



# Fan Guide

## MEN'S EHF EURO 2016 POLAND

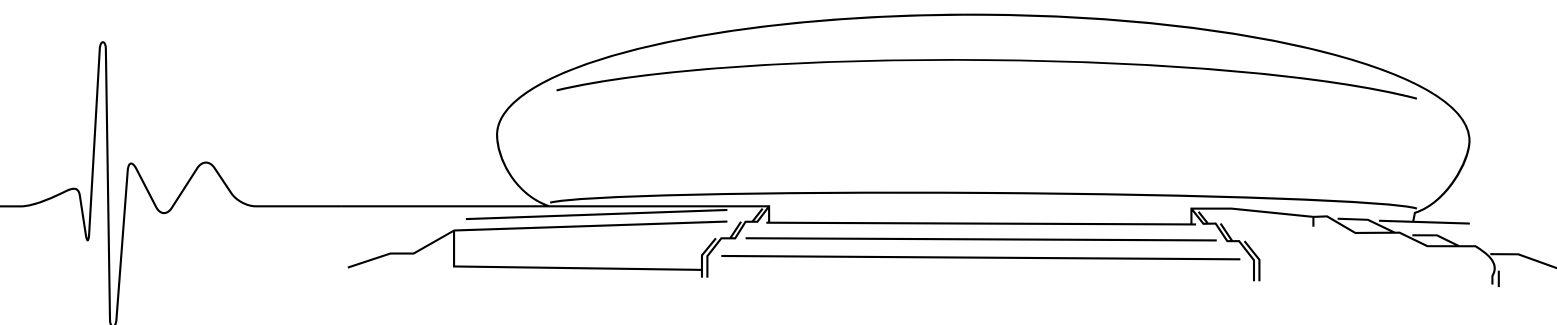
### Krakow



MEN'S EHF  
**EURO**  
**2016**  
POLAND

Dear Fan - Welcome to Krakow at the Men's European Handball Championship Poland 2016! Months of waiting have finally come to an end. Starting from 15 January, there are more than two weeks of thrilling struggle of the best handball players on the Old Continent ahead of you. We guarantee joy, emotions, unexpected twists and dramatic ends in four halls of the MEN'S EHF EURO 2016 POLAND tournament. You'll feel the emotions! Sixteen best teams in Europe will play their matches in Krakow, Wroclaw, Gdansk and Katowice. Ahead of us a total sum of over 2,000 minutes of fight on the court and hundreds of goals that will be scored in 48 games. The most important one, appointing the European champion, will be held on 31 January in Krakow. The title will be defended by the national team of France, that two years ago defeated Denmark in the final.

In your hands we put a guide that will carry you through the EHF EURO 2016. You will learn, among others, how to get to the hall, what time the matches start and which subjects are not allowed to bring them with to the venues.



## Table of Contents:

I. Information about the competition in the TAURON Arena Krakow

II. Useful information

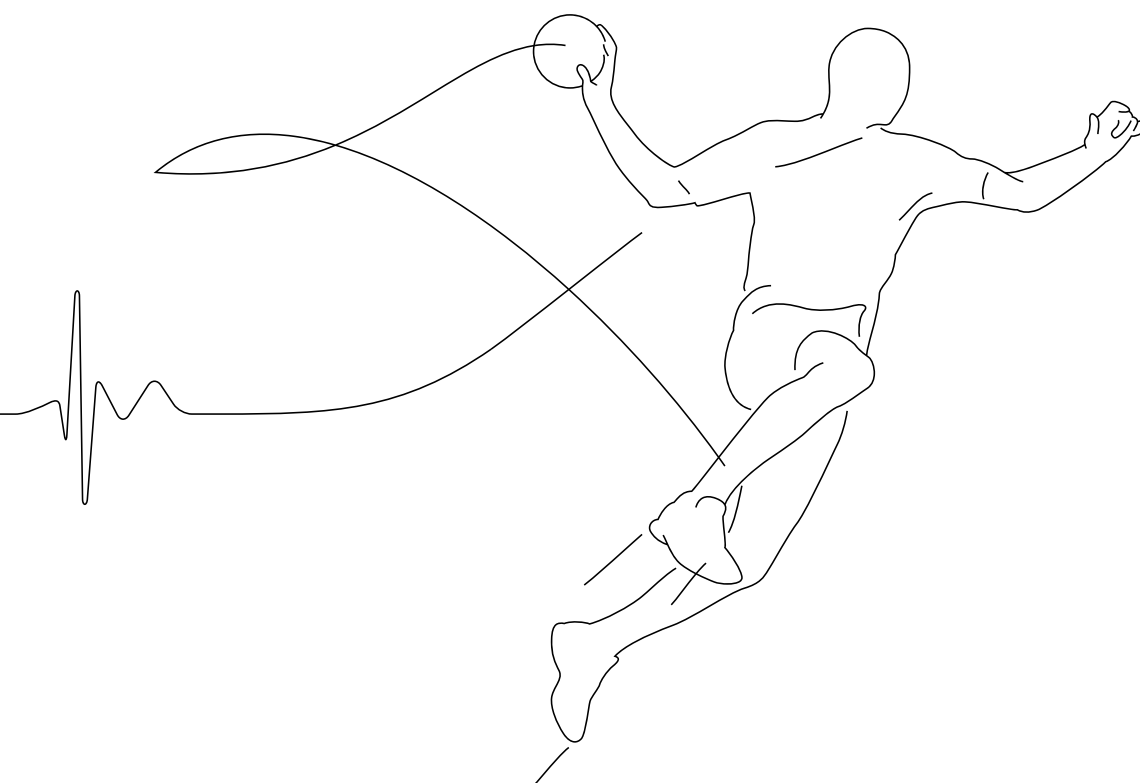
III. How to get to the hall

IV. Retail turnover PGNiG - Official EHF EURO 2016 Fan Zone

V. Security

VI. Information for tourists

VII. Glossary English - Polish



## I. TAURON ARENA

In Krakow, the capital of Lesser Poland, teams of the Group A play their matches. TAURON Arena Krakow, which is the largest hall of the EHF EURO 2016, will also host meetings of the Group 1 in the Main Round of the tournament and the semi-finals, third place match and the final as well.

In Krakow each match of the European Championship can be watched by 15 000 fans. TAURON Arena Krakow is a multifunctional facility, suitable for hosting events of the highest rank in 18 sports disciplines. So far, the hall has hosted, among others, the Volleyball World League and the Volleyball World Cup 2014.

### GROUP A

1. France
2. Poland
3. FYR Macedonia
4. Serbia

### SCHEDULE

#### Preliminary Round

- 15.01.2016 hours. 18.00 France – FYR Macedonia  
 15.01.2016 hours. 20.30 Poland - Serbia  
 17.01.2016 hours. 18.15 Serbia - France  
 17.01.2016 hours. 20.30 FYR Macedonia - Poland  
 19.01.2016 hours. 18.15 FYR Macedonia - Serbia  
 19.01.2016 hours. 20.30 France - Poland



The Opening Ceremony of the European Championship will be held on 01.15.2016 immediately after the match France - Macedonia around 19.35 hours.

### Main Round

Best three teams from each of Group A and Group B will play in the Group 1. The main round in the TAURON Arena Krakow will start on 21 January and will last until 27 January. Hours of matches at this phase are 16.00 (only on the fourth match day), 18.15 and 20.30.

### Semi-finals

The semi-final matches will take place on 29 January at. 18.30 and 21.00.

### Finals

- 31.01.2016 hours. 15.00 third place match  
 31.01.2016 hours. 17.30 final match

## II. Useful information, in other words: what you need to know about a match day

### What time can I enter the hall?

Every game is a big operation. Also logistics one. For the sake of comfort of all fans the organizer recommends to come to each game in advance. It will enable you to find your place without unnecessary nerves. Each match day the gates will be opened two hours before the first game.

### Which way can I enter the hall?

You will get into the hall through each of the four gates. However, to maximally expedite entering the hall, we suggest to use the entrance that is the closest one to the sector marked on your ticket. Below, there is a map with all the entrances and sectors in TAURON Arena Krakow.



### Can I leave the hall during the game or between the matches and then return to it?

No. Each ticket entitles you to a single entrance only. After leaving the TAURON Arena Krakow, return is possible only with a new ticket.

## Tickets

Entering the hall is possible only after demonstrating a valid ticket for the match. Each fan should have an identity document with - an identity card, passport, driving license, student ID, school ID, etc.. The first inspection is carried out at the entrance to the hall. Another ones can be done several times already in the middle of TAURON Arena Krakow. The right to verify the ticket and an identity document belongs to information and security services, as well as other persons authorized by the organizer. Refusal to cooperate may cause an expulsion of fan from the arena. Keep your ticket in a safe place. Lost or stolen tickets will not be issued again.



