnostic tests, sanitary transport, treatments in the treatment room or at the patient's home;
- ⇒ refer to a specialty clinic, hospital, sanatorium resort, nursing care facility, hospice or to be cared for in a home setting (nursing long-term care, home hospice);
- ⇒ issue an order for the provision of medical devices, such as a manual wheelchair, walkers, crutches, anti-decubitus mattresses, diapers or catheters;
- ⇒ write a prescription for drugs;
- ⇒ issue a health certificate.

Learn more about the tasks of a primary care physician here: [How your primary care physician can help you¹](#).

TASKS OF A NURSE IN PHC

The PHC nurse performs treatments on the basis of referrals and orders issued by physicians or her own authority – in PHC facilities and at the patient's home.

Among other things, a nurse can: give an injection, connect an IV, change a dressing, take material for diagnostic tests, write a prescription for certain drugs, as authorized, give advice on illness, give educational advice in health promotion and prevention.

Learn more about the tasks of a primary care nurse here: [How a primary care nurse can help you²](#).

NIGHT AND HOLIDAY HEALTH CARE

If you suddenly fall ill or your health suddenly deteriorates, you can go to any night and holiday health care center in Poland for help. Remember that there is no regionalization.



At nights (from 18.00 till 8.00) and on public holidays, the role of primary care clinics is taken over by night and holiday health care clinics. During these times, you can also get help on the First Contact Teleplatform (FCT). Just call the toll-free number 800 137 200 or fill out the form¹.

CIRCUMSTANCES OF USE OF NIGHT AND HOLIDAY HEALTH CARE SERVICES

Take advantage of it if you or a loved one is feeling unwell and you are concerned that the condition will worsen by the next day, but is not life-threatening. In medically justified cases, the doctor may decide to make a home visit. However, if you or your loved one feels unwell, but the condition is stable, wait until the next day. Seek help from your primary care physician.

NIGHT AND HOLIDAY HEALTH CARE – ADDRESSES AND TELEPHONE NUMBERS

You can find the nearest night and holiday health care center in Krakow on the website of the Małopolska Regional Branch of the National Health Fund².



St. Louis Regional Specialized Children's Hospital in Krakow



Kraków,
ul. Strzelecka 2a



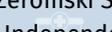
(12) 619 86 87
(12) 619 86 61



J. Dietl Specialist Hospital in Krakow

Kraków,
al. Focha 33

(12) 68 76 400
(12) 68 76 442
(12) 68 76 479
(12) 68 76 492



Stefan Zeromski Specialist Hospital Independent Public Health Care Center in Krakow

Kraków,
os. Na Skarpie 66

(12) 66295 76
(12) 622 95 45



| | | |
|---|---|----------------|
| Ludwik Rydygier Specialist Hospital in Krakow | Kraków, os. Żółtej Jesieni 1 | (12) 64 68 792 |
| St. Raphael's Hospital in Krakow | Kraków, ul. Armii Krajowej 5 | (12) 629 88 00 |
| St. Raphael's Hospital in Krakow | Kraków, ul. Bochenka 12 | (12) 629 88 00 |
| NZOZ Krakow-South | Kraków, ul. Kutrzeby 4 | (12) 656 10 07 |
| NZOZ Krakow-South | Kraków, ul. Szwedzka 27 | (12) 266 02 70 |
| Gabriel Narutowicz City Specialist Hospital in Krakow | Kraków, ul. Prądnicka 35 | (12) 257 86 06 |
| Krakow's John Paul II Specialist Hospital | Kraków, ul. Prądnicka 80 Pawilon M-V wejście C | (12) 614 28 88 |

HOSPITAL EMERGENCY DEPARTMENT (ED)

A hospital emergency department is a place where a person's life and suddenly endangered health are saved.

Go to the ED if:

- ⇒ you suffered an injury, had an accident (e.g., wound, fracture),
- ⇒ you suddenly feel bad and suspect a heart attack, stroke, have circulation problems,
- ⇒ clinic cannot provide you with assistance, and your condition indicates that you cannot wait.

Assistance in a hospital emergency department (ED) also includes services

that require rapid diagnosis and treatment. But the ED physician only refers for examinations and consultations that are necessary due to a life or health emergency. If necessary, the ED refers the patient for inpatient treatment or provides transportation to another specialized facility.

The ED is not a substitute for a primary care doctor or a specialist clinic doctor. You don't go to the ED for a cold or indigestion. Nor is it the place you go to get a prescription for drugs or a referral for tests.

VISIT TO THE ED

In a hospital emergency department, there is no order of arrival by time of arrival. It is the medical professional (not the registration clerk) who decides based on the patients' condition whom to save first.

More and more hospitals are conducting a so-called "triage" among ED patients. This is a method of qualifying patients into those who need help immediately or urgently, and those who can medically wait for help.

Basic triage codes:

Red – immediate threat to life or health, help must be provided immediately;

Yellow – an urgent case and the patient should be admitted as soon as possible;

Green – stable case, there is no threat to life or serious harm to health patient will be admitted after patients with red and yellow codes.

Some hospitals have additional codes: orange and blue (the hotter the shade of color, the more urgent the case).

EDS IN KRAKOW – ADDRESSES AND TELEPHONES



Gabriel Narutowicz City Specialist Hospital
in Krakow



Kraków,
ul. Prądnicza 35-37



(12) 257 82 80

| | | |
|--|---|--|
|  <p>University Hospital of Krakow</p> | <p>Kraków, ul. Jakubowskiego 2</p> | <p>(12) 400 17 50/51/52/53/54/55</p> |
| <p>5th Military Clinical Hospital with Polyclinic – Independent Public Health Care Facility in Krakow</p> | <p>Kraków, ul. Wrocławska 1-3</p> | <p>(12) 630 81 39</p> |
| <p>Stefan Zeromski Specialist Hospital Independent Public Health Care Center in Krakow</p> | <p>Kraków, ul. Wrocławska 1-3</p> | <p>(12) 622 92 26</p> |
| <p>University Children's Hospital in Krakow</p> | <p>Kraków, ul. Wielicka 265</p> | <p>(12) 333 91 86</p> |
| <p>Ludwik Rydygier Specialist Hospital in Krakow</p>  | <p>Kraków, os. Złotej Jesieni 1</p> | <p>(12) 646 86 80</p> |

IZBY PRZYJĘĆ W KRAKOWIE – ADRESY I TELEFONY

| | | |
|---|---|---|
|  <p>Jozef Dietl Specialist Hospital in Krakow</p> |  <p>Kraków, ul. Skarbowa 1</p> |  <p>(12) 687 62 05</p> |
| <p>Krakow's John Paul II Special- ist Hospital</p> | <p>Kraków, ul. Prądnicka 80</p> | <p>(12) 614 30 94</p> |
| <p>Health Care Facility of the Ministry of Internal Affairs and Administration in Krakow</p> | <p>Kraków, ul. Galla 25</p> | <p>(12) 637 42 05</p> |
| <p>St. Raphael's Hospital</p>  | <p>Kraków, ul. Bochenka 12</p> | <p>(12) 650 08 18/819</p> |
| <p>St. Louis Regional Specialized Children's Hospital in Krakow</p>  | <p>Kraków, ul. Strzelecka 2</p> | <p>(12) 619 86 13</p> |

CALLING THE EMERGENCY MEDICAL SERVICES (AMBULANCE)

For emergencies and situations that require immediate medical care, you can use the ambulance service, which operates throughout Krakow. Remember – call an ambulance only in a situation:

- ⇒ imminent life threat
- ⇒ which is sudden and may result in serious damage to bodily functions, bodily injury or loss of life
- ⇒ sudden deterioration of the sick person's condition that may lead to damage to health.

Do not call an ambulance for illnesses and incidents that do not cause a threat to health and life. Also, do not call an ambulance when you need a prescription for medication, a referral to a specialist, additional tests or specialist consultations!

The medical dispatcher, after assessing the situation, may refuse to send an ambulance, stating the reason for the refusal and how to proceed.

INTERNET PATIENT ACCOUNT (IPA)

The Internet Patient Account is a free service of the Ministry of Health, thanks to which you will gain quick access to your medical information and arrange many matters without having to visit a clinic. The Internet Patient Account is available to any person who has a PESEL identification number, including foreigners.

SERVICES AT IPA

When you log in to the Internet Patient Account, you will find, among other things:

- ⇒ e-prescriptions (with drug dosage information), e-referrals, e-sick notes,
- ⇒ the history of all medical visits, treatments or hospitalizations.

If you are a parent, you will gain access to the medical data of your children up to the age of 18 (the children's data is visible in the account of the parent who reported them for insurance with Social Security). You can also share your medical data with a loved one, doctor, medical facility or pharmacist. You can also use the search engine for medicines available in Poland to find information on the medicinal product you are interested in.

With IPA, you can also receive an e-prescription by SMS or e-mail to the phone number or e-mail address provided, get another prescription for the drugs you are taking without visiting a doctor (in case of a chronic disease and after consultation, such as by phone, with a doctor), receive an e-referral, find out where you can be treated, choose or change your doctor,

nurse and/or primary care midwife, apply for a European Health Insurance Card (EHIC).

USE OF IPA

To use IPA log in to the patient.gov.pl¹ portal. Through your Trusted Profile.

PATIENT TELEPHONE INFORMATION

At the Patient Information Phone Number 800 190 590 you will get information about night and holiday medical care, the nearest ED and the pharmacy where you can find your medicine. You will also learn about the shortest time to see a specialist.

PATIENT OMBUDSMAN

The Patient Ombudsman's job is to ensure that clinics, hospitals, doctors and all medical facilities respect patients' rights and provide them with maximum safety and comfort during treatment.

Report to the Patient Ombudsman if you believe that your rights as a patient have been violated. To do so, you can:

- ⇒ call the Patient Information Phone Number at 800 190 590, open from Mon to Fri from 8:00 to 18:00.
- ⇒ write an email to kancelaria@rpp.gov.pl
- ⇒ contact via chat, which is available at website²
- ⇒ arrange a personal meeting with an employee at the office in Warsaw, ul. Mlynarska 46.

PRIVATE HEALTH CARE

In order to receive healthcare services in Krakow, one usually has to first register at a clinic or health center. Specialist appointments often require advance booking. Access to specialists can sometimes be limited due to high demand and waiting times for appointments can be longer.

Private medical facilities are also available in Krakow, where access and waiting times may be shorter, but this carries a cost for the patient.

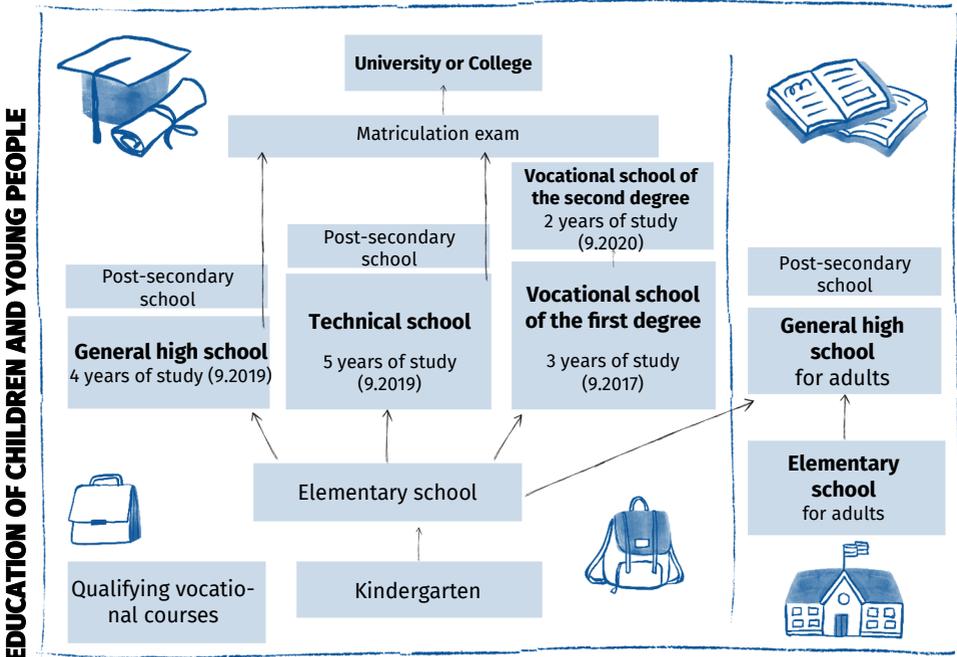
In summary, Krakow's health care system provides access to a variety of medical services, but waiting times for some services can be lengthy. Access to medical services also depends on insurance status and the ability to use private facilities.



