

# **Detailed Rules for Long-Term Accommodation of Full-Time Students for the Academic Year 2025/2026 – General Terms** *(The document forms part of the Accommodation Agreement)*

## **Article 1. Abbreviations Used:**

**MSI** – External accommodation facility MSI, nám. T. G. Masaryka 1281, Zlín  
**Garni** – External accommodation facility Hotel Garni, nám. T. G. Masaryka 1335, Zlín  
**Max32** – External accommodation facility Max32, Jana Antonína Bati 5648, Zlín  
**U6** – University Dormitory Antonínova 4379, Zlín  
**U7** – University Dormitory Štefánikova 150, Zlín  
**U12** – University Dormitory nám. T. G. Masaryka 3050, Zlín  
**STAG** – Academic Information System  
**ISKAM** – Accommodation system  
**SP** – Special needs (a student with special accommodation requirements registered with the Centre for Students with Special Needs at UTB)  
**AY** – Academic Year  
**EN** – English language  
**CZ** – Czech language  
**SK** – Slovak Republic  
**CR** – Czech Republic  
**HRR** – Dormitories and Canteen  
**VŠ** – Higher Education Institution  
**TBU** – Tomas Bata University in Zlín  
**CZK** – Czech Crown  
**RHHR** – Detailed Rules for Long-Term Accommodation of Full-Time Students  
**HRR Rules** – Refers to the RHHR, including the Terms and Conditions of the Payment Gateway, Cybersecurity Policy, Conditions listed in the Approved Electrical Appliances List, Dormitory and Accommodation Rules for Long-Term Students, Current Decisions by the Director of HRR, and other documents related to accommodation.

## **Article 2. Contacts:**

Accommodation manager for U7 and MSI: koleje-u7@utb.cz  
Accommodation manager for U6 and Max32: koleje-u6@utb.cz  
Accommodation manager for U12: koleje-u12@utb.cz  
Accommodation manager for Garni: garni@utb.cz

## **Article 3. Summary of the Accommodation Process**

1. **Familiarise yourself with the provisions set out in the HRR Rules and HRR Price Lists.**
2. **Log in to ISKAM** using your university credentials (login and password).
3. **New international students without university credentials must first register in ISKAM themselves.**

4. **Confirm consent to the processing of personal data.**
5. **Check the accuracy of your personal data** (any corrections must be made in STAG).
6. **Select the correct waiting list and submit** an accommodation application (hereinafter also referred to as the “application”) – a confirmation email will be sent.
7. **Pay the reservation deposit.**
8. **Monitor the status of your application;** once the application is approved, you will receive a confirmation email.
9. **Select a bed** (only for the winter semester and for the CZ + SK and International Student waiting lists, and only until the start of the academic year or until the bed capacity is full, whichever occurs first).
10. **Read and electronically confirm the Accommodation Agreement.**
11. **Book an appointment for taking over your accommodation = “check-in”** in ISKAM: Accommodation → Reservations → Check-in Date, or via the website: <https://nastupykmz.utb.cz/>  
Taking over the accommodation without a reserved check-in date in ISKAM is only possible upon prior email approval from the accommodation officer or building manager. If you check in without a pre-booked appointment, a fee will be charged according to the Schedule of Damage Compensation and Penalties, and you will be attended to only after all students with a reserved check-in appointment have been processed. When registering on the website <https://nastupykmz.utb.cz/>, it is necessary to enter your full name.
12. **Pay the first accommodation fee** (advance payment for the respective building<sup>1</sup>); move in and complete the required check-in formalities.

#### **Article 4. Types of Waiting Lists:**

1. **CZ + SK 2025/2026** – students studying in the Czech language.
2. **International Student 2025/2026** – international students studying in the English language.
3. **Erasmus 2025/2026** – international students in the Erasmus, Freemover, or another academic programme, studying in English or undertaking an internship.
4. **Czech Language Course 2025/2026** – international students enrolled in a Czech language course (preparation for further studies at TBU in Czech).

#### **Article 5. Types of Accommodation Agreements and Duration of Their Validity**

1. **Accommodation Agreement for Visa Purposes**
  - Issued solely for the purