Welcome to Hostivar! Since you’re new here, let me give you some tips how things run around here ...

Arriving to the dorm

If you arrive to the dormitory during the office hours (see below), you will be asked to pay the rent and provide a passport-like photo for a dormitory ID card you will get in return.

If you arrive beyond the office hours (see below), you can use the 24-hour service at the reception. It is only intended to get you accommodated (you will pay the rent and receive the keys). You still need to do the paperwork and get your dormitory ID card during the office hours the next working day.

Please note that the reception has a 24-hour service, but the personnel working outside the office hours might not speak English well.

Office hours of the Accommodation Office

If you need to arrange something related to your accommodation (payment/length of stay/changes), or you have some problems to solve or a complaint, please come to the reception during the office hours:

Mon-Thu 8:00 am – 11:00 am and 12:45 pm – 15:00 pm
Fri 8:00 am – 11:00 am

Accommodation Office versus Reception

Beyond the office hours, there is no responsible person from the Accommodation Office. For your convenience, the dormitory runs a 24-hour service at the reception, which is however intended only to help you with some urgent or simple needs (accommodating you when arriving beyond office hours, providing you keys for laundry rooms, selling baguettes, etc.). The receptionists serving beyond the office hours of the Accommodation Office do not have to speak English!

Complaints

If you need to have something fixed (for example, cooker, fridge or a tap):
• write your complaint to the book of repairs at the reception (ask for “kniha závad” if you need to ask in Czech).
This applies to the equipment of the dorm, not your personal things.

In case you have complaints regarding your accommodation or other complaints regarding the dorm:
• please come to the reception during the office hours
• or contact the Head of the Accommodation Office Ms. Jaroslava Kosarova (email: jaroslava.kosarova@kam.cuni.cz)
Do not write emails to the University International Office or to other persons at the university. They are not responsible for the dormitory and the process of getting things done will only take longer time, as they need to forward the email to the responsible person back at the management of the Hostivař dormitory.

Payments of Rent

Rent for each month is payable on 20th day of the previous month. You can either pay in cash in the Accommodation Office (at the reception during the office hours), or by bank transfer if you have a Czech bank account.
The fine for failing to pay the rent in time is 100 CZK.

Early Move out

If you sign the Accommodation Agreement for a certain time period and then decide to leave earlier than planned (for example to move into a private flat), you must hand in a written notification to the accommodation office 60 days prior to the moving out day. The rate of your rent will be adjusted according to the actual length of your stay (see price list), and will be recalculated and multiplied by the following coefficients:
• stay longer than 90 days: 1,1
• stay shorter than 90 days: 1,35
• stay shorter than 30 days: 1,5
• stay shorter than 7 days: 2

This applies even to the rents already paid for the previous months. When you leave the dormitory, you will pay the balance between the original rent and the recalculated rent. This balance is taken from your deposit. If it is higher than the deposit, you have to pay the outstanding amount.

Moreover, if you move out sooner than 60 days after handing in the moving out notice, you will have to pay extra fee (equals the price of 25 days lodging based on your rent rate).

If your roommate moves out, you are, after a certain period of time, asked to either move in with another student, or pay extra (1,5x the amount of the rent); if you decide to stay alone in the room. Then you pay (For details see Accommodation Agreement - Art. IV)
You can use the internet cable connection as well as the dormitory wifi connection once you have your ISIC/ university ID card. You just need to come to the reception to register for it. The monthly fee of 100 CZK already automatically part of our monthly rent. After the registration, it usually takes about 24 hrs until your connection starts working. You will also need to buy an internet UTP cable in a shop. If you’re experiencing any problems with accessing the internet, report that to the reception during the office hours.

Security
For your own safety the dorm has security controlled entrances. Use your university ID card (ISIC/the plain yellow one) to enter the buildings. The card has to be activated at the beginning of the semester at the reception. If your card doesn’t work, ring the reception and they will let you in. When entering the dorm make sure not to let any unknown individuals in, especially if they don’t have a university ID card to let themselves in. Make sure to lock the door of your room, even when you leave to go to the reception or kitchen and even during the night when you sleep. Not to do so is the best way to let your things get stolen - especially your money, cellphone and laptop.

Party room
There is a party room in the dormitory located next to the reception. You are welcome to throw a party there, you just need to borrow the keys from the reception using your dormitory ID card and tidy the place afterwards. The dormitory strongly discourages students from throwing parties in the corridors. The law states that there is a night-time quite rule (from 10 pm to 6 am). The usual fine for violating this rule is 500 CZK. In the past, corridor parties were often ended by the police. The police were often called by students themselves as they were not able to study due to the noise, but were afraid of telling it the other students directly.

Laundry Rooms
The keys to the laundry rooms in buildings 1, 2, 4 and 10 are available at the main reception in the entrance hall. You can borrow the keys in exchange for your dormitory ID card and you need to pay the fee for using a washing machine (10 CZK = 30 min / 1 washing machine). The operation hours of the laundry rooms are 7:00 – 22:00 (7:00 a.m. – 10 p.m.)
Note: Before opening the lid after the washing is finished you have to wait 3 mins!

Cleaning
The staff cleans the common areas and kitchenettes. Compared to some university dorms in other European countries, accommodation at university dorm in the Czech Republic doesn’t come with a room service. Students are expected to clean their rooms and bathrooms on their own. A vacuum cleaner and iron can be borrowed from the reception for a small fee in exchange for your dormitory ID card. Broom, bucket and floorcloth are available on each floor. As we are all intelligent and civilized people, it is expected that everyone is capable of keeping their living space reasonably tidy. This means that you should clean after yourself in the first place. If you don’t clean your dishes and leave them out in the kitchenette for a long time, there’s a good chance you will find them in a box somewhere near the kitchenette where the cleaning lady put them. If you throw a party in the party room, you are expected to clean after yourself.

Smoking
Smoking is strongly prohibited everywhere in the dorm with the exception of the entrance lobby.

Electrical appliances
According to Art. 5 of the Accommodation rules (attached to your Accommodation Agreement) you are obliged to report which electrical appliances you own to the Accommodation Office. You need to report each of them and keep it in your room or in the kitchen, not in the corridor! These appliances obviously need extra electricity which needs to be accounted and payed for. This will raise your rent, but only by a very little amount. You will find the detailed price list at the reception. If you don’t report your electrical appliances, you may be fined 1000 CZK.

Changing bedsheets
You can change your bedsheets at the bedsheets storeroom in basement of the 1st Building which is open at the same time as the Accommodation Office. All you have to do is to bring your dirty bedlinen and your dormitory ID card. It is recommended that you change your bedlinen every 2 weeks.

Moving out
When you move out of the dorm, you need to:
• clean your room
• get a moving out form (and settle any unpaid rent or payments)
• find a cleaning lady to check your room and sign your moving out form
• hand in the keys back to the reception with the moving out form
Do that preferably in this order. It will save you time and possible misunderstandings.

This info leaflet was prepared by:

Charles University International Club
www.ic-cuni.cz

&

Charles University dorms and canteens
www.kam.cuni.cz