

KRAKOW TRANSFERS

FAQ

1. How do I contact the Access to Cracow?

Email us at accesstocracow@gmail.com

2. Why should I pre-book airport transfer?

By pre-booking your ride you have access to best prices.

3. Are your prices per person or per vehicle?

Prices for transfers are quoted per vehicle and not per person.

4. How long is the journey from Krakow Airport to the Centre of Krakow?

Approximate journey times is 30 minutes.

5. What happens if I cannot find my driver in arrival hall?

Having ensured that you have correctly followed the Airport directions, but still cannot find your driver, contact us.

Our driver will be waiting at the terminal about an hour after flight arrival time. Before the driver leaves the airport, we will try to contact you on the provided mobile phone.

6. How can I change or cancel a booking?

You can change or cancel your booking via e-mail.

Transfers can be changed or cancelled for free up to 4 hours before the pickup time. If the cancellation is made 4 hours or less before the pickup time, or after the pickup time, you will be charged the full fare of the ride.

Our driver is going to meet you just outside the arrival gate holding a poster with your name - written on it.

If for any reason you are not able to find our driver you have to call us as soon as you can in order to give you the proper indications for the meeting point.

7. What if I have extra large luggage?

Each passenger has an allowance of one suitcase. If you are travelling with excess luggage for example pushchairs, wheelchairs or any other out of the ordinary items, it is imperative we are made aware as extra charges are applicable.

Additional hand luggage is acceptable if small enough to be carried on your lap during the transfer.

8. What if my flight is delayed?

The driver knows your flight number and our system actively tracks delays and takes them into account, so your arrival time will be adjusted accordingly at no extra cost.

9. What if my flight was cancelled?

Normal cancellation and booking change rules apply. As soon as you know about the flight cancellation you should either cancel or change your booking via email or call.

10. When do I pay?

Pay on arrival by cash (EUR, GBP, USD, PLN)

11. Do you accept credit cards?

No.

12. What does the price include?

A one-way price will include a single journey, either from the Krakow airport to your hotel/ apartment or from your hotel/ apartment to the Krakow airport. A return booking includes both the arrival and departure transfer from the Krakow airport to accommodation upon arrival and from your accommodation to the airport on departure. The price also includes the carriage of a suitcase and a piece of hand luggage per person. Airport parking fee is included in the price.

13. What is your smoking policy?

All our vehicles are non-smoking.

14. Do you offer discounted rates for children?

Children travel at a reduced rate.

15. Do you offer other transport routes besides Krakow airport routes?

We can arrange on demand a transfer from Krakow City or Airport to any location you might wish to go to.

16. Should I tip the driver?

If you are happy with the service you receive, it's customary to tip your driver. This is entirely at your discretion.