Tickets to each of the halls are in different colours: Krakow - red, Wroclaw - green, Katowice - violet, Gdansk - blue.

## Where can I buy tickets?

Tickets for all matches can be booked via the official website of the European Handball Federation [www.ehf-euro.com](http://www.ehf-euro.com) and via eBilet.pl website, which is the EHF EURO 2016 Official Ticket Partner. In case of any questions, please, contact (22) 122 80 10 or [ehfeuro2016@ebilet.pl](mailto:ehfeuro2016@ebilet.pl). The tickets for the MEN'S EHF EURO 2016 POLAND are available also in the Empik stores all over Poland.

## Can I buy a ticket on the day of the match?

Tickets on the day of the match (if still available) can be purchased only through the official channels of distribution as described above. Tickets sale is not conducted in any of the halls hosting matches of the European Championship.

### Will the tickets be valid only for single matches or the entire match days?

The tickets will be valid for the entire match days (daytime tickets). They allow their owners to watch all matches taking place in one hall during the day.

### Is it possible to return tickets bought?

No, the tickets can not be returned.

### Can I give or sell my ticket to anyone?

It is not possible to resell tickets. The organizer of the EURO 2016 shall not be liable for any purchase of the tickets through third parties without rights to sell and distribute tickets.

We also remind you that in accordance with Article 133 § 1 of the Code of Offences the tickets sale at a profit, or purchasing them with the intention of resale at a profit, is an offense.

The Polish Handball Federation hereby declares that the sale of tickets was conducted only through the entities authorized by the federation to sale and distribute the tickets, mainly through the website <https://www.ebilet.pl>.

### Do children enter for free?

Children under 3 years old have a free entry based on the document with proof of age. During the event children must seat on their guardian's knees. Children must not be left unaccompanied. The Organizer does not recommend bringing over the children up to 3 years old due to the increased noise which may be uncomfortable for the children. Minors under 13 years old can enter the hall only with a valid ticket and under the supervision of an adult.

### Disabled people

TAURON Arena Krakow is fully adapted to the needs of people with disabilities. The venue has an entrance for disabled people from Lem Street. At level A, in front of the main hall there are parking places for the disabled. At level A in the main hall of TAURON Arena Krakow there are 33 seats for the disabled.

### Who is eligible for a discount?

There is special category of saver family ticket called Big Family Card (Karta Dużej Rodziny) available for each match day. The tickets allow their owners to book purpose-assigned seats in the Category 2 areas at a lower price of the Category 4. You can send your request for the Big Family Card to: [kartaduzejrodziny@ebilet.pl](mailto:kartaduzejrodziny@ebilet.pl).

There is also a range of tickets dedicated to disabled people. Wheelchair users pays the price of the Category 4 ticket and his guardian enters for free. All interested persons are required to contact to: [niepelnosprawni@ebilet.pl](mailto:niepelnosprawni@ebilet.pl).

### III. How to get to TAURON Arena Krakow?

TAURON Arena Krakow is located four kilometers from the Main Market Square. It is located at Stanislaw Lem Street, which connects Aleja Pokoju, Mogilska Street and Aleja Jana Pawla II. It is located in District XIV Czyżyny. The venue is well connected to the rest of the city. Nearby TAU



#### Access by public transport

You can quickly and comfortably get to the vicinity of the hall by public transport - definitely the best form of transport during the European Championships. There are bus and tram stops of several lines at TAURON Arena Krakow.

Please, note that all fans with a valid ticket can travel for free by public transport at the day of the match.



## TRAMS:

stop TAURON Arena Krakow / Aleja Pokoju:

line 1

line 14

line 22

stop: Wieczysta (from Mogilska street / Aleja Jana Pawla II):

line 4

line 5

line 9

line 10

line 52

## BUSES

stop TAURON Arena Krakow / Aleja Pokoju:

line 128

buses - stop: Wieczysta

line 124

line 424

buses - stop TAURON Arena Krakow

line 128

Information about public transport timetables are available at: [www.mpk.krakow.pl](http://www.mpk.krakow.pl)

### How to get to TAURON Arena Krakow from the main railway station?

At the stop Dworzec Główny (Main Railway Station) there stop the trams 4, 10, 14, 52, buses 124, 424. At the stop Dworzec Główny Tunel there stops tram 5.