EDUCATION OF CHILDREN AND YOUNG PEOPLE

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EDUCATION SYSTEM IN POLAND



Article 70 of the Constitution of the Republic of Poland states that:

- ⇒ everyone has the right to education – this right is exercised on the same terms by both Poles and foreigners,
- ⇒ education in public schools in Poland is free,
- ⇒ parents can choose a school other than the public school for their child.

Education, care and access to school (recruitment) are provided for foreign male and female students on the same basis as for Polish citizens. The situation for adults is a little different: in public schools for adults, industry schools of the second degree, post-secondary schools, art schools, colleges for social service workers or education in the form of qualified vocational courses, foreigners study, as a rule, for a fee. The amount of fees is set by the principals of these schools.

Education – rights and responsibilities

| RIGHTS | DUTIES |
|--|--|
| <ul style="list-style-type: none">⇒ to free public schooling until the age of 18⇒ to choose a non-public school (tuition may be paid, parents pay so-called tuition fees)⇒ to decide whether or not he or she uses religious/ethics lessons and, if he or she does, to choose the lessons of a particular religion | <ul style="list-style-type: none">⇒ school – until completion of elementary school⇒ education – until the age of 18 (in school form, such as high school, technical school or vocational school, or in non-school form, such as vocational training with an employer) |

Compulsory education can be carried out in a public or non-public school. Each type of school implements the same core curriculum and issues the same state-issued grade and school completion certificates. Public schools (run by a local government unit, such as a municipality) are free of charge. Non-public schools (run by private individuals or foundations/associations) are usually paid – students pay a so-called registration fee (once) and tuition (every month).

A list of all schools and kindergartens in Krakow can be found here¹.

List of non-governmental establishments in Krakow can be found here².

CHILD IN THE NURSERY

The nursery is not part of the education system. It is one of the forms of care for young children from the 20th week until the end of the school year, when the child turns 3.

A nursery helps parents reconcile work and



childcare. The detailed conditions for the admission of children are specified in the statute of the nursery.

The length of stay in the nursery is generally up to 10 hours a day. At the parent's request, this time can be extended, for an additional fee. There are 22 municipal nurseries in Krakow with 2,344 places. Parents pay fees for the stay and food.

Enrollment in the nursery continues – subject to vacancies – throughout the year, and admission is decided by the principal. If you want to enroll your child in the nursery, report to the director to submit an application and fill out a child enrollment card. Once the child is admitted to the nursery, the director signs a contract with the parent. The choice of location does not depend on your place of residence – "regionalization" does not apply.

The activities of the nurseries are supervised by the Department of Social Policy and Health of the City of Krakow (phone: 12 616-50-58).

More information and a list of local government nurseries can be found here¹.

You can find general information about nurseries here² and here³.

Other forms of institutional care for a child under 3 include a children's club and a so-called day caregiver.

CHILD IN THE KINDERGARTEN

Kindergarten, is a form of care, education and upbringing for children from the age of 3. In exceptional cases, the director of the kindergarten (outside the recruitment system) may accept a child who is at least 2.5 years old. Pre-school education is not compulsory and can be provided in such places as:

- ⇒ kindergartens,
- ⇒ pre-school branches in elementary school,
- ⇒ preschool education teams,
- ⇒ pre-school points.

A parent who wants to enroll a child in a kindergarten must take part in recruitment. In Krakow, recruitment is done electronically and begins at the beginning of March each year. In Krakow, two proceedings are carried out: the first recruitment in March and the second – a supplementary one in late May and early June. The Department of Education of the City of Krakow is responsible for recruitment to local government kindergartens. Under the "Downloads" tab, a parent will find instructions (in Polish only). Note:

To apply for admission to kindergarten, the child must have a PESEL number!

1.

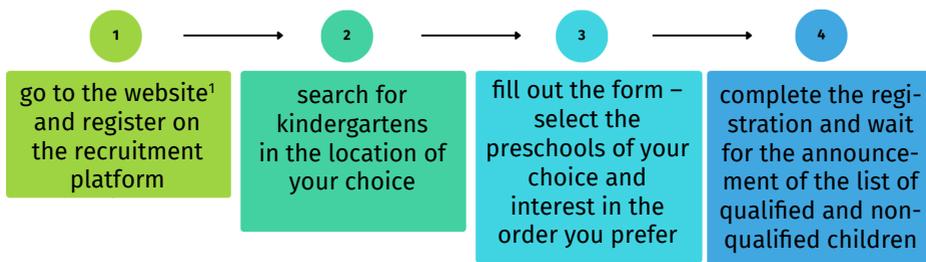


2.



3.





If the child does not have a PESEL number, go to the kindergarten where the parents want to enroll the child and ask for help.

For complete information on kindergarten recruitment in Krakow, click here².

If your child is qualified for kindergarten – confirm your application and bring additional documents to the kindergarten (all information can be found on the recruitment page). Wait for the announcement of the list of accepted and unaccepted children; if your child has been accepted, sign a contract with the kindergarten, if not – you can appeal the commission's decision or report to the office and ask for the designation of another kindergarten for your child.

A list of local government kindergartens can be found here³.

You can read the information located here⁴.

Public (local government) and non-public kindergarten – comparison

| service | public kindergarten | non-public kindergarten |
|----------------------|---|--|
| stay | from 8.00. to 13.00 stay is free of charge, each additional hour costs PLN 1.14 | Parents pay a so-called tuition fee, and sometimes a so-called enrollment fee. Prices are set by the free market |
| catering | paid | paid |
| ancillary activities | free | covered by the tuition fee or paid additionally |



SIX-YEAR-OLD CHILD IN "RECEPTION CLASS" (IN KINDERGARTEN OR SCHOOL)

A six-year-old child is subject to compulsory schooling. This means that it is compulsory to carry out one-year pre-school preparation (the so-called reception class or zero grade) at school or in a kindergarten. Education of a six-year-old child in a local government kindergarten or reception class unit in an elementary school is compulsory and free of charge. However, if the child uses catering, parents cover this cost. Education of a 6-year-old child in a private kindergarten or private school is chargeable.

STUDENT IN ELEMENTARY SCHOOL

Recruitment for first grades in elementary school begins at the beginning of March each year. In Krakow, recruitment is done electronically¹. Detailed rules and recruitment forms and deadlines are published on this page.

Two proceedings are conducted in Krakow: the first recruitment in March and the second – supplementary – in May each year. Children residing in the district of a given school are admitted ex officio (they do not have to participate in the recruitment procedure). Recruitment for grades higher than the first in an elementary school is conducted throughout the year. To enroll a child in a school, the parent should first contact the principal of the district school.

A school's district is the region of residence of students who are assured a place at a particular school in the first place. A search engine for district schools in Krakow is available here².

Elementary school lasts 8 years and is divided into two stages:

- ⇒ grades 1-3 (early childhood education),
- ⇒ grades 4-8 (subject-by-subject teaching).

Elementary school is attended by students from age 7 to 15. In the eighth grade, in May, they all write a mandatory eighth-grade exam. There is no specified minimum score that a student should obtain, so the eighth-grade exam cannot be failed, but the result of this exam determines admission to secondary school (schools determine the criteria for admission, that is, the minimum number of points). Important information about this exam is published here³.

The exam for foreign students has so-called adaptations, which concern the form (different exam sheets) and conditions (e.g., extended time).



Detailed information on this subject is published annually by the Central Examination Commission at website¹.

STUDENT IN SECONDARY SCHOOL

A student between the ages of 16 and 18 implements compulsory education in a post-primary school or outside school, such as vocational training with an employer. There are the following secondary schools in Poland:

- ⇒ 4-year general high school
- ⇒ 5-year technical school
- ⇒ 3-year vocational school (first degree).

A person who has turned 18 years of age while attending school has the right to free education in a public secondary school until it is completed (in a non-public secondary school, they are entitled to education under the existing rules).

In Krakow, recruitment to secondary schools takes place in the second half of May using an IT system, available here². Interested candidates enter a single application for admission into the system, in which they indicate any number of general high schools, technical high schools and vocational schools run by the City of Krakow.

A student may also be admitted to a secondary school during the school year if there are vacancies in the classes.

Detailed information on recruitment to secondary schools in Krakow can be found here³.

In the final year of general high school and technical school, male and female students take the matriculation exam. This exam is not mandatory, and its results determine the graduate's admission to university. Important information about this exam is published here⁴.

Students of technical schools, vocational schools and adult students of second-degree vocational schools and post-secondary schools also take vocational examinations. A person who passes such an exam in a given profession receives a certificate of professional qualification. More information can be found here⁵.



| type of school, duration, education received | major exams | educational career path |
|---|---|--|
| Primary lasts 8 years primary education | eighth-grade exam mandatory | The result determines admission to a secondary school (schools set a minimum score threshold) |
| general high school lasts 4 years high school education | matriculation examination diploma (optional, gives access to universities and colleges) | higher education (matriculation examination required) postsecondary school qualification courses labor market |
| technical school lasts 5 years secondary vocational education | matriculation examination diploma (optional, gives access to universities and colleges examinations confirming qualifications in a profession) | higher education (matriculation examination diploma required) postsecondary school qualification courses |
| vocational school of the first degree lasts 3 years vocational education | examinations confirming qualifications in a profession (give access to the labor market) | secondary vocational school high school for adults qualification courses labor market |

RELIGIOUS EDUCATION IN A POLISH SCHOOL

In public kindergartens and schools, students can make a declaration of participation in RE classes (participation in religion classes is voluntary). As a rule, Catholic religion is taught in Polish schools. However, if the headmaster receives a request to teach other religions, they should take measures to organize such lessons. In cases where there are fewer than 7 people in a school interested in learning a particular religion, in agreement with the relevant church or religious association, religion lessons are organized in an inter-school group or an after-school catechism point. The following catechism points operate in Krakow:

1. The Evangelical Lutheran Church,
2. The Baptist Church in the Republic of Poland congregation in Bielsko-Biała,
3. Pentecostal Church "Bethlehem" congregation.
4. Christ the King Church in Krakow,
5. Orthodox Church,
6. Seventh-day Adventist Church,
7. The Greek Catholic Parish of the Elevation of the Holy Cross in Krakow
8. The Evangelical-Methodist Church in Poland,
9. Baptist Church congregation,
10. The Church of God in Poland – the Church of Jesus Christ in Krakow.

Those interested in learning their own religion can obtain information in person at the Department of Education of the City of Krakow at ul. Stachowicza 18 or by calling (12) 616 52 47 and at the school principal.

COMPULSORY SCHOOLING VERSUS KNOWLEDGE OF THE POLISH LANGUAGE

Lack of knowledge of the Polish language does not exempt from schooling and education and cannot be the basis for refusal of admission to school. In the education system, solutions have been planned to support the foreign and Polish so-called "returning" student.

Preparatory branch (PB) – is created in primary and secondary schools (excluding special schools) for foreigners and Polish citizens returning from abroad. The period of study in such a branch is adapted to the student's progress and abilities. In principle, one year, but can be shortened or extended to two years. In OPs and in generally accessible divisions, students can count on the support of intercultural assistants. The OP has a maximum of 25 students. After graduating from the OP, the student continues their education in a generally accessible branch. If they experience learning difficulties, they can benefit from the support of pedagogues and school psychologists. Assistance can be obtained from local government psychological-pedagogical counselling centers. Guide to PB¹.

An intercultural assistant (IS) – is a person who helps you learn and find your way around the realities of school. An IS is a person who speaks the language of the foreigner's country of origin and Polish, employed by the school principal as a teacher's assistant. Guide to IS².

General information about education in the Polish educational system of students coming from abroad³.

