



KRAKOW TOURS

FAQ

- **Why should I pre-purchase my tickets?**

We recommend that you buy your tickets in advance to ensure tour availability and the best rate for your transfers/ tours.

- **How do I book my tour?**

All bookings for tours are made, through our website: www.access-to-cracow.com or call +48 502 979 539

- **Where will I meet the driver at the airport?**

Your driver will be waiting next to the arrivals gate at Krakow/ Katowice or another airport, holding a sign showing your name. Exact meeting point information will be included in your confirmation email.

- **What happens if my flight arriving is earlier or delayed?**

All flights are monitored, and we will adjust your pick up time based on the flight actual arrival time.

- **Do I have to print the order confirmation?**

It is not necessary to print the confirmation of your booking. The passenger name is sufficient for the identification of our passengers.

- **How do I make payment?**

You pay by cash directly to the driver. Usually, we require prepayment to confirm Auschwitz tour with guide assist.

- **Can we stop for lunch or break along the way?**

Yes, we are quite happy to stop along the way at no extra charge.

- **We are a group of five people, and we have a lot of luggage. Are there any extra charges?**

If you let us know in advance we will send a spacious minivan. The price will not be increased.

- **Can your driver recommend us some nice place for lunch on the way?**

Yes, our driver will gladly help you with that or any other questions you might have.

- **We are travelling with our small baby. Are baby seats obligatory?**

Yes, by law baby seats are required. For your baby's safety, we will provide them free of charge.

- **How do I make a change to my booking?**

We're more than happy to accommodate you on a different date, or at a different time as long as we have the availability. To make a change, please contact us: accesstocracow@gmail.com

- **Do you offer group discounts?**

If you are inquiring about transfers or tours from parties of 8 or more guests, please contact us.

- **What if my question is not answered here?**

Email us, or give us a call. We are here to help!