### How to get to the city center from the airport?

From the bus stop at Krakow Airport to the city center (the final stop Dworzec Główny Wschod) there leave buses 208, 292. These are the agglomeration lines. From the railway station Krakow Airport to Krakow Główny there runs a train served by railways Malopolska PLC. Additional information about timetables are available at: <http://www.malopolskiekoleje.pl/index.php/2015-08-16-20-00-10/krakow-airport-krakow-glowny>.

### Public transport after the match

In the match days the Management of Municipal Infrastructure and Transport in Krakow will direct to the area of TAURON Arena Krakow additional reserves of trams. If necessary, they will be used on lines with increased interest of passengers, both before the matches and after them. On 15, 17, 19, 21, 23 and 25 January backup trams will be used at 16.00-23.00; 27 January at 14.00-23.00; 29 January at 16.30-23.30; January 31 at 13.00-20.00.

### Arriving by car and parking

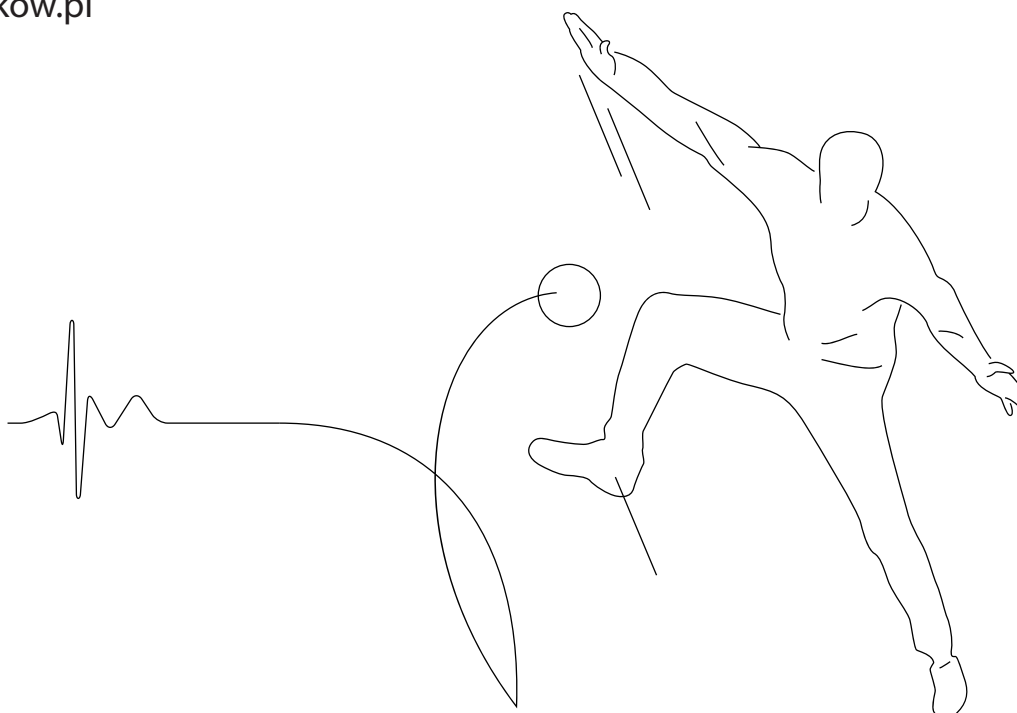
We advise against traveling at matches played in the TAURON Arena Krakow by car. During the tournament, internal and external parkings will not be available for the fans. To motorized fans of handball we recommend the public transport. The car can be left on one of the "Park and Ride" parkings located at Czerwone Maki and Balicka Street. You can also leave your car in the city center, in a paid parking zone. Payments must be made in parking meters.

### Park & Ride closest to TAURON Arena Krakow

Thinking about the fans, the organizers have prepared additional parking places located at the Museum of Aviation, entrance from T. Bor Komorowski street. You can take there a free bus to the TAURON Arena Krakow - before and after matches. The distance to the hall is about 1.5 km away. 20 zloty fee for parking.