PROCEDURE FOR ADMISSION OF A FOREIGN CHILD TO SCHOOL

The parent/legal guardian of a foreign child enrolls the child in school at the secretariat on the basis of documents. Required are:

- ⇒ parent's application for admission to the school,
- ⇒ ID card of the parent for inspection,
- ⇒ a document stating the sum of the child's years of education (e.g., the certificate of the last completed grade) or a document confirming the completion of a particular school (e.g., the final certificate) – on this basis the director will determine which class to enroll the student (the child should study in the class where his peers go),
- ⇒ a copy of the child's birth certificate – for review,



- ⇒ statement on the residence of the child – submitted under penalty of criminal liability for making false statements.

The school principal cannot demand from the parent a housing lease agreement, registration certificate or any document confirming the legality of the stay (visa, residence card, etc.). If the parent/legal guardian/youth student arriving from abroad cannot submit documents, they shall be qualified for the appropriate class and admitted to the public school on the basis of an interview. The school principal may conduct the interview in the language spoken by the student. If the principal does not know the student's language, they will invite a translator to the interview. Documents do not require a sworn translation; they can be translated by the school's teachers or an intercultural assistant. Sworn translation is required for confirmation of secondary education (nostrification of certificates) for foreigners and Polish citizens applying for admission to college or post-secondary school.

PSYCHOLOGICAL-PEDAGOGICAL COUNSELLING CENTERS

They provide children and adolescents with psychological and pedagogical assistance and help in choosing the direction of education and profession. They cooperate with parents and teachers. The assistance provided by the public psychological and pedagogical center is voluntary and free of charge. If necessary, you can meet there with a pedagogue, psychologist, vocational counselor, speech therapist, etc. In the counseling center, diagnoses are carried out, opinions on the child are written, and a decision on the need for special education is issued. In Krakow, students with migration experience are dealt with by the Counseling Center at ul. Gertrudy 2 – here¹. A parent will find information there in Polish, English, Ukrainian and Russian. There are also Sunny Spaces of Support The Sun, where one can get help in Polish, Ukrainian and Russian – they operate within the framework of four counseling centers, and additional information about them along with their current locations can be found at – www.spwslonce.com².

The counseling centers have what are called "assessment teams" that issue need assessments of:

- ⇒ special education,
 - ⇒ individual education,
 - ⇒ individual annual preschool preparation,
 - ⇒ remedial and educational classes,
- as well as opinions:
- ⇒ on the need for early support of child development
 - ⇒ of an individualized education path.





Psychological and Pedagogical Co-
unseling Center No. 1 in Krakow



ul. Chmielowskiego 1,
31-067 Kraków,
12 430 50 52
www.poradnia.oswiata.org.pl



Psychological and Counseling Center
No. 2 in Krakow

ul. Siewna 23d,
31-231 Kraków,
12 415 69 68
www.poradnia2krakow.pl



Psychological and Pedagogical Co-
unseling Center No. 3 in Krakow

ul. Konfederacka 18,
30-306 Kraków,
12 266 19 50
www.poradnia3.krakow.pl



Psychological and Pedagogical Co-
unseling Center No. 4 in Krakow

os. Kalinowe 18,
31-814 Kraków,
12 644 18 85
www.poradnia4.krakow.pl



The Specialized Psychological and
Pedagogical Counseling Center
"Krakow Therapy Center" in Krakow

os. Helców 23a,
31-148 Kraków,
12 422 18 58
www.kot.krakow.pl



Specialized Psychological and Peda-
gogical Clinic for Children with Edu-
cational Failures in Krakow

ul. Św. Gertrudy 2,
31-046 Kraków,
12 422 43 83
www.poradnia-psychologiczna.com



The Specialized Psychological and
Pedagogical Counseling Center titled
"Krakow Career Center" in Krakow

ul. Poptawskiego 17,
30-818 Kraków,
12 632 87 73
www.poradniakrakow.com.pl



The Specialized Early Psychological
and Pedagogical Assistance Counse-
ling Center in Krakow

os. Willowe 35,
31-902 Kraków,
12 412 15 66
www.owpp.pl



The application for the above-mentioned certificates and opinions must be accompanied by a current medical certificate issued on a special form. In the case of students with autism, a certificate from a psychiatrist is necessary.

You can learn more about rulings and opinions from the psychological-pedagogical counseling center's website here¹.



BOARDING HOUSES AND DORMITORIES

A student from the age of 13 to 18 may live in a boarding house or dormitory if their place of residence is far from the school. A boarding house is a care facility of a particular school (to use a boarding house a student must attend that particular school). A dormitory has an inter-school character (students of different schools benefit from accommodation and care here).



Dormitory of secondary education No. 1



ul. Rzeźnicza 4,
al. Focha 39
30-119 Kraków,
12 422 86 68



bursa1@mjo.krakow.pl

Dormitory of secondary education No. 2

os. Szkolne 17, 19
31-997 Kraków,
12 653 26 91

internatbursa@interia.pl

Dormitory of secondary education No. 3

ul. Ułanów 21a
31-450 Kraków,
12 411 64 39

bursa3@mjo.krakow.pl

Construction School Complex No. 1

ul. Szablowskiego 1,
30-127 Kraków,
12 637 48 82

zsb1@mjo.krakow.pl

Electrical School Complex No. 1

ul. Kamieńskiego 49
30-644 Kraków,
12 655 12 93

zsel1@mjo.krakow.pl

Culinary School Complex No. 2

ul. Sokolska 17,
30-523 Kraków,
12 656 04 04

zsg2@mjo.krakow.pl

Boarding house of the School Complex of Environmental Engineering and Land Reclamation

ul. Ułanów 5,
31-450 Kraków,
12 411 76 11

zsisim@mjo.krakow.pl

School Complex No. 1

ul. Ułanów 5,
31-450 Kraków,
12 411 54 53

zs1@mjo.krakow.pl

There are also establishments in Krakow run by legal entities other than a local government unit or natural persons. Their list can be found here¹.

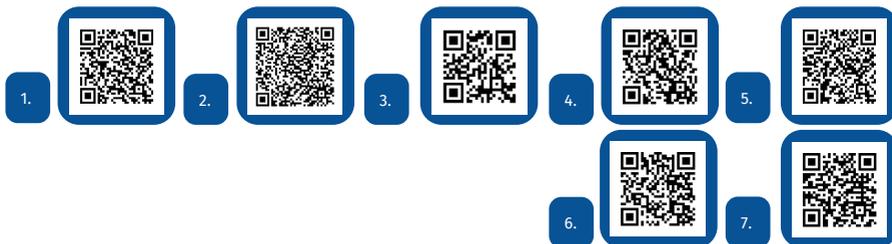
SPECIAL NEEDS EDUCATION

Special schools accept students with a special needs education certificate. Foreign students have the same rights in special education as Polish students. This includes the right to free transportation to and from school. In order to take advantage of the free transportation or receive reimbursement (if the parents transport the child on their own), an appropriate application¹ must be filled out along with a photocopy of a current special needs education certificate and delivered to the Education Department of the City of Krakow. Additional information: Department of Education: phone: 12 616 52 27.

You might also want to check the information at www.mcoo.krakow.pl³, under the tabs: Social Security and Unit Services/Transportation of Students with Disabilities.

Before enrolling a child in a special school, an application must be submitted for referral to study in such a school. The application can be submitted in person to the Department of Technical, Special and Placement Education of the Education Department of the City of Krakow at ul. Stachowicza 18 or electronically. Details here⁴. This procedure does not apply to non-public schools – in the case of a non-public school, the parent/legal guardian reports directly to the school.

List of public special schools⁵ in Krakow. The list does not include non-public schools – a parent can find such a school online on their own. List of all educational units run by the city of Krakow is here⁶. In September 2022, a new special school was established in Krakow, Poland, which provides education to male and female students with disabilities both Polish as well with migrant or refugee status. It employs staff from Poland, Ukraine and Belarus. For more information and to contact the school, click here⁷.



ADULT EDUCATION

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TYPES OF SCHOOLS FOR ADULTS

Adults can supplement or continue their education in a number of schools, a significant number of which are free. This applies to both local government and non-government (community and private) schools.

The Polish education system provides adults (who have reached the age of 16) with the opportunity to complete each stage of education:

Elementary school (for those who, for various reasons, could not complete school in the usual manner¹).

General high school (for graduates of elementary school, junior high school or first-level trade school).
More you can find here² and here³.

Second-degree trade school (for graduates of first-degree trade school)
More here⁴.

Adult graduates of a general high school and an trade school of the second degree can take the matriculation examination, the passing of which entitles them to study in college or university.

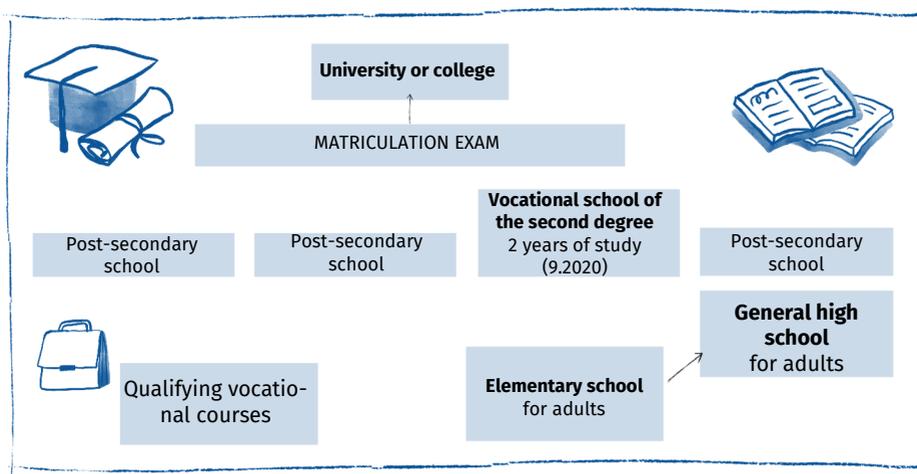


A matriculation examination diploma is not required in post-secondary schools – here it is enough to obtain a secondary education (and thus to finish high school or a trade school of the second degree). Graduates of technical schools are also admitted to post-secondary schools. Education for adults is conducted in extramural form (usually on weekends), which allows for occupation.

QUALIFYING VOCATIONAL COURSES

Adults can also study at qualifying vocational courses (QC), conducted according to a curriculum that takes into account the core curriculum of vocational training for one qualification. Any interested person who is at least 18 years of age can participate, regardless of his or her education (primary, junior high, vocational, secondary, higher). Completion of the QC makes it possible to take the exam confirming qualifications in a profession, in terms of a given qualification, conducted by a district examination board. A person who completes a vocational qualification course and passes the exam confirming vocational qualifications in the scope of a given qualification, receives a certificate confirming qualifications in the profession and the right to practice the profession in the scope of the qualification held. You can find more information about completion of vocational qualifications here¹.

ADULT EDUCATION IN THE EDUCATIONAL SYSTEM



You can find a list of adult schools in Krakow here².



USEFUL INFORMATION ABOUT ADULT EDUCATION IN POLAND

Matriculation examination

The matriculation exam can be taken regardless of the time that has passed since graduating from general high school or technical school (of course, one must have a legalized certificate of graduation); to do so, one must report to the District Examination Commission (in Krakow it is located at Osiedle Szkolne 37) and begin the procedure, Each school year, the DEC website¹ announces deadlines, requirements and ways to prepare.

POST-SECONDARY SCHOOL

Post-secondary school is organized on the basis of the secondary school curriculum, allowing to obtain a diploma confirming professional qualifications after passing an exam. Studying lasts no more than 2.5 years. Graduates, after passing an external exam, receive a diploma that specifies professional qualifications at the level of technician or skilled worker.

Krakow's post-secondary school offerings can be found here².

SINGLE MASTER'S DEGREE PROGRAM

In accordance with the applicable regulations (the ACT of July 20, 2018. Law on Higher Education and Science, Journal of Laws. 2018, item 1668), the qualification for certain professions requires the completion of a full five- or six-year master's degree; these include, among others, law, medicine, pre-school and early childhood pedagogy, special education.

STUDIES IN THE 3+2 FORMULA

In accordance with the Bologna Process, most studies are implemented in the system of a 3-year bachelor's degree and a 2-year master's degree; migrants wishing to upgrade their qualifications most often take advantage of the opportunity to undertake a two-year master's degree, based on their first degree bachelors.

