



**Magiczny
Kraków**

New Tourist Information Point in the Heart of Kraków

2026-08-20

Both Kraków residents and visitors to the city can now use a new Tourist Information Point, which has opened at Potocki Palace, Rynek Główny 20. It is operated by the Kraków Tourism Alliance in cooperation with the Kraków Festival Office, which manages the building.

The new information point, located on the ground floor of Potocki Palace, will serve two main functions. First, visitors will be able to obtain all the information they need to navigate the city efficiently and easily find the monuments, attractions and places they are interested in. Qualified staff with extensive knowledge of Kraków's tourism offer will be available to assist them, while visitors will also have access to tourist materials such as maps and brochures.

Second, the new location will provide information about Kraków's extensive cultural offer. It also includes a dedicated area featuring a bookshelf from Kraków UNESCO City of Literature, together with comfortable seating where visitors can take a short break, plan the next part of their visit and explore the programme of cultural events taking place across the city and at Potocki Palace.

The information point is jointly managed by the Kraków Tourism Alliance — an association bringing together various stakeholders involved in the promotion and development of sustainable tourism in Kraków — and the Kraków Festival Office, a municipal cultural institution whose activities include managing Potocki Palace.

Tourist information points currently operate in two locations: Potocki Palace and 25 Szpitalna Street.

Further accessibility improvements are planned to make the facility even more welcoming for elderly visitors and people with reduced mobility. Potocki Palace is already accessible to people with hearing impairments.

At a later stage, the information point will also offer posters, souvenirs and tickets to selected events promoting Kraków's heritage and culture, providing visitors with an additional way to discover and engage with the city.

More information is available on [Facebook](#).

Potocki Palace
Rynek Główny 20
31-008 Kraków

Opening hours:
Monday–Sunday, 9:00 a.m.–7:00 p.m.

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