

## **Frequently asked questions - part. ACCOMMODATION in Charles University dormitories**

**1. As a prospective 1st year student, I would like to apply for a dormitory assignment for the school year, but I am not familiar with your system and do not know how to do it. Should I apply through any online system or where should I reserve my accommodation?**

As a foreign student interested in living in a dormitory, please request accommodation reservations directly from the Charles University faculty where you will study in the next academic year. The reserved accommodation capacity for foreign students is sufficient.

**2. I have successfully booked accommodation but have not paid the long-term deposit within the specified payment date. I can renew my reservation.**

- You cannot renew a reservation for accommodation with a forfeited long-term deposit. The applicant must create a new accommodation reservation. You need to contact the reservation office of Charles university dormitories at [reservace@kam.cuni.cz](mailto:reservace@kam.cuni.cz)

**3. I have successfully booked my accommodation and have received my Accommodation Contract. Should I send the signed document?**

- The accommodation contract is for your VISA purpose. Please do not send the Accommodation contract back. The original Accommodation Contract will be printed out with your current personal details and date your actual arrival at the dormitories on the day of arrival, directly from the dormitory Accommodation Office.

**4. I want to live in a dorm, but the dorm I have selected is not available what should I do?**

- Then, once you have entered the halls of residence, you can request to move into your chosen halls of residence (pending availability) sometime from October.

**5. What to bring to the dorm at check in:**

- a personal document - ID card (passport, visa or long-term residence card for foreigners)
- proof of studies or confirmation of admission to university (can be provided additionally by the end of September)
- 1x passport-size photo
- sufficient funds on a credit card to pay the dormitory fees for September and October (we prefer online payment in advance to speed up the enrolment process) or cash.
- a student ID card (usually ISIC) - this is used e.g. to open the entrance door - if you do not already have an ISIC, you can deliver the card when you receive it.

**6. Do I need to bring my bedding, linens and kitchen equipment to my dorm?**

- Bed linen is included in the room rate. You can change your own bed linen free of charge in the dormitory.

- For information on times and frequency of linen changes, please see the dorm bulletin board in the dorm where you are staying.

- Kitchen utensils are not included in the accommodation.

- The accommodation only includes - cooker, microwave, fridge.

### **7. Can I bring my own linen, room equipment?**

- Students can bring their own bed linen, bedding.

- Any other property brought in must always be consulted and approved in advance by the Head of College.

- Moving room equipment between rooms is not allowed.

- Taking property out of the dormitory is not allowed.

### **8. Where can I find out how much I should pay for my dorm?**

- Accommodation prices depend on the dormitory and the type of room. All information on accommodation prices can be found on the website [www.kam.cuni.cz](http://www.kam.cuni.cz).

### **9. Where do I pay my dormitory and other fees?**

- We prefer cashless payment of dormitory fees.

- Direct debit - i.e. one-off transfer or standing order.

- Online PUSH payment - payment of your dormitory fees via a payment gateway.

- Direct debit payment - payment by direct debit can be set up at any banking institution in the Czech Republic - the most convenient, fastest method of payment for residents. *We do not make direct debit payments from foreign accounts.*

- Payment terminal - payment by credit card directly in the accommodation office of the dormitory

### **10. I have made an accommodation reservation (and possibly a dormitory enrolment agreement) but have decided not to enroll. How to do it?**

- Please send us the cancellation information immediately, in writing. This will free up a bed for other students.

- Please send the cancellation request together with the bank account number where we should send the long-term deposit.

- The long-term deposit will be reduced by a cancellation fee of 500,-CZK according to the current regulations.

**11. I started university as a student and graduated or dropped out during the year. Can I continue to live in the dorms?**

- According to the current housing conditions, the resident is obliged to notify the change immediately, at the latest within 5 days. Therefore, graduation or withdrawal from studies must be notified to the landlord immediately. You can stay in the halls of residence during the year, but you will have to pay the accommodation price for this group of people.
- Persons who do not report the change must be charged the difference in the accommodation price and may also cancel their accommodation immediately.
  
- Residents are not entitled to re-book once they have graduated/dropped out. They are always accommodated only up to the available capacity of the dormitory.

**12. I have decided to terminate my accommodation contract. How to do it?**

- The accommodation contract ends on the date stated on the contract. The contract can only be terminated before this date in writing at least 1 month before the planned end of the accommodation contract.
  
- If you cancel the contract later, you will be charged a cancellation fee of 25 days.
  
- Attention! In both cases, the accommodation price you have paid will be recalculated.

**13. Can I get the contact details of my roommates. Or can I know who I will be sharing a room with in the dorm?**

- For privacy reasons, it is not possible to provide roommate information or any contact information.