### Traffic organisation

Information about potential traffic problems is available at: [www.zikit.krakow.pl](http://www.zikit.krakow.pl) and [www.kmkrakow.pl](http://www.kmkrakow.pl)



## IV. PGNiG retail trade OFFICIAL EHF EURO 2016 FAN ZONE

From 15 to 31 January at the Little Market Square in Krakow there will grow one of the four "PGNiG retail trade - Official EHF Euro 2016 Fan Zone". It will be opened every day, at 14.00 - 23.00. Last day of the championship - 31 January, watching a fight for the medals will start already at 12.00. The Fan Zone is a perfect place to meet with friends and supporting the best handball players in Europe. Krakow Fan Zone can accommodate about 900 spectators. In addition to the huge large video screen, presented in the following visualization, handball fans will be able to use a special catering area, where there will be served warm and cold meals, drinks and beer. There will be also an entertainment zone with numerous attractions.



**Reflex meter** of the goalkeeper allows fans to test their reflexes and beat the other team's defenders. A special device measures reflexes and perception, which must be at the highest level if you want to be a handball star.

**Bungee run** is a real encounter with the defenders. The task of the participant is to reach the finish line as soon as possible. A special rope will disturb him resisting the run and pulling him back - just like a real defender.

**Handball 16'** is the latest version of dynamic game on the Xbox ONE, where fan becomes a handball player. Participant plays on a big plasma screen and the party gains an extra dimension!

**Defeat Szmaj**, is a Radar Goal in the Official EHF EURO 2016 Fan Zone, where you can beat Sławomir Szmaj. All participants face the famous Polish goalkeeper made in real size!

**GifBox** – in the Official EHF EURO 2016 Fan Zone you can take funny, animated pictures - GIFs. GifBoxes provide lots of fun and joy to all who want to take a picture in a funny pose, with friends or family.

**Fan metamorphosis** - in the Official EHF EURO 2016 Fan Zone you can make a metamorphosis from your dreams - paint your face in colours of your favourite team!

**Children Zones** – in the Official EHF EURO 2016 Fan Zone there are also areas for children, where under the guidance of animators, children will be able to colour comics or use the books of puzzles for children.

"PGNiG Turnover Retail - Official EHF EURO 2016 Fan Zone" is a guarantee of a great fun. With roofed construction – in rain or shine.

The entrance to the fan zone is free.



## V. SECURITY

Comfort and safety of all fans is a priority for the organizers of the EHF Euro 2016. Therefore, during the tournament there are several simple rules that everyone must adhere to. The most important of them is the meticulousness. Therefore, absolutely remember about tickets and documents. Without a ticket you will not enter the game. Information services, stewards, and security staff are responsible for security during the tournament in the halls and in the Fan Zones. All of them need to scrupulously carry out their tasks and responsibilities. With this attitude, we will be sure that security of all of us is properly provided in the course of the championship.

Before entering the hall, staff is entitled to carry both personal control and check your luggage. In this context it is very important so that you read the list of prohibited items. The rules of mass event are available on the website [www.zprp.pl](http://www.zprp.pl)

### List of prohibited items

1. Weapons, explosives, knives
2. Pyrotechnic materials
3. Bottles, cups, cans, jugs
4. Alcohol, drugs
5. Propaganda materials about racism, xenophobia, vulgarism, religion and politics
6. Flagpoles or bannerpoles of length more than 1m and diameter longer than 1 m
7. Advertising and promotion materials
8. Gas in aerosol, corrosive and flammable substances
9. Professional cameras and video cameras
10. Helmets, umbrellas, strollers
11. Large and bulky items like bags and suitcases with dimensions exceeding 25 cm x 25 cm x 25 cm
12. Large quantities of paper, streamers
13. Megaphones, whistles, trumpets, vuvuzelas
14. Laser pointers
15. Sport balls, beach balls, balloons
16. Drones
17. Banners or flags of a size bigger than 2 m x 1.5 m
18. Animals
19. balaclavas, masks

This list is not a closed one. Information and security services have right to individually determine whether an object can be a threat during the match and thus its contribution may not allowed.

### Can I bring my camera or video camera to the hall?

Only amateur equipment is allowed. Equipment with interchangeable lens longer than 10 cm is considered to be professional one. Potential refusal decision is made each time by stewards.

Captured images and recorded fragments of matches can be used by the fans for private purposes only.

### Can I come to the hall with my luggage?

All objects of a size bigger than 25 cm x 25 cm x 25 cm are prohibited, with particular emphasis on bags, backpacks and suitcases. We strongly advise against taking similar objects into the hall, even if they are within the permissible norm.

Close to the hall there will be organized payable deposit point where you can leave items that are not allowed to be brought with you to the match. Of course, items left in the deposit point can't be dangerous or prohibited by law.