UNIVERSITIES IN KRAKOW

Residents of Krakow can choose from an offer of 18 public and non-public higher education institutions – list³. At all universities, recruitment is carried out electronically. You can find important information and deadlines in the "Candidate – Recruitment" tab.



You can study under the same rules as Polish citizens if:

- ⇒ you have a permanent residence permit (to live in Poland),
- ⇒ you have refugee status granted in the Republic of Poland,
- ⇒ you are under temporary or supplementary protection in the territory of the Republic of Poland,
- ⇒ you are a migrant worker, an EU/EEA citizen or a family member of an EU/EEA migrant worker,
- ⇒ you have a residence permit for a long-term EU resident,
- ⇒ you are an EU/EEA citizen with permanent residency.

If you meet one of these criteria, you do not pay full-time tuition (at public universities), but you must pass the recruitment (compete with other applicants) and show certified knowledge of the Polish language. The level of this proficiency is determined by the respective university, but it cannot be less than B1. As a foreigner you can:

- ⇒ receive a scholarship from the Polish side (Government of the Republic of Poland),
- ⇒ study on a fee basis (pay tuition fees),
- ⇒ study free of charge, without the right to a scholarship,
- ⇒ receive a scholarship from the sending party (e.g., a country or university) and pay no tuition fees,
- ⇒ receive a scholarship awarded by Polish universities.

Students who study under the above rules do not have to compete with other students for a university place. However, they are required to pay tuition fees set by universities. The amount of tuition fees varies. In non-public schools, tuition is paid.

POSTGRADUATE STUDIES

Both first- and second-degree graduates and unified master's degree holders are eligible for postgraduate studies. In order to undertake postgraduate studies, it is necessary to participate in the recruitment. It is worth knowing that:

- ⇒ postgraduate studies are conducted not only by universities, but also by various educational institutions (public and non-public),
- ⇒ when deciding to choose a non-university institution, one should study their recruitment conditions very carefully (especially when they offer the opportunity to study without nostrification/recognition of the diploma), because investing a specific amount of money, one can be left with nothing, i.e. without the qualifications required by a potential employer.

POST-SECONDARY SCHOOLS

Post-secondary schools offer qualifications to those with a high school or technical school diploma.

Each of the indicated forms of adult education can take place onsite, online (synchronously, thus connecting with the instructor, or asynchronously, when you have the opportunity to read the content, posted on the platform at your convenience) or hybrid. Caution should be exercised when choosing online offerings for courses that require "real-world" action, such as teaching majors, which require an internship to complete.

LEARNING POLISH FOR FOREIGNERS

There are many Polish language schools in Krakow, most of them on a commercial basis (for a fee). The education system does not provide adults with free Polish language courses, although such courses are increasingly offered through projects implemented by non-governmental organizations. Universities offer paid open courses (for everyone) and closed courses – for university students. You can find the range of courses offered on the university's website.

CERTIFICATION OF KNOWLEDGE OF THE POLISH LANGUAGE – POLISH CERTIFICATE

Certification of language proficiency is handled by the State Commission for the Certification of Proficiency in Polish as a Foreign Language, which outsources the organization of exams to certified bodies. Their list can be found here¹.

This list is being supplemented – you can follow the changes here². Here you will also find information on how the exams are organized and also sample tests:

The State Commission for the Certification of Proficiency in Polish as a Foreign Language announces the schedule of Polish language examination sessions for each year. You can find the current dates here³. To take the exam you must register and pay the fee. You can check the fees here⁴. Registration for the exam is done electronically⁵.



EDUCATION AND THE RIGHT TO INSURANCE

Post-secondary school students under the age of 26 may be insured by the school if they have no other title of insurance (they are not working or are not insured by their parents).

Foreign students from outside the EU get insured in Poland:

- ⇒ by entering into a voluntary health insurance contract with the NHF branch in their place of residence and finance the health fee paid monthly themselves,
- ⇒ if they have a Polish Charter or a certificate of Polish origin, the obligation to pay health insurance premiums rests with the university – they should report to the dean's office for this purpose.

A person interested in voluntary insurance must submit an application to the provincial branch of the National Health Fund and present the following documents:

- ⇒ a passport with a document confirming legal residence in Poland (visa, residence card),
- ⇒ document confirming student status (student card or certificate from the university),
- ⇒ permission from parents to sign a voluntary health insurance contract (if a minor).

Students and doctoral students are exempt from paying additional fees to sign a voluntary insurance contract. They only pay the fee due. For more on the right to insurance for students, click [here](#)¹ and [here](#)².

ADDITIONAL ENTITLEMENTS OF ADULT STUDENTS

A student at a post-secondary school as well as a university student or doctoral student receives a student card. It entitles the student to discounts, for example, on public transportation. The student ID card issued by a university (not a post-secondary school) can also be used as a carrier for the Krakow City Card and a season ticket can be purchased for it.

SUPPORT FOR FOREIGNERS IN THE FIELD OF ADULT EDUCATION

There are a number of organizations in Krakow that offer support for foreigners, including assistance in finding the right course/appropriate school and understanding the recruitment process. It is worth using the information posted on the website of the Center for Vocational and Continuing Education³ in Krakow. For more information, see [here](#)⁴, [here](#)⁵, [here](#)⁶.



STUDENT DORMITORIES

Students can live in a so-called dormitory/student house for the duration of their studies. Almost every university offers this possibility. We publish a list of these places below. For detailed information on the possibility of living in a dormitory/student house, please check the university's website.

- ⇒ Jagiellonian University (JU) dormitories – about 3,500 places,
- ⇒ The dormitories of the AGH University – about 6,800 places,
- ⇒ University of the National Education Commission in Krakow – about 1,000 seats,
- ⇒ Bronislaw Czech University of Physical Education in Krakow – about 1,000 seats,
- ⇒ Pontifical University of John Paul II in Krakow – about 80 seats,
- ⇒ Krzysztof Penderecki Academy of Music in Krakow – about 100 seats,
- ⇒ Stanislaw Wyspianski Academy of Theater Arts in Krakow – about 40 seats.

In addition to university-run dormitories, students can use private dormitories and rent an apartment on the open market. It is a good idea to consult the student affairs office of the university in question, which can provide information on available student housing options.

FAMILY SUPPORT

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FORMS OF FAMILY SUPPORT

Family support in Poland is regulated by many different legal documents and social programs. Among the most important is the Act on Family Support and the System of Foster Care. The Act regulates the state's obligations towards families experiencing difficulties in fulfilling their care and upbringing functions. Work with the family is carried out both in situations indicating the need for preventive measures, and in crisis situations threatening the welfare of the child. It takes various forms, adapted to the needs of the family and the specifics of the difficulties that occur. These include, but are not limited to, family assistants, day care centers, supportive families, specialized counseling and other services that strengthen the functioning of families with children.

INSTITUTIONS SUPPORTING THE FAMILY

One of the most important institutions providing assistance to families is the Municipal Social Welfare Center in Krakow (MSWC). Any person in a difficult life situation – struggling with unemployment, poverty, homelessness,

physical or emotional violence – can come to the center for help. MSWC also supervises the activities of units operating within the social welfare system, among which we can distinguish – social welfare homes, support centers for the elderly, self-help clubs, community self-help homes, sheltered accommodation, foster care facilities, day care centers, specialized counseling centers, crisis intervention center, specialized support center for victims of domestic violence, social integration clubs, occupational therapy workshops, social integration centers, shelters for the homeless. To get help, it is enough to report such a need by phone, in the form of a written application or in person at the appropriate facility. More information on Krakow's MSWC branches can be found here¹ and here².

The second important institution supporting families is the District Family Assistance Center. Among other things, the center offers legal and psychological counseling, occupational therapy workshops, and assistance to refugees who have difficulty integrating into their new environment. It also coordinates the work of Nursing Homes and Community Self-Help Centers. The SFAC is also tasked with implementing the Assistance to Ukrainian Citizens with Disabilities program. More information here³.

Information for Ukrainian citizens with disabilities can be found here⁴.

NURSERY

This is one form of care for young children from the age of 20 weeks until the end of the school year, when the child turns 3. A nursery helps parents reconcile work and child care. Detailed conditions for the admission of children are specified in the statute of the nursery.

The length of stay in the nursery is generally up to 10 hours a day. At the parent's request, this time can be extended, for an additional fee. There are 22 municipal nurseries in Krakow with 2,344 places of care, as well as 11 nurseries commissioned by the City of Krakow with 767 places of care. Parents pay fees for stay and catering.

Enrollment in the local government nursery continues – subject to vacancies – throughout the year, and admission is decided by the director. If you want to enroll your child in the nursery, come to the director to apply and fill out a child enrollment card. Once the child is admitted to the nursery, the director signs a contract with the parent. The choice of location does not depend on your place of residence – "regionalization" does not apply.



Supervision of the activities of child care institutions for children up to the age of 3 is exercised by the Department of Social Policy and Health of the City of Krakow (phone: 12 616-50-58). More information and a list of local government nurseries can be found here¹. You can find general information about nurseries here² and here³. Other forms of institutional care for a child under 3 include a children's club and a day care center.



PERSONAL ASSISTANT FOR PERSONS WITH DISABILITIES

"Personal Assistant for Persons with Disabilities" is a program implemented by the Municipal Social Welfare Center in Krakow. The services of the assistant can be used by persons with a severe or moderate degree of disability. The assistant helps in performing daily activities, dealing with official matters, moving freely in the urban space, enjoying cultural events, as well as dropping off and picking up from school children with a disability certificate. You can apply for the program in person at the MSWC office appropriate to the applicant's place of residence. Information on the program can be found here⁴.

CENTER FOR FAMILIES

Center for Families in Krakow you can find here⁵. The center offers free psychological consultations, family and social counseling, couples/marriage/family therapy and individual consultations with an addiction therapist. It organizes support groups for fathers and mothers, a school for parents, a psycho-educational group, as well as workshops in the area of addiction prevention. The assistance offer of the Center for Families is aimed at couples/marriages residing in the Municipality of Krakow, who are struggling with a crisis in their relationship and want to strengthen their parenting skills.

FAMILY ASSISTANT

A family assistant is a specialist who helps families experiencing care and educational difficulties:

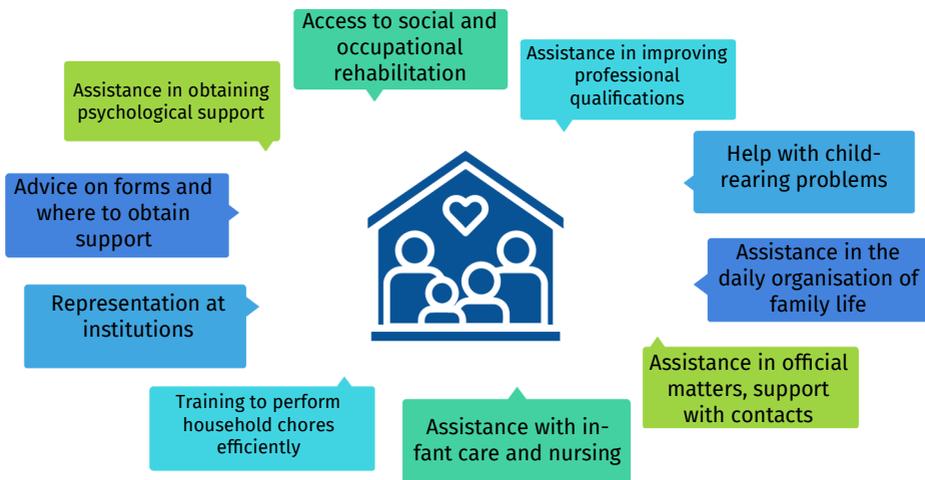
- ⇒ teaches how to cope with raising a child at different stages of development, run a household, manage a budget,
- ⇒ assists with important matters (e.g., official business),
- ⇒ assists in organizing leisure time, taking advantage of the available cultural and sports offerings,
- ⇒ assists pregnant women, especially in the case of complicated pre-

gnancies, and families of children diagnosed with severe, irreversible disability or incurable disease threatening their health and life, arising in the prenatal period of child development or during childbirth (coordinates a variety of specialized counseling services, enabling them to overcome difficulties in caring for and raising a child, social and vocational rehabilitation, as well as facilitating access to psychological support and legal assistance, especially in the area of parental rights and labor rights),

⇒ assists parents who seek to have their children returned to their direct care.

All families with children in need of support in care and upbringing can apply directly to the branches of Krakow's MSWC, which address details can be found here¹.

PERSONAL ASSISTANT FOR PERSONS WITH DISABILITIES



"Personal Assistant for Persons with Disabilities" is a program implemented by the Municipal Social Welfare Center in Krakow. The services of the assistant can be used by persons with a severe or moderate degree of disability. The assistant helps in performing daily activities, dealing with official matters, moving freely in the urban space, enjoying cultural events, as well as dropping off and picking up from school children with a disability certificate. You can apply for the program in person at the MSWC office appropriate to the applicant's place of residence. Information on the program can be found here².

FAMILY SUPPORT

Where in Krakow can you find the nearest facility?



- ⇒ „Benedictus” – ul. Rynek Podgórski 4/1a
- ⇒ „Little Prince ” – ul. Kurczaba 5
- ⇒ „Amaltela” – ul. Borkowska 27
- ⇒ „Augustiańska” – ul. Augustiańska 22
- ⇒ „Home” – ul. Skarbińskiego 16
- ⇒ „Gratka” – ul. Księcia Józefa 337
- ⇒ „Oratory” – ul. Aleksandry 1
- ⇒ „Fireflies” – os. Strusia 19
- ⇒ „Joy” – ul. Józefińska 3
- ⇒ „Merry rascals” – pl. Popławskiego 17
- ⇒ „Youth Academy” – ul. Radzikowskiego 29

A full list of day care centers in Krakow with addresses and phone numbers can be found here¹.

CLUBS FOR PARENTS WITH CHILDREN UNDER 3 YEARS OF AGE

Parents' Clubs are places for parents and caregivers to meet and integrate, especially those with children under 3, as well as those expecting birth. This is a space where parents and caregivers share their parenting experiences, problems and good parenting practices. Each of Krakow's clubs has a wide range of classes and workshops on health, parenting and proper development of children. Parents have the opportunity to participate in free meetings with specialists, including doctors, speech therapists, psychologists, nurses, midwives and nutritionists. The clubs also hold general development classes/workshops for children and workshops for parents of an educational, cultural, integrative, recreational nature, such as infant massage, handicrafts, Pilates, classes to facilitate a return to work after maternity leave or make-up workshops.

There are currently 46 parent clubs for parents with children under the age of 3. They are located in various locations so that any parent can take advantage of their offer. The clubs are run by Municipal Cultural Facilities and Centers, the Municipal Social Welfare Center, as well as NGOs. The full list of clubs with addresses and opening hours can be found here². Participation in classes is usually free of charge. In some cases, parents are charged PLN 1 per person.



THE GREEN HOUSE



The Green House¹ is a facility based on the French model, where children and their caregivers will find space to play freely, relax and establish relationships with other children and parents. Psychological support will be provided to guests by a daily changing team of hosts: three therapists, each also acting as an animator for the children. With their support, caregivers can develop their parenting skills and learn to recognize and meet individual child needs. The Green House is open to all adults with children. There is no need to book a place, and staying there is free of charge. The time spent together with a child in the Green House can be a transitional stage between parental care and the takeover of that care by a nursery or kindergarten. Visitors to the Green House remain anonymous; only the child's name and age are noted in the attendance notebook, which undoubtedly affects the guests' freedom of expression.



FAMILY SUPPLEMENTARY BENEFIT

One of the most important and widely available forms of support is the so-called "Family Supplementary Benefit" (commonly known as "500+"; as of January 2024, "800+"). This program was introduced in Poland in 2016 and consists in the payment of a cash benefit of PLN 500 for each child in the family up to the age of 18. As of January 1, 2024, the amount of the child benefit will be raised from PLN 500 to PLN 800. Starting in 2022, applications for the 500+ benefit is accepted by the Social Insurance Institution (SII).

The monthly parental benefit is also available to foreigners, residing in Poland with their families, who meet at least one of the following conditions:

- ⇒ są obywatelami jednego z krajów Unii Europejskiej lub Europejskiego Stowarzyszenia Wolnego Handlu – EFTA;
- ⇒ are citizens of one of the countries of the European Union or the European Free Trade Association – EFTA;
- ⇒ are citizens of one of the countries that has signed a bilateral social security agreement with Poland (e.g., the U.S., Canada, Moldova, South Korea or Ukraine);
- ⇒ have a temporary residence permit for the purpose of working in a highly skilled occupation and reside in Poland with family members;
- ⇒ have a residence card with the annotation "access to the labor market" and reside in the territory of Poland together with family members;

- ⇒ legally reside in Poland as part of an intra-corporate transfer and reside in Poland with family members;
- ⇒ are staying in Poland in connection with scientific research;
- ⇒ are citizens of Ukraine who came from Ukraine to Poland after February 23, 2022 in connection with the hostilities and obtained legal residence in Poland on the basis of the Law on Assistance to Citizens of Ukraine in Connection with Armed Conflict on the Territory of Ukraine. They should submit their application for the benefit on a specially prepared SW-U form in Ukrainian.

NOTE: Information on the possibility of obtaining the parental benefit by Ukrainian citizens who arrived in Poland after February 23, 2022 in Ukrainian is available on the SII website (here)¹.

NOTE: In order to obtain the benefit, an application must be submitted, accompanied by, for example, a residence card and a decision on granting permission to stay in Poland. Applications are accepted only electronically through the Platform of Electronic Services (PES) of SII. If a person does not have a profile on PES of SII, it is possible to ask for assistance from an employee at all SII branches (list²).

If you are the mother or father of the child and have a PESEL number you can also apply through:

- ⇒ mZUS application (SII bobile app)
- ⇒ Emp@tia portal
- ⇒ your bank – if the bank has launched such a service



Detailed information (including instructions on how to apply, benefit period, application deadlines and a list of banks that have joined the program) can be found here².

PROGRAMS FOR THE FAMILY

THE "GOOD START" PROGRAM

Granted under the program, a cash benefit of PLN 300 is granted once a year for a child studying at an elementary school, secondary school (general high school, technical school, vocational school) or special school until the child or learner reaches the age of 20, or 24 – in the case of children or learners with a disability certificate.

NOTE: The "Good Start" benefit does not apply to children attending kindergarten and children realizing annual kindergarten preparation in the so-called reception class or zero grade, as well as university students. Money for a school starter kit can also be received by a foreigner if they lives in Poland. Especially if they have a per-

1.



2.



manent residence permit or a residence card. In order to receive the benefit, an application must be submitted to the Social Insurance Institution. This can be done by the mother, father, legal guardian or de facto guardian of the child (a de facto guardian is a person who actually cares for the child and who has applied to the guardianship court for adoption of the child). The application for the benefit for children who are in foster care is submitted by the foster parent, the person in charge of the family orphanage or the director of the foster care center.

Applications for the "Good Start" benefit can be submitted to Social Insurance Institution from July 1 to November 30 only electronically through:

- ⇒ Emp@tia information and service portal here¹
- ⇒ e-banking
- ⇒ platform of Electronic Services (PES) of SII.

On the application – in addition to other data – shall be given:

- ⇒ the bank account number to which the benefit payment will be transferred,
- ⇒ email address and phone number, which will be needed to contact you about the application and possibly to set up your profile on the Platform of Electronic Services (PES) of SII.

NOTE: Submission of an application in July or August guarantees payment of the benefit no later than September 30. When the application is submitted in subsequent months (September, October or November), the support will go to the family within 2 months of submission.

More information about the "Good Start" program available here².

NATIONWIDE PROGRAM "LARGE FAMILY CARD"



A family raising three or more children up to the age of 18, or up to the age of 25 in the case of children studying at school or college, and with no age limit in the case of children with a moderate or severe degree of disability, may use the Large Family Card (LFC), regardless of income in the family. LFC is also due to the parent(s) and spouse of the parent if they had a total of at least three children in their upbringing regardless.



FAMILY SUPPORT

NOTE: The children's card is issued only if there are, at the time of application, at least three children in the family who meet the above conditions.

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The right to have the Card is granted to a member of a large family who is:

- ⇒ a foreigner residing in the territory of the Republic of Poland on the basis of a permanent residence permit, a residence permit for a long-term resident of the European Union, a temporary residence permit granted in connection with the circumstances referred to in Article 159 (1) and Article 186 (1) (3) of the Act on Foreigners of December 12, 2013 (Journal of Laws of 2023, item 519, 185 and 547), or in connection with obtaining refugee status or subsidiary protection in the Republic of Poland, if they reside with family members on the territory of the Republic of Poland;
- ⇒ a citizen of a member state of the European Union, a member state of the European Free Trade Agreement (EFTA) – a party to the agreement on the European Economic Area or the Swiss Confederation who resides in the territory of the Republic of Poland, and members of their family within the meaning of Art. 2 (4) of the Act of July 14, 2006 on the entry into, residence in and departure from the territory of the Republic of Poland of nationals of European Union member states and members of their families (Journal of Laws of 2021, item 1697 and of 2023, item 547), having the right of residence or the right of permanent residence in the territory of the Republic of Poland.

LFC guarantees discounts on various goods and services – for example, train travel, culture and sports (list of discounts). The full procedure and downloadable application forms can be found here¹.

"KRAKOW FAMILY CARD 3+" PROGRAM.

KFC3+ holders are entitled to a number of preferences, entitlements, as well as discounts and reductions, offered by the Municipality of Krakow and partners who join the program on the basis of agreements concluded with the City. Families with many children residing in the Municipality of Krakow, in which the parents (a parent in the case of single-parent families) settle their personal income tax at a tax office in the City of Krakow, are entitled to use the "Krakow Family Card 3+". Detailed information on the program here².

NOTE: A large family is a family consisting of parents (a parent in the case of single-parent families) with at least three dependent children (including children over whom they exercise foster care) until they reach the age of 18, or 24 – if the children are continuing their education. Without age restrictions – in the case of children with a severe disability certificate.



Applications for the Krakow Family Card are accepted at the Krakow Benefit Center (location addresses²). Cards are issued for a period of 1 year after verification of the submitted, complete application within 30 days from the date of its submission, a complete list of partners of the KFC3+ Program is posted at www.kkr.krakow.pl².



The Krakow Family Card is integrated with the Krakow City Card. Children and young people covered by the KFC3+ program as of September 1, 2014 are entitled to free travel on city transportation. Card holders have priority admission for enrolment in local government nurseries, discounts on the purchase of tickets to city cultural institutions, city swimming pools.

KRAKOW FOR FAMILY "N" PROGRAM

The program is part of the social policy of the Municipality of Krakow and is aimed at families with children with disabilities or with adults whose disability arose before the age of 21. Information on the procedure and a list of necessary documents can be found here³.

The "N" card entitles you to:

- ⇒ free use of public transport in the Municipality of Krakow and neighbouring municipalities that have entered into an agreement for the joint implementation of public mass transport,
- ⇒ a 50% discount on entrance fees to the Krakow Zoo, the city's museums, theaters and the city's swimming pools,
- ⇒ 70% discount on selected events produced by the Krakow Festival Office,
- ⇒ out-of-order admissions to Krakow nurseries and exemptions from nursery fees for children from families covered by the Krakow for Family "N" program,
- ⇒ a 50% discount for each additional hour a child aged up to 6 years can use teaching, upbringing and care in Krakow kindergartens for children from families covered by the Krakow for Family "N" program (the discount is combined with the discount resulting from possession of the Krakow Family Card 3+, as a result of which the use of additional hours in the kindergarten is free of charge),
- ⇒ free entry to all branches of the National Museum in Krakow,



- ⇒ use of the base of offers of private companies and institutions (search engine of Partners of the program Krakow for Family "N").

NOTE: Information on support for Ukrainian citizens with disabilities who arrived in Poland after February 22, 2022 is available here¹.

KRAKOW FOR SENIORS

The "Krakow for seniors" online platform provides information on health, care, education and cultural events, as well as the Krakow Council of Seniors, which operates in Krakow. Under the care tab you can find information on Daytime Support Facilities. These facilities provide assistance to seniors who do not require round-the-clock care, but need support in daily functioning. They offer care, meals, rehabilitation activities, group and individual therapies and educational classes. A full list of daytime support centers can be found here².

