



**Magiczny
Kraków**

“Neighbourhood-Friendly Venue” Programme for Responsible Businesses

2026-09-29

The City of Kraków has launched the “Neighbourhood-Friendly Venue” programme, inviting entrepreneurs from the gastronomy, entertainment, and HoReCa sectors who operate during evening and nighttime hours to participate. The Night Mayor and the Commission for a Sustainable Night-Time Economy of the Mayor of Kraków warmly encourage business owners to submit their venues to the programme.

Following a positive evaluation by the assessment team, participating venues will receive a certificate, identification materials for display at the entrance, and increased visibility through information publications and recommended venue listings managed by the programme’s strategic partner, Kraków Tourism Alliance.

A Good Venue Is Also a Good Neighbour

Kraków’s restaurant, hospitality, and entertainment offer is an important part of city life after dark. The “Neighbourhood-Friendly Venue” programme aims to recognize businesses that operate responsibly by caring not only for their guests but also for their surrounding environment and maintaining positive relationships with local residents.

The initiative promotes corporate social responsibility and solutions that balance an attractive evening and nighttime offer with residents’ right to rest, public safety, and good order. The programme is based on a catalogue of good practices developed jointly by business owners, residents, and representatives of the Kraków City Office designated by the Commission for a Sustainable Night-Time Economy.

The evaluation team will assess how venues implement these good practices, including:

- Responding to excessively loud behaviour by guests.
- Reducing noise related to venue operations and deliveries.
- Maintaining cleanliness and order in the immediate vicinity.
- Managing outdoor dining areas responsibly.
- Training staff in good operational practices.
- Cooperating with neighbouring businesses when addressing disturbances.

Who Can Apply?

The programme is intended for businesses operating during evening and nighttime hours, including:

- Restaurants
- Cafés
- Clubs
- Accommodation facilities
- Other entertainment and HoReCa venues

Participation is voluntary, and applications may be submitted at any time.

What Are the Benefits?

After successful verification, a venue will receive the “Neighbourhood-Friendly Venue” Certificate along with a special designation that can be displayed at the entrance.

Certified venues will also be included on the programme partners list published on official city websites.

Additional promotional opportunities will be provided by the programme’s strategic partner through informational materials, publications, websites, and recommended venue guides.

The programme also offers access to practical tools that support responsible business operations. Participating venues may receive:

A noise meter for self-monitoring sound levels.

Staff training on topics such as:

- Managing difficult customer situations.
- First aid.
- Safety procedures.
- Responding to emergencies and threats.

The certificate is awarded for 12 months and may be renewed. Businesses that demonstrate exceptional commitment to corporate social responsibility may be awarded a Gold Certificate.

How to Apply

To join the “Neighbourhood-Friendly Venue” programme, businesses must complete an application form.

Applications can be submitted:

In person at the Kraków City Office, ul. Bracka 10, Kraków.

By email to: komisja.nocy@um.krakow.pl

If you run a venue that strives to be both a great place for guests and a good neighbour for local residents, consider joining the “Neighbourhood-Friendly Venue” programme.