### What documents should I bring?

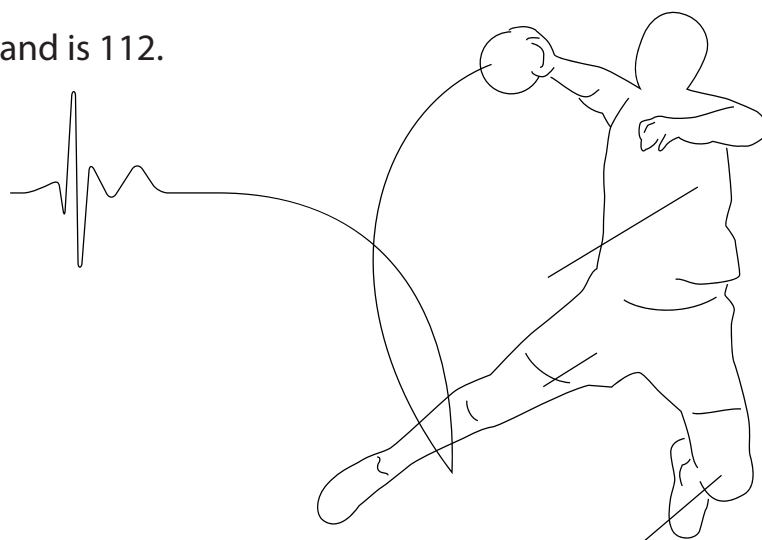
The base is of course your ticket for the match. All spectators, including children, should carry a valid identity document, for example an ID, passport, driving license, student ID or school ID, etc. Information and security services have right to request an identity document in connection with a mass event.

### Medical assistance

Free medical assistance is available both in the hall and in the Fan Zone at the point with qualified medical staff and paramedics. In other cases, getting medical assistance is available in clinics. Medical services in these objects are payable.

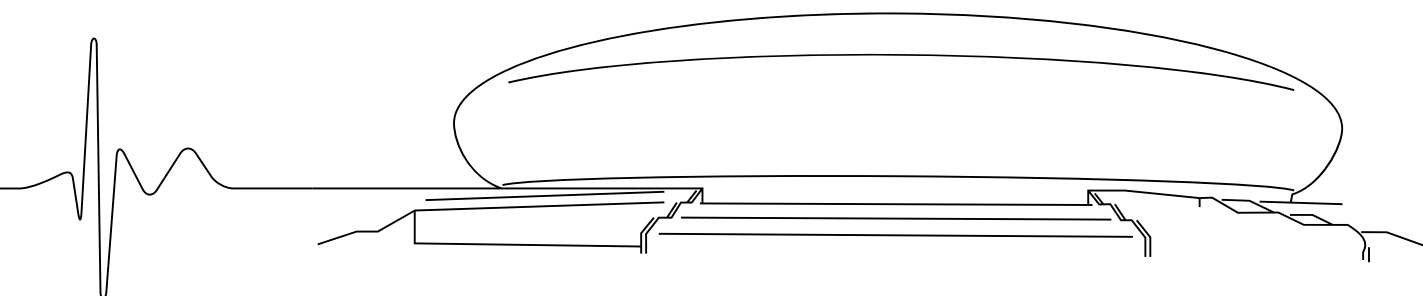
In life-threatening situations inform the nearest person from personnel in the hall or in the fan zone.

The number for emergency services in Poland is 112.



## Volunteers

There are 850 well trained volunteers ready on the arrival of handball fans. Very often, these people dressed in a black jacket with the logo of the championships and blue blouses and t-shirts will be the first source of information for you. Volunteers can be found both in the halls and in the Fan Zones. All volunteers are very familiar with the topography of the city, tournament schedule and are able to provide basic first aid.



## VI. INFORMATION FOR TOURISTS

### KRAKOW - City of Polish Kings



Kraków is a city with a thousand years of tradition. The former capital of the country and the seat of Polish kings is an important European metropolis nowadays. Kraków's Old Town is a unique treasure of art works, historical monuments and historic buildings, representing almost all architectural styles, from the Middle Ages to the present day.

The Main Market Square is the largest town square of medieval Europe, preserved in unchanged form since 1257 and was included in the first list of UNESCO World Heritage Sites in 1978. From the tower of St Mary's Basilica, the bugle call, played to the four winds for 600 years now, can be heard every hour.