SENIOR ACTIVITY CENTERS

Senior Activity Centers (SAC) are places where seniors can actively spend their free time, develop their passions and interests, and carry out activities they initiate. There are several dozen Centers in Krakow, which have a wide range of educational, sports, rehabilitation and recreational activities. Any person 60 years of age or older can apply to the Center. Participation in the activities is free of charge. The full list of Senior Activity Centers along with the schedule of classes can be found here³.

NURSING BENEFIT

Attendance allowance is a financial support (currently amounting to PLN 215.84 per month). The benefit can be applied for by:

- ⇒ disabled children
- ⇒ persons over the age of 16 who have a certificate of severe disability
- ⇒ persons over the age of 16 who have a moderate degree of disability, if the disability arose before the age of 21
- ⇒ persons over 75 years of age.

In order to obtain the benefit, an application⁴ must be filled out and, together with the require documents, submitted to the Krakow Benefit Center, which is located in Krakow at ul. Stachowicza 18 or os. Zgody 2.



UNIVERSITIES OF THE THIRD AGE

Universities of the Third Age is an educational initiative aimed at people over 50 who want to use their free time to expand their knowledge or learn something completely new. Among the main goals of the UTAs are the social and intellectual activation of seniors and the maintenance of social ties. Classes take the form of lectures, workshops, conversation classes and language courses. Some of them are also conducted as part of integration trips.

A list of Krakow's Universities of the Third Age can be found here¹.

FAMILY BENEFITS TO WHICH FOREIGNERS ARE ENTITLED

Family benefits are among the forms of assistance provided by the state to families with children. The Office of the City of Krakow pays the following types of benefits:

1. family benefit – procedure SO-20 and supplements to family benefit for:
 - ⇒ child birth,
 - ⇒ child care during the period of parental leave,
 - ⇒ single parenting,
 - ⇒ many children,
 - ⇒ education and rehabilitation of a child with disabilities,
 - ⇒ the start of the school year and reception class or zero grade,
 - ⇒ the child's commencement of schooling outside the place of residence.
2. nursing benefit – procedure SO-19.
3. nursing benefit – procedura SO-18.
4. special care benefit – procedure SO-8.
5. guardian's benefit – procedure SO-13.
6. care allowance – a benefit paid only to those receiving special care benefit or guardian's benefit.
7. one-time benefit for the birth of a child (STATUTORY) – the so-called becikowe – procedure SO-26 (necessary medical certificate confirming that the child's mother was under medical care no later than from the 10th week of pregnancy until delivery; you will receive a one-time payment of PLN 1000 if you meet the income criteria).
8. one-time financial aid for the birth of a child (MUNICIPAL) – procedure SO-21 (it is necessary to have a document confirming residence in the Municipality of Krakow at least one year before the day of birth of the child; you will receive a one-time payment of PLN 1000 if you meet the income criteria).
9. parental benefit – procedure SO-1.
10. one-time "For Life" benefit – procedure SO-29.



Access to family benefits is available to all foreigners who are either authorized to work in Poland or are exempt from the requirement to have a work permit. Foreigners who have been granted refugee status or subsidiary protection are also entitled to such benefits.

In the case of foreigners, family benefits will be due if eligible persons reside with their family members in the territory of the country for the benefit period in which they receive such benefits, i.e. from November 1 of a given year to October 31 of the following calendar year, and if they meet all the statutory conditions for entitlement to such benefits. Please refer to the information on specific benefits for details.

A list of all benefits can be found here¹.

DECLARATION OF A NEWBORN CHILD

The birth of a child must be registered with the Civil Registry Office of the child's place of birth. Remember that this should be done within 21 days from the date of the birth certificate. You can find the addresses of the offices here².

A newborn child registered for permanent residency is entitled to receive a Krakow Layette. Details can be found here³.

HOUSING BENEFIT

Housing benefit is intended to subsidize housing expenses in connection with the occupation of a property. Details – procedure SO-15 Services (Procedures)- Public Information Bulletin of the City of Krakow – BIP MK⁴.



GENERAL PRINCIPLES OF LEGALIZATION OF STAY IN POLAND

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DIFFERENT STATUSES OF MIGRANTS

The Polish legal system distinguishes several categories of foreigners, and separate laws apply to each of these categories.

FOREIGNERS IN POLAND – STATUS

Citizens of the European Union (EU), the European Economic Area (Norway, Iceland, Liechtenstein) (EEA) and the Swiss Confederation (SC) and their family members (have the same rights as Polish citizens).

Other foreigners

Third-country nationals migrating voluntarily (voluntary migrants).

Third-country nationals seeking international protection (emigrated involuntarily)

Special UKR status was granted to Ukrainian citizens who left the country due to the ongoing armed conflict there (they emigrated involuntarily)

Voluntary migrants can apply for legalization of their stay under the general rules set for this group. These rules do not apply to those who migrated involuntarily.

LEGALIZATION PROCEEDINGS – GENERAL PRINCIPLES

Proceedings for legalization of residence or registration of residence are conducted in Polish, so all documents submitted in the proceedings (except passport and other identification documents) must be translated into Polish by a sworn translator.

Legalization and registration of residency is handled by the Provincial Office (PO) – Department for Foreigners¹, based at ul. Przy Rondzie 6 in Krakow.

The procedure is conducted at the request of the foreigner and is payable (so-called stamp duty). The amount of the fee varies depending on the type of permit.

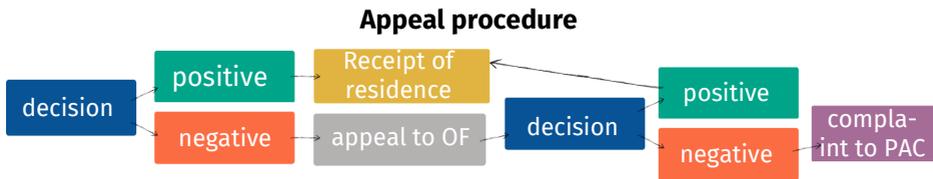
If, through the fault of the Provincial Office (the so-called first instance), your proceedings get prolonged, you can complain about the inaction to the second instance authority, the Office for Foreigners (OF).

Note: The office will inform you in writing about your case. Therefore, you must provide your residential address, and if you change your address – notify the office in writing of the change. You must receive letters from the office – if you fail to do so, the office will discontinue your case and refuse to issue a residence permit. The office sends so-called registered letters – you must confirm receipt of them with your signature. If the letter carrier does not find you at home – they will leave a so-called avizo (information about where you can pick up the letter from the office). You have 14 days to do this. You absolutely must observe the deadlines in the proceedings, even if the office does not do so.

If you get a decision from the PO that you do not agree with, you can file what is called an appeal with the OF. You have 14 days to do so. The decision issued by the Office for Foreigners (the second instance authority) is final and enforceable. But you can still try to change it and appeal it to the Provincial Administrative Court (PAC) in Warsaw. You have 30 days to do so.

Detailed information on the various residency procedures can be found on the Malopolska Regional Office website here².





LEGALIZATION OF RESIDENCE OF EU, EEA AND SC CITIZENS

EU CITIZENS

Citizens of the European Union (EU) have the freedom of residence and settlement on Polish territory, guaranteed by treaties. You can stay in Poland for three months without any obligations. After that time you must register your stay. Registration is mandatory. If you fail to do so, you face a fine. You can arrange the matter at the Malopolska Regional Office.

FAMILY OF AN EU CITIZEN

Every EU citizen has the right to live in Poland with his or her family. According to Polish law, a family is a husband and wife (persons of the opposite sex who have an official wedding), children, parents and grandparents. Relatives in the lateral line (such as brothers) are not considered family. Also, a family member of an EU citizen who does not have EU citizenship can get an entry visa and a residence permit. Possession of these documents is necessary for the residence to be considered legal.

RIGHT OF PERMANENT RESIDENCE FOR EU CITIZENS AND THEIR FAMILIES

After five years of continuous residence in Poland, an EU citizen has the right of permanent residence. There are exceptions to this, which you can check here¹. The same rules apply to UK citizens who have the right to register their residency or extend that registration if they used the freedom of migration into Poland before Brexit.

1.



GENERAL PRINCIPLES OF LEGALIZATION OF STAY IN POLAND

| Category of stay | Length of stay | Important information |
|------------------------------|--------------------------------------|---|
| visa-free right of residence | Up to 90 days in each 180-day period | You have to leave the Schengen Area no later than the 90th day of your stay. The sum of days in different Schengen countries adds up, as do multiple entries in a 180-day period. Remember to count the days correctly, and if in doubt you can ask the Border Guard. |

| | | |
|--------------------------------------|---|---|
| right of residence in visa traffic | For the duration of the visa, up to a maximum of 12 months | The visa can be extended once (for a fee), only for important reasons that could not be foreseen on the day the visa was issued. The application must be submitted no later than the last day of the visa's validity. A new visa can be obtained only abroad at a Polish diplomatic mission or at a mission of a country that provides visa representation to Poland. |
| temporary stay | for a period determined by the governor's decision of more than 3 months (up to a maximum of three years) | The stay may be extended any number of times. The application must be submitted no later than the last day of legal stay in Poland. |
| permanent residence | indefinitely | Granted to special categories of foreigners, including those with family ties to Poles or with Polish roots. |
| residence of a long-term EU resident | granted for an indefinite period | This status is granted to foreigners residing in Poland for a minimum of five years, who have a certificate of proficiency in the Polish language and a stabilized socio-economic situation. |

LEGALIZATION OF RESIDENCE OF THIRD-COUNTRY NATIONALS

Regardless of the detailed basis for residency, you must meet certain general residency requirements to receive it:

- ⇒ your stay must be legal from the day of entry to the day of departure,
- ⇒ you must have health insurance, allowing you to cover medical expenses and hospital stays,
- ⇒ you must have the financial means to support yourself in Poland (Polish law requires that such income be regular and stable and sets a minimum level),
- ⇒ you must have a place of residence (hotel, rented apartment, own property),
- ⇒ you must fill out an application on a special form in Polish (the instructions on the application are in English, French and Russian),

- ⇒ you must submit a photocopy of all pages of your passport (even blank) and 4 passport photographs,
- ⇒ you must pay stamp duty,
- ⇒ you must submit fingerprints – the office will tell you the deadline.

Once you submit an application during your legal stay, your stay extends until a final decision is issued, regardless of whether another basis for your stay has expired (e.g., your visa or previous residence card has expired). Once you have submitted your application, the office will stamp your passport with a special stamp or issue a document confirming your application. Remember that legal residence during the period of the legalization procedure does not entitle you to travel outside Poland, unless you still have a valid visa or temporary residence.

REASONS TO ISSUE A TEMPORARY RESIDENCE PERMIT

If you want to obtain a temporary residence in Poland for more than 3 months, you must provide a reason. The Law on Foreigners enumerates the most common reasons, but that doesn't mean you can't live in Poland for other reasons as well – it's important that you justify your stay.

Reason

Work in Poland
– permanent
work in any
profession



1.

Important information

You will not get such a permit if:

- ⇒ you entered Poland as a tourist,
- ⇒ to visit family or friends,
- ⇒ you are running a business in Poland.

If the employer has promised you employment, you must attach to your application a completed attachment No. 1 (there is information such as type of work, position, scope of duties, salary). Sometimes you must also get a certificate from the starost (in Krakow – the Mayor of the city) that the employer could not meet their needs on the local labor market.

Remember:

- ⇒ the temporary residence and work permit applies to employment with a specific employer in a specific position,
- ⇒ if you change your job position or want to change your employer, you must apply to the governor for an amendment to the issued decision (most often this involves bringing a new attachment No. 1 to the application; sometimes the office may also ask you for other documents, such as an employment contract or other contract, which is the basis of employment, documents related to social security, etc.),
- ⇒ you must comply with all the conditions of the permit you receive, as the legality of your employment depends on it (this is controlled by Border Guard officers),
- ⇒ during the permit period, you can change employers only once due to loss of employment (you must find a new employer within 30 days).

More information here!

Work in Poland
– the so-called
Blue Card / Blue
Card (related
to high
qualifications)

1.



If you work in a highly skilled profession, you can obtain a special residence permit. To obtain such a permit:

- ⇒ graduate or have 5 years of experience as a specialist or professional
- ⇒ you must sign a contract with your employer for at least 12 months,
- ⇒ your salary must be higher than 150% of the average monthly salary in the Polish economy.