**14. My move-in date on my Housing Contract is not the same as the move-in date on the Reservation System. When can I move into the dormitory?**

- The dates for boarding at halls of residence are always published in the Director's Arrangements, Accommodation Schedule for the relevant academic year.
  
- Boarding dates for halls of residence are until 30 September, if a student fails to board by the specified date and fails to notify the accommodation provider of a compelling reason for postponing the boarding date, the student's accommodation booking will be cancelled.

**15. What should I do if I am studying and living in a dormitory, but I have not yet received a visa?**

Please inform the dormitory accommodation office immediately with a request to postpone your dormitory start date. Otherwise, your reservation may be cancelled.

**16. I'm a year-round dorm resident. Do I have to go to the housing office to change from summer housing?**

- Yes. Re-housing from summer accommodation to the new academic year is the responsibility of each resident student and takes place in halls of residence according to the current timetable.

**17. Who can I contact in the residence hall?**

- The Housing Office - housing, re-housing, dorm fee payment, dorm fee amounts, etc.
- Residence Hall Manager - serious problems that cannot be resolved with the Housing Office, insect infestation in the residence hall.

**18. I'm new to the dorm, can someone help me find my way around?**

Do not hesitate to contact the housing assistant who will be happy to help you. You can find his contact information on the website and at the dormitory reception.

**19. I want to request a room change.**

- Room change can be requested after the start of the dormitory, i.e. after 30 September.
- To request a room change, please contact the accommodation office of the dormitory you are staying in directly.

**20. I want to request a change of residence hall.**

- Always inform both the dorm you are currently living in and the dorm you wish to move to of your intention to move.
- In the first instance, contact the accommodation office of the hall you wish to move to and check whether the hall has any beds available.
- Once you have verified the availability of a bed for your move to the dorm of your choice, contact the dorm you are currently living in to inform them that you are moving to dorm xy.
- The dorm you currently reside in will send the newly selected dorm your identifying information, including financial history and any financial balances on your current dorm account.
- The dorm you are moving out of must properly transfer your room when you move out.

**21. What is the latest time I can return to my dorm in the evening? Do the dorms close?**

- The gatehouse is available to residents 24 hours a day.
- The entrances to the dormitories are closed with an electronic lock.
- To enter the dormitory, all residents use a smart card or ISIC card.
- Access to the dormitory and other parts of the dormitory is obtained at the dormitory office.

## **22. Dorm visits.**

- Visits to the dormitories are allowed.
- All visits must be properly reported to the residence hall concierge.
- Visits before 10:00 p.m. must be reported by the resident(s) to the residence hall concierge. Visitors must leave the building by 10:00 pm.
- Long-term/sleepover visitors. Overnight visits are possible. The visitor must be reported and signed in at the residence hall concierge desk. The price of overnight stay is 50,- CZK/1person/1night. Visitors can stay for a total of 3 nights.
- If an unregistered person is in the dormitory, it is considered a gross violation of the accommodation regulations.

## **23. Internet in the dormitories**

- All Charles University dormitories have wifi connection - free of charge.
- If a student is interested in a wired connection, this connection is charged at 100,- CZK/month.
- More information here: <https://kam.cuni.cz/KAM-286.html>

## **24. Reporting defects in rooms and common areas of the dormitories.**

- Defects are reported electronically via a QR code, which can be found on all doors to rooms and common areas. More information here: <https://kam.cuni.cz/KAM-677.html>

## **25. Report unwanted insects in the rooms.**

- If there are unwanted insects in your room or in the common areas of the residence halls, contact the Residence Hall Manager immediately.
- Residence halls do not take these reports lightly. The Residence Halls will work with a professional company that will perform an intervention within a few hours.

## **26. I want to use my own electrical appliances in my room**

- Counting and other technology that the student needs to study is allowed in the room.
- Bringing your own electrical appliances that are not reported and authorized by the Residence Hall Manager is not allowed in the rooms.
- The possession and charging of electric bicycles, electric scooters, and electric scooters in rooms or inside the residence halls is prohibited.

## **27. Conflict with roommate.**

- Be respectful of each other. There are a large number of people from all over the world on campus and in the residence halls. Try to put yourself in each other's shoes.
- If necessary, you can contact the dorm manager directly.

### **27. Where can I find important information?**

- All important information can be found on the Halls of Residence website [at www.kam.cuni.cz](http://www.kam.cuni.cz).
- We also post interesting news and updates on the Halls of Residence FB page.

### **28. Ombudsman of dormitories and refectories contact:**

José Martího 407/2, 162 00 Praha 6  
4.patro, kancelář.č.446  
Česká republika  
e-mail: [ivana.danisova@kam.cuni.cz](mailto:ivana.danisova@kam.cuni.cz)  
[ombudsman@kam.cuni.cz](mailto:ombudsman@kam.cuni.cz)