Kraków also boasts the second oldest institution of higher education in Central Europe – the Jagiellonian University. The Wawel Royal Castle has been overlooking the city for centuries. Apart from the monuments of the Old Town, Kazimierz, as a space of centuries-long co-existence of two cultures (Christian and Jewish) continuously evokes curiosity.

#### MUST SEE

- The Main Market Square – the largest mediaeval Town square in Europe
- The Cloth Hall (heart of the Main Square) – one of the most recognisable landmarks in Poland
- Basilica of the Assumption of the Blessed Virgin Mary (St. Mary's) – gothic church from XIII century
- Florian's Gate – it is a mediaeval gate with a tower, located in the end of Florianska street
- Wawel Royal Castle – the seat of Polish monarchs until the end of the 16th century
- Kanonicza Street – the picturesque and best-preserved street in Old Town.

Learn more: [www.krakow.pl](http://www.krakow.pl)



### Important phone numbers

Polish country code: + 48

Krakow code: (12)

Police: 997

Fire brigade: 998

Ambulance: 999

Municipal police: 986

The emergency number for mobile phones: 112

Tourist Hotline of the Polish Tourist Organization:

tel. : +48 22 278 77 77 or +48 801 888 844

cc@pot.gov.pl

Tourist information: Tourist Service Centre

ul. Powiśle 11

tel. : (+48 12) 417 58 12

powisle@infokrakow.pl

www.infokrakow.pl

John Paul II International Airport Krakow-Balice

ul. Capt. M. Medweckiego 1, 32-083 Balice

tel. : +48 12 295 58 00 801 055 000 (Airport information 24h)

e-mail: info@krakowairport.pl

Main Railway Station Krakow Główny. Pawia 5a street, 31-154 Krakow

Station info - tel. : (+48 12) 393 12 34,

e-mail: krakow.glowny@pkp.pl

Taxi:

Icar Taxi tel. : +48 12 653 55 55

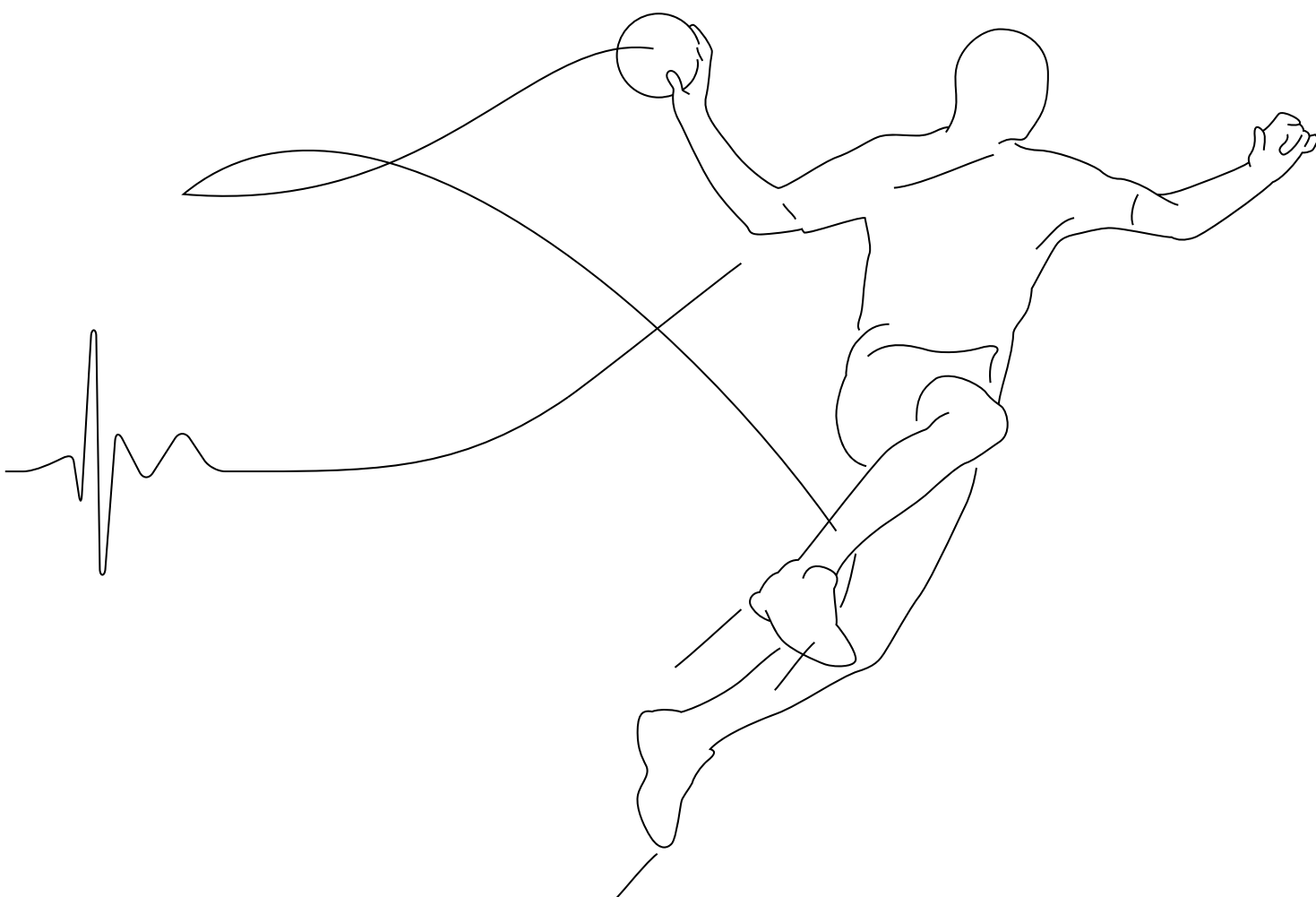
Megataxi Tel. : 196-25, +48 12 400 00 00, +48 196-25 88 77

Radio Taxi Barbakan Tel. : +48 196-61, +48 501 139 661 +48 609 400 400 +48 602 238 000

## Embassies and consulates in Poland

List of embassies and consular offices of the Republic of Poland with addresses and phone numbers is available on the website of the Ministry of Foreign Affairs, at: [http://www.msz.gov.pl/pl/ministerstwo/protokol\\_dyplomatyczny/misje\\_dyplomatyczne\\_i\\_urzedy\\_konsularne\\_w\\_polsce/przedstawicielstwa\\_dyplomatyczne](http://www.msz.gov.pl/pl/ministerstwo/protokol_dyplomatyczny/misje_dyplomatyczne_i_urzedy_konsularne_w_polsce/przedstawicielstwa_dyplomatyczne)

Telephone number of the Ministry of Foreign Affairs is: +48 22 523 90 00



## VII. Glossary English - Polish

Good morning / Dzień dobry

Thank you / Dziękuję

What time is it? / Która jest godzina?

Where is the nearest bus stop? / Gdzie jest najbliższy przystanek?

Handball / Piłka ręczna

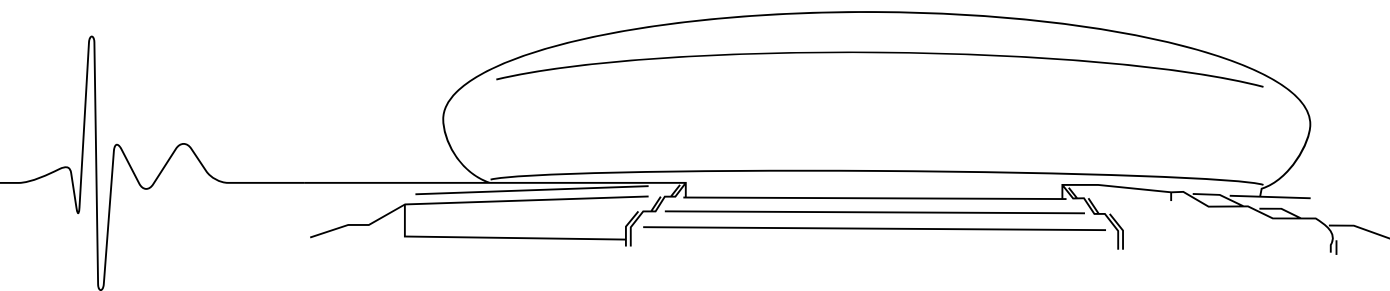
Victory / Zwycięstwo

Enjoy your meal / Smacznego

Dumplings / Pierogi

I love you / Kocham Cię

See you soon / Do zobaczenia wkrótce



OFICJALNI SPONSORZY



PARTNERZY EHF



NARODOWI DOSTAWCY



MIASTA GOSPODARZE



[www.ehf-euro.com](http://www.ehf-euro.com)