

What is the best way to pay for things in Prague?

- Generally, credit or debit cards are widely accepted forms of payment. There are, however, some instances in which cash is useful – street vendors, outdoor markets, public restrooms, many vending machines and small shops may require it. Tipping in cash is also often preferred.

How do I get Czech money?

- The official currency of the Czech Republic is **the Czech crown**, although some larger shops will accept Euros, as well. To obtain Czech crowns, use a (preferably bank-affiliated) ATM machine or an exchange office.
- Never exchange money with people who approach you on the street. You would most likely end up with a bundle of worthless old banknotes.

How do I get a good exchange rate?

- Please be aware that different exchange offices provide sometimes widely varying rates, so it makes sense to check the daily middle rates first at prague.eu/exchange to get an approximate guideline.
- Exchange offices are required to post their foreign currency “buy” rates first, their “sell” rates second, with only one rate for each category.
- Commission fees are not legal on currency exchange transactions, so the frequently advertised “0% commission” is simply the norm.
- To make sure you are getting the rate you expect, ask the clerk to write the amount on a piece of paper before you hand over your money.
- Always demand a printed receipt, to which you are entitled, and please – count your money at the counter and save the receipt.

What if I get a bad rate?

- If you suspect you haven't received a fair rate, don't despair! You can cancel the transaction (“withdraw from the contract”) **within 3 hours** after it was done, provided that the transaction value didn't exceed 1,000 (one thousand) Euros.
- In the case of transactions exceeding the value of 1,000 EUR, you are entitled to withdraw from the contract partially, to the amount corresponding to 1,000 EUR.
- Please report any suspect transactions to the Prague City Hall by writing exchange@praha.eu.

