

## Emergency Line for foreign tourists

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On 1 June 2016 another edition of the “Emergency Line” hotline was launched for foreign tourists, who travel to Poland.

The main purpose of the “Emergency Line” is to improve the safety of foreign tourists who travel to Poland by providing them with information and assistance in emergency crisis situations such as health problems, loss of documents, theft, etc.

The hotline has been integrated with the Polish Tourist Information System, which will allow to provide services aiming at tourist also outside the holiday season.

In the period of increased tourist traffic, the hotline supports the activities of the organisational units of the Police and is an important element in shaping of the image of Poland as an open, safe and tourist-friendly country.

Tourists may call the following numbers: **+(48) 22 278 77 77** and **+(48) 608 599 999**; operators' charges apply. The hotline operates every day (excluding statutory holidays) between 8 a.m. and 6 p.m. (from 8 a.m. to 10 p.m. between 1 June and 30 September). It is also possible to contact operators by e-mail: **cc@pot.gov.pl**

Operators of the “Emergency Line” speak **Polish, English, German and Spanish**.

Throughout the operation of the hotline, reports are accepted under the supervision of the General Police Headquarters, which in emergency situations significantly accelerates interventions.

Materials with information on the functioning of the hotline in the form of leaflets and posters are distributed abroad through Polish Tourist Information Centres, consulates and embassies of the Republic of Poland, international organisations and the tourist industry, as well as at centres for foreigners and frontier crossing points in the territory of Poland.