

Dear students,

We would like to welcome you in **HVĚZDA Hall of Residence** of Charles University. We hope that your stay in our Hall of Residence will be a pleasant one and to help with that we have put together the following list of information you might find useful.

Please, ask at the Accommodation Office or the central Erasmus office of Charles University (= European Office / Evropská kancelář) if you have any other questions. (*International students who are not coming with the Erasmus exchange program please contact the appropriate coordinator(s).*)

Head our non-smoking policy + night quiet hours rule 10 p.m.-7 a.m.!

ARRIVAL DURING THE OFFICE HOURS OF THE ACCOMMODATION OFFICE:

If you arrive during the office hours of the Accommodation Office, go directly there, pay the rent for the remaining days in September/February (October/March rent is part of the deposit), sign your Accommodation Contract and get your key. Please, note that during September and in early October, there will be many students visiting the Accommodation Office in its office hours – please, do not get discouraged by the queues in front of the office. We will do our best to administrate everyone as fast as possible.

OFFICE HOURS OF THE ACCOMMODATION OFFICE (= UBYTOVACÍ KANCELÁŘ):

Kolej Hvězda / Hall of Residence Hvězda	Mo-Thu	8.00 - 11.00	12.45 - 15.00
	Fr	8.00 - 11.00	after appointment/closed

ARRIVAL OUTSIDE THE OFFICE HOURS OF THE ACCOMMODATION OFFICE:

If you arrive to Hvězda Hall of Residence outside the office hours of the Accommodation Office and have informed the halls on time, the keys from your room (or a provisional overnight room in some late arrival cases) will be prepared for you at the reception of building No. 1. Please, write in Czech language via email “*Dobrý den, na koleji budu dne (Date in European format) v (Hour).*” = “*I will be in the halls of residence on... (Date) at... (Hour).*” to kolej.hvezda@kam.cuni.cz.

You are asked to visit the Accommodation Office on the next work day (during the office hours – see above) to sign your Accommodation Contract. You will be requested to pay the rent for the remaining days in September/February; October/March rent should have been covered by your transfer of deposit and approximate first month's rent. The payment is possible in cash (in Czech crowns) or by card.

BED LINENS (= POVLEČENÍ, TOWELS):

Upon your arrival, a fresh set of bed linens will be prepared on your bed; pillow and blanket will be provided as well. You can get your bed linens changed for clean ones each 2 weeks (see the appropriate note at the reception of the building of Hvězda Hall of Residence you are living in as to the next date of the bed linens exchange/výměna povlečení).

Towels and kitchen towels are not provided. Please, bring your own towels and kitchen towels with you.

LAUNDRY AND HANGING ROOMS (= PRÁDELNA A SUŠÁRNA):

You will find laundry and hanging rooms in the basement of each building of Hvězda Hall of Residence. Pick up the key for the laundry and/or hanging room from the reception of your building. The fee for use of the laundry room is 6 CZK / 30 minutes (students usually pay up to 30 CZK for one use of the laundry). There are also cloth drying racks available in each laundry room.

Ask for the key to the laundry room: *Prosím klíč od prádelny.*
(= Please, (be so kind and lend me) key to the laundry room.)

BATHROOMS AND TOILETS (= KOUPELNY A ZÁCHODY):

The absolute majority of the rooms in the Hvězda Hall of Residence share the bathroom and toilet facilities in the corridor divided to female and male one. (exception are the family rooms where the bathroom is shared only between the neighboring two room).

KITCHEN (= KUCHYNĚ):

On each floor there is a kitchen available for the students. It is equipped with an electrical stove, sometimes including an oven. There are no kitchen utensils (such as pans, plates, cups, glasses, etc.) provided so you need to bring/buy your own set. Please, **clean the kitchen** after you have used it to avoid paying a **fine**.
The rooms are also to be cleaned by the accommodated students.

FRIDGE (= LEDNICE):

Usually, the rooms are equipped with a small fridge shared by the two inhabitants.

REPAIRS (= OPRAVY):

If anything gets broken in your room, please, request the item that needs to be fix it in Taskpool, through QR code from sticker at your door. Here is a small Czech-English dictionary of the possible items to be repaired in your room:

skříň = wardrobe
židle = chair stůl
= table postel =
bed

lednice = fridge lampa
= lamp žárovka = bulb
elektrická zásuvka = electric outlet

okno = window
police na knihy = bookshelf
dveře = door topení =
heating



INTERNET (= INTERNET):

To access the internet in your room, you need to be officially registered at your host faculty and get your student ID/ISIC card of Charles University issued. When the student card will be issued for you, you will also receive the access code for the internet connection in your room at Hvězda Hall of Residence. Please, remember to bring your LAN cable with you (the provided internet connection is wired one). There is a small fee for using the wired internet connection (100 CZK / 1 month). The transfer of the data is free of charge. Wi-Fi, non wired connection is also free of charge.

PAYMENT OF RENT (= PLATBA NÁJEMNÉHO):

We ask you to pay your rent always until the 20th of each preceding month by PUSH Payment you will receive in your email or in the Accommodation Office (in cash or by card) or via bank transfer (from 2nd month of stay on). Hvězda Hall of Residence would prefer bank transfer of the rent in the case you create a Czech bank account.

The exact amount to be paid will be announced via email around the 16th of the preceding month and you can find it also in the Student Information System, on the website concerning your university housing (includes overview of all your past rent payments): <https://is.cuni.cz/koleje/platby/>.

PLEASE, NOTE THAT THE RENT WILL BE SLIGHTLY DIFFERENT EACH MONTH (= it is counted by the number of days in each month, so you shall pay less in a 30-day-month than a 31-day-month). It also differs by shorter and longer stays.

BANK MACHIN (= BANKOMAT):

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The closest bank machine is located at metro station *Petriny* some 5-10 minutes' walk from Hvězda, Hall of Residence depending on the allocation of your room).

CANTEEN:

The closest Canteen of Charles University is located in block 3 or in Kajetánka Hall of Residence, Radimova 12, Praha/Pague 6 160 00

menu in Czech is available here: <https://kamweb.ruk.cuni.cz/webkredit/> (Kajetánka - menza; Zobrazit jídelníček).