You will not get such a permit if:

- ⇒ you entered Poland as a tourist,
- ⇒ to visit family or friends,
- ⇒ if you are running a business in Poland.

Remember:

- ⇒ about complying with all the conditions of the permit received – the legality of your employment depends on it,
- ⇒ you can't change your employer and position for the first two years without formally changing the permit you received,
- ⇒ during the permit period, you can only change employers twice due to loss of employment (you must find a new employer within 90 days).

More information here¹.

Work in Poland
– intra-company
transfer or
secondment

Foreigners can also obtain temporary residence and work permits in connection with intra-company transfers or secondments by a foreign enterprise, as well as for internships.

More information here² and here³.

2.



3.



Economic
activity
in Poland

In order to obtain a temporary residence permit in connection with business activities, you must have a capital company in Poland or manage such a company, either as a member of the management board or a proxy.

The activities of companies run by a foreigner must meet one of the following conditions:

- ⇒ income equal to twelve times the average monthly wage in the province where the company is headquartered or the prospect of achieving such income in the future,
- ⇒ employment for a minimum of one year of two full-time employees who are Poles or are foreigners exempt from the

1.



need for a work permit or,

- ⇒ conducting activities that contribute to increased investment, technology transfer, beneficial innovation or job creation (exempts the first two conditions).

Those who do not meet these conditions and do business in Poland for more than six months a year must have a visa.

More information here¹.

Studying
in Poland

2.



Those who wish to study in Poland must obtain a temporary residence permit for the duration of their studies. To do so, they must enroll in public universities, academies and colleges, or other units providing higher education, if they are included in the list maintained by the Minister of Internal Affairs (the list²).

The application for a residence permit shall be accompanied by:

- ⇒ university certificate of admission/intent to enroll,
- ⇒ if the studies are paid – proof of payment,
- ⇒ proof of having the means to support oneself,
- ⇒ proof that you have the funds for your return trip to your country (the amount of these funds is determined by law).

The first permit is granted for a period of fifteen months, subsequent permits are granted for the remaining period of study extended by 3 months, but not more than 3 years.

Belarusian citizens can also obtain this type of residence permit if they have enrolled in a college preparatory course, such as a language course.

Permits based on studies cannot be obtained by:

- ⇒ persons on internships in Poland,
- ⇒ having, or applying for, an EU Blue Card.

Students, studying in other countries of the EU are also entitled to benefit from student mobility. The length of stay cannot exceed 360 days. In this case, these foreigners stay in Poland on the basis of a visa or residence permit issued by another EU country.

More information here³.

3.



Research and
scientific work
in Poland

Temporary residence of scientists is possible:

- ⇒ after the signing of a research and development contract with the scientist,

1.



⇒ on the basis of a certificate that the university will cover the costs associated with any obligation of them to return.

Again, the system of certification of scientific units applies (not applicable to public universities).

More information here¹.

Researchers can also enjoy mobility on the basis of residence permits or visas issued by another EU country. Temporary residency on this basis is granted for the period of research or for three years.

More information here².

2.



Internships and volunteering

3.



In order to obtain a permit related to the internship, you must submit:

- ⇒ a certificate that you have completed higher education in the EU a maximum of 2 years prior to your application or that you are pursuing such outside the EU,
- ⇒ a commitment by the host entity to cover the cost of any return obligation,
- ⇒ internship agreement,
- ⇒ certificate of completion of a language course (you must demonstrate that you know the language in which you will be interning).

4.



The internship must match your professional qualifications and be related to your field of education. Also note that the internship provider must have been in business for at least five years and be registered. Check here³.

5.



A permit of this type is granted for the duration of the internship, not to exceed six months, and may be extended by six months. Similar rules apply to foreign volunteers. They, too, can obtain a residence permit for the duration of volunteering, not exceeding one year, provided that they sign a volunteer contract with an entity listed in the relevant register⁴. More information here⁵ and here⁶.

6.



Family relationships

Polish law considers spouses of different sexes who have entered into a civil marriage and children of their own or adopted children to be family. Other family members may also be granted a residence permit if they prove that their absence violates Polish obligations to protect family life under the European Convention on Human Rights and Fundamental Freedoms. As a general rule, the law requires that a foreigner joined by a family member stay in Poland for a minimum of two years on the basis of a temporary residence permit.

Some foreigners, such as academics, executives, British citizens, or those with an "EU Blue Card," can bring in a spouse or children immediately after obtaining their own residence permits.

1.



2.



3.



4.



5.



6.



Seasonal work

The family reunification proceeding is the only one for temporary residence, in which the applicant is a foreigner living in Poland and the eligible persons may reside abroad.

Once the decision has been issued, it should be sent to the country of origin, and on this basis the family members will receive a special visa for entry into Poland. In order to apply for this type of temporary stay on behalf of the family, one must have official birth and marriage documents. Sometimes officials require that Polish civil status documents be submitted for the proceedings. This requires the transcription of birth and marriage certificates into Polish civil registry books. A procedure of this kind is described here: PL¹; UA²; RU³; EN⁴.

This type of permit is also granted to minor children of foreigners born on Polish territory, if their parents have a visa or residence permit. Spouses and children of foreigners upon reaching adulthood, who previously resided under a family reunification permit for five years, may also obtain an independent residence permit. Family residence permits are issued for up to three years, usually for the period associated with the expiration date of the applicant's document.

If important considerations of the foreigner support their continued stay in Poland, they may also be granted temporary residence for a period of three years at a time, even in the event of divorce or death of the person with whom they were staying in family reunification. An important possibility to legalize the stay is also to stay and take care of a child studying in the Polish educational system, who received a residence permit in connection with the education.

Unregulated residence of a foreigner is not an obstacle to the issuance of a residence permit if they are a spouse of a Polish citizen or if their departure from Poland would violate Polish obligations to protect family life and children's rights under the European Convention on Human Rights and Fundamental Freedoms and the United Nations Convention on the Rights of the Child.

In some family reunification proceedings, expect a community interview, which is conducted by Border Guard officers and an interview with the case officer, who will verify that the partners actually know each other well and form a family. Such interviews in the case of spouses are already rare.

More information here⁵ and here⁶.

Foreigners who come to Poland for seasonal work, such as in hotels, restaurants and other tourist services, can obtain temporary residence and seasonal work permits. To obtain such a document, one must have a seasonal work permit and meet the general conditions for

staying in Poland (source of income, health insurance, accommodation). The length of the permit is related to the length of the seasonal work permit (up to three years max, but a foreigner with such a permit can only stay in Poland for up to 9 months in one calendar year).

Other circumstances

Other categories of third-country nationals can also obtain a temporary residence permit, including:

- ⇒ minors born in Poland and residing in Poland unaccompanied,
- ⇒ foreigners with a long-term residence in another EU country intending to work in Poland, conduct business, continue or take up education or vocational training, or who indicate other circumstances justifying the stay, as well as their family members,
- ⇒ graduates of a Polish university looking for a job or starting a business, as well as scientists who have completed their research and intend to take a job or start a business,
- ⇒ Turkish citizens with the right to work in Poland, which is acquired under special rules and without restrictions after four years of residence in the EU, as stipulated by a special agreement between Turkey and the EU, concluded in 1981,
- ⇒ UK citizens working in Poland as delegated employees,
- ⇒ Those intending to take up or continue education or vocational training (more information here¹),
- ⇒ clergy,
- ⇒ persons whose departure would cause a violation of obligations to protect family life and children's rights under the European Convention on Human Rights and Fundamental Freedoms and the United Nations Convention on the Rights of the Child,
- ⇒ foreigners with any other reason justifying their stay of more than three months in Poland.

More information here².

1.



2.



Keep in mind that the process of applying for certain types of approvals can be complicated, so it's worth trying to get support from lawyers, NGOs or those people who make it possible for you to live in Poland.

UNREGULATED (ILLEGAL) RESIDENCY

Foreigners whose residence is unregulated (illegal), and who need to stay in Poland due to a particularly important personal interest (e.g., passing exams, completing studies, settling important life matters) or who are to appear before a Polish administrative or judicial body, may be granted a so-called short-term residence for a period of up to six months. This stay can

be extended, but no other type of residence permit can be applied for during and after its duration.

After the expiration of its validity period, the foreigner must leave Poland. It is important to note, however, that obtaining such a permit makes it possible to avoid receiving a decision on the obligation to return, so after leaving Poland, such a foreigner will not be banned from entering for a certain period of time.

The disadvantage of this type of residency is the lack of work eligibility, including obtaining a work permit or registering a statement.

More information here¹.



SPECIAL REGULATIONS – STAY OF AMERICANS

Under an intergovernmental, mutual agreement, Americans may stay in Poland without the need for a visa for 90 consecutive days, provided that they leave Poland before the end of each of these periods. This regulation is called "visa escapes." Thus, it is enough to go for a beer in the Czech city of Cieszyn or shopping in Berlin and return the same day, keeping receipts or other bills, to renew the right to a three-month stay in Poland. In addition to this regulation, Americans are bound by all other regulations for obtaining temporary and permanent residency permits.

RESIDENCE OF WAR REFUGEES FROM UKRAINE

Due to the war in Ukraine, citizens of that country who do not have other rights to stay in Poland (visas, residence cards) and their spouses and children, regardless of nationality were granted temporary protection in the territory of Poland for a period of 18 months counted from February 24, 2022, and then this protection was extended until March 4, 2024. Those who receive kindergarten education, school education, including in the Ukrainian education system, or no later than in the school year 2022/2023 began their education in an vocational school, post-secondary school or school for adults can legally stay with the protective status until August 31, 2024, and those who will take the 2024 matriculation exam revision – until September 30, 2024. After that, they must legalize under the general rules.

A Ukrainian citizen who is a war refugee should register their entry and exit at a border guard post every time. If they is unable to do so, they should submit such a request to the Commander-in-Chief of the Border Guard. This also applies to travel within the Schengen zone, as the maintenance of entitlements related to war refugee status depends on this. Departure for a

period exceeding 30 days results in the loss of privileges related to the acquired status. They can be regained only by re-entering Poland from the territory of Ukraine.

War refugees are given a special PESEL number (registered by municipal offices), which allows them to enjoy the following public services and rights:

- ⇒ lodging, meals and other support services at collective accommodation points financed by the Governor,
- ⇒ public health services,
- ⇒ social benefits to support the upbringing of children (800+, good start, family care capital, family benefits, subsidized stay in a nursery, children's club or with a day care provider),
- ⇒ work without a permit – it is necessary to register the fact of employment by the employer with the employment office up to 2 weeks after the start of work,
- ⇒ to conduct business as a sole proprietorship or in the form of companies of any kind.

Read more here¹.

Persons who take care of children who are not their own should apply to the Family Court having jurisdiction over their place of residence for the appointment of a temporary guardian or foster parent for these children. Such a procedure is quick, simplified and free of charge.

For more information and an application template².



Long term stay of third country citizens

| Type | Important information |
|---------------------|--|
| Permanent residence | <p>A permanent residence permit can be obtained by certain third-country nationals:</p> <ul style="list-style-type: none">⇒ children of foreigners with permanent residency rights born after obtaining such rights,⇒ foreign children of Polish citizens in their custody,⇒ persons of Polish descent intending to settle in Poland and holders of The Pole's Charter,⇒ spouses of Polish citizens, residing in Poland for two years with a temporary residence permit in connection with this marriage, refugee status or humanitarian residence and the marriage has |

- ⇒ lasted for at least three years,
- ⇒ victims of human trafficking who cooperate with law enforcement and have been on a residence permit related to such cooperation for at least one year,
- ⇒ internationally protected persons after 5 years of stay and those with tolerated stay after 10 years of stay and asylum seekers,
- ⇒ UK citizens who have been in Poland for five years as delegated employees and meet the general prerequisites for residency (income, insurance, accommodation).

Polish ancestry is established based on repatriation regulations. They require having Polish ancestors (a grandfather or grandmother, or two great-grandparents). A connection to Polishness must also be proven, most often through the preservation and cultivation of language, customs and culture.

Some foreigners are required to have an uninterrupted stay, which is considered to be a stay in Poland in which there were no breaks of more than 6 months at a time and 10 months over the entire required period (5 or 10 years). A break is not considered to be a business trip, related to trips in the course of studies at a Polish university (e.g., scholarships, academic exchange programs) or motivated by a special personal situation (e.g., medical treatment, settling an inheritance, the need to care for a family member).

The permanent residence permit is indefinite, but is revoked if the foreigner has left Poland for more than 6 years.

Long-term residence

A long-term EU resident permit can be obtained by any foreigner who:

- ⇒ resides continuously in Poland for a period of five years,
- ⇒ meets the general conditions of stay (income + insurance)
- ⇒ has a certified knowledge of the Polish language at the B1 level (this requirement does not apply to graduates of Polish schools and universities with Polish as the language of instruction, as well as minors under 16 years of age).

A requirement for residency is also to have a stable and regular income for the two years preceding the application for EU Blue Card holders, or three years for other foreigners.

Certain additional requirements also apply to the five-year period of uninterrupted residence and the permitted length of breaks. Foreigners holding an "EU Blue Card" can also count their stay on this basis in other EU countries towards this period, with the exception that they must spend the last two years in Poland. Unfortunately, students can only count half of their stay on student visas or temporary stays in connection with studies towards this period. The same applies to those in vocational training. For most foreigners, the length of breaks cannot exceed 6 months at a time and 10 months in

total. Only "EU Blue Card" holders, can have a single 12-month break and an 18-month total of breaks.

IMPORTANT INFORMATION

OBLIGATIONS OF THE FOREIGNER DURING THEIR STAY

During your stay in Poland, your primary responsibility is to ensure that your stay is legal at all times and to comply with Polish law. If for some reason the basis of your stay has changed, such as you have finished your studies and started working, you should apply for a change in your temporary residence permit without waiting for your current card to expire. The residence permit must always be consistent with your primary purpose of stay.

Once you have received a positive decision, you will receive a residence card, which, along with your passport, is the primary document documenting your right to stay and cross the border. You should have your residence card with you at all times. With a Polish residence card you can cross borders and stay in other Schengen countries for up to 90 days in any 180-day period. This means that you can go, for example, to Germany between January and March, and then to Slovakia between July and September.

It is important that you also comply with the rules regarding work and business. Violation of these may result in the revocation of your residence permit and oblige you to return. In Poland, a work permit is tied to a specific employer and a specific job position. Any change in these requires notification to the Governor within 21 days. Taking up a job other than that specified in the permit without renewing it is a violation of the law resulting in loss of the right to stay. This does not apply to persons who have free access to the labor market, such as students, spouses of Polish citizens. A person who has lost a job is also required to notify the Governor. They have 30 days to find another job, or 90 days if they were employed in a highly qualified position. Holders of the "EU Blue Card" may also lose their jobs twice during the permit period. The rules of access to the labor market can be complicated, so if you have doubts consult a lawyer, an organization that helps foreigners, or your employer.

CONTROL OF STAY OF FOREIGNERS

The stay of foreigners in Poland is controlled, most often by the Border Guard authorities. The Border Guard may issue a decision to oblige a foreigner to return. This happens most often if the foreigner violates the conditions of the residence permit. It should also be borne in mind that Polish law exclu-

des the possibility of reacquiring a residence permit if the foreigner loses the right to stay without first leaving Poland. A foreigner who has received a final decision on the obligation to return should leave Poland on the date indicated in the decision or within 30 days of receiving it. A decision of this kind is usually accompanied by a ban of re-entry for a period of 6 months to 5 years. A foreigner who has been affected by such a decision may apply to the commander of the Border Guard post that issued it to reduce the period of the entry ban by half. The same authority, for valid reasons, may extend the time until departure to a maximum of 12 months.

LENGTH OF RESIDENCE PERMIT VS. DEPARTURE FROM POLAND

The foreigner should leave Poland within 30 days of the expiration of the current residence permit, as well as within 30 days of receiving a final decision denying him the right to stay. Foreigners with visas should leave Poland on the last day of visa validity. Departure is not necessary if the foreigner has another basis for residence. Thus, for example, a citizen of Ukraine or Venezuela, whose temporary residence permit has run out, can stay in Poland for another 90 days under the provisions on visa-free movement. What's more, they can apply for temporary residence during this period.

VIOLATION OF RESIDENCY RULES

Violations of residency rules found by the inspection authority always result in the issuance of a decision on the obligation to return. Such a decision can be appealed to the Head of the Office for Foreigners. Until a final decision is issued, the foreigner does not have to execute it. The most common cases of issuance of decisions on the obligation to return are those related to violations of employment regulations. It is worth remembering, however, that the Border Guard should not issue a decision on the obligation to return to a foreigner who has violated the rules on taking up employment in Poland, if the foreigner's important interests speak against issuing such a decision. If, for example, the foreigner's entire family is in Poland then such a decision should not be issued. Such decisions are also not issued to long-term permit holders and spouses of Polish citizens.

Finally, it should be borne in mind that before issuing a decision requiring return, the authority is obliged to consider whether such an order would violate the provisions of the European Convention on Human Rights and Fundamental Freedoms and the United Nations Convention on the Rights of the Child. If such a threat occurred, the authority is obliged to grant the foreigner a humanitarian stay. The rights protected by the conventions are

the right to life, the order for humane treatment, the prohibition of forced labor, the right to personal security, the right to a fair and just trial, the prohibition of arbitrary deprivation of liberty, the prohibition of unlawful punishment, the right to protection of family life and the need to protect the rights of the child.

PRINCIPLES OF GRANTING PROTECTION TO FOREIGNERS ON THE TERRITORY OF THE REPUBLIC OF POLAND – INTERNATIONAL PROTECTION

If you are in danger in your home country or your fundamental rights are threatened, you can apply to the Polish authorities for international protection. Its granting is valid in all EU countries and those that are signatories to the 1951 Geneva Refugee Convention.

The law provides two forms of such protection: refugee status and subsidiary protection.

You can receive refugee status if you are outside your country of origin because of persecution or a well-founded fear of persecution on account of race, nationality, religion, political opinion and membership in a particular social group.

You can receive subsidiary protection if your life, health and personal safety and liberty are seriously threatened, or you may be at risk of torture as a result of hostilities or massive human rights violations following an international or internal conflict.

One can also become a refugee while staying in a safe country when, due to social and political changes in the country of origin, it becomes impossible for a foreigner to return due to threats to their rights (refugee sur place).

International protection cannot be obtained by a person who can safely move to another region in their home country.

An application for international protection shall be submitted to the nearest Border Guard unit. The authority has no right to refuse an application for refugee status. The person filing such an application shall be interviewed regarding the circumstances justifying the granting of protection. During the proceedings, they should also present any evidence they have of the harm and persecution they have suffered.

Along with the application, the foreigner deposits their passport with the Head of the Office for Foreigners.

The decision made in the case may be appealed to the Refugee Council within 14 days of receipt of the decision, and the final decision may be appealed at the Provincial Administrative Court in Warsaw within 30 days of

receipt of the decision. The filing of such an appeal together with a request to suspend the effects of the decision shall suspend the effects of the decision until such request or appeal is considered. Thus, a foreigner does not have to leave if they are denied protection.

A foreigner who received a negative decision is entitled to free legal assistance in filing an appeal or complaint against the final decision. The Office for Foreigners publishes a list of attorneys and legal advisors, as well as foundations and associations providing such assistance¹ financed by the state budget.

If the foreigner does not have the means to support themselves, they may exercise their right to assistance in this regard realized in reception centers for refugees or in the form of an accommodation allowance paid monthly. The Head of the Office for Foreigners may also order the foreigner to stay in a specific place.

A person applying for protection acquires the right to work six months after submitting an application, if a decision has not been issued during this time through no fault of them. They should obtain a certificate issued by the Head of the Office for Foreigners for this purpose.

Persons granted international protection enjoy essentially the same rights as Polish citizens. In particular, they can take up employment without a permit, reunite with their families, and have the freedom to conduct business. In addition, they are entitled to a one-year integration program financed by the municipality where they live, which allows them to learn the language, study and acquire professional qualifications.



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ON-LINE TOOLS TO ACCESS ADMINISTRATIVE SERVICES

A large amount of administrative tasks can be completed online. The most popular and convenient tool to log in to most of these sites is the "Profil Zaufany" ("PZ"), a trusted profile. PZ is free of charge, you can have only one profile, which is valid for 3 years. To set up a PZ you need to prepare the following data: first name, middle name, date of birth and PESEL number. PZ is protected in such a way that nobody else can use it. Apart from the Trusted Profile we also have ePUAP, i.e. the Electronic Platform of Public Administration Services, through which citizens can handle official matters over the Internet.

TRUSTED PROFILE

You have several options to set up a trusted profile. The most practical for foreigners are following:

⇒ via your bank

Most of the local banks offer the possibility to activate the PZ. In the electronic banking system of your bank, fill in the form for establishing the trusted profile. Confirm the operation with a bank authorisation code. You will receive to your e-mail address a confirmation of setting up the account.

⇒ online application:

You can complete an online questionnaire and then within a 2-week time-frame and confirm it in one of the confirmation points (e.g. tax offices, NFZ offices, ZUS offices).

Having A Trusted Profile you can amongst other:

- ⇒ apply for various benefits, allowances and subsidies,
- ⇒ apply for an identity card and report its loss,
- ⇒ obtain a copy of your civil status documents,
- ⇒ register for permanent or temporary residence,
- ⇒ check your driving license penalty points,
- ⇒ register the birth of a child,
- ⇒ register for an appointment at an office,
- ⇒ add yourself to the electoral register.

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| COVERAGE | SUMMARY | WEBSITE | LOGIN PROCEDURE | APPLICATION |
|---------------|--|---|-----------------|---------------|
| All admin | <p>On this site you can find an inventory of multiple administrative matters. Part of them (“usługi online”) can be completed online by using the Profil Zaufany. Those matters cover amongst others: Registration/Documents/Driving license/Request for certifications. You also find a tool to sign documents electronically.</p> <p>Having a Trusted Profile, you gain access to the Electronic Platform of Public Administration Services ePUAP – a free platform for contacting various offices through which you can send applications or letters and receive letters from offices.</p> |    | PZ | mObywatel |
| Zdrowie | <p>Access your personal Public Health Internet account:</p> <ul style="list-style-type: none"> ⇒ e-prescription / e-referral ⇒ application for European Health Insurance Card ⇒ history of all your medical treatments ⇒ delegation of health documents (to a family member for example).Covid vaccination documents, QR Code, EU Covid Certificate designation of your primary care doctor/nurse or midwife. <p>Access to the official pension/retirement system: book a visit to the office, monitor all payments for the Polish Pension Plan.</p> |  | PZ | moje IKP |
| Pension (PZU) | <p>Access to the Official Tax Administration:</p> <ul style="list-style-type: none"> ⇒ e-tax office ⇒ access to e-declaration ⇒ access to tax returns, your personal micro-tax account generator. |   | PZ | not available |
| Tax | | | PZ | niedostępna |

| | | | | |
|------------------------------|---|---|---|---|
| City of Krakow | Current information concerning the city of Krakow. On this site there are links to multiple areas such as City Council, Education, Sports, Communication etc. |  | not applicable | krakow.pl |
| Krakow Card | Apply for a Krakow card online. The card can be issued to any person who pays taxed in Krakow. You will get a physical and/or a virtual card. The Krakow Card program allows residents to benefit from a system of discounts, reliefs, preferences and entitlements . |  | e-mail/hasło | Karta Krakowska |
| Krakow City Road Management | Here you find information on road work and parking possibilities. You also find instructions how to request for residential parking at a reduced cost. |  | not applicable | |
| Electronic Passenger Account | On this site you can buy public transport season tickets and add them to you specific carrier (KK – Krakow card, KKM – Krakow City Card, MKA: – Malopolska Agglomeration Card, KKR – Krakow Family Card, Student ID Card, etc) |  | Karta Krakowska/ Krakowska Karta Rodzinna: numer klienta (nr ID), numer karty. Legitymacja studencka/ doktorancka: nr albumu/PESEL wybrane numery | iMKA moBILET mPay SkyCash Jakdojade |
| Tickets for public transport | List of applications where you can buy tickets for public transport. Some mobile bank applications also offer this functionality. You also find instructions | | not applicable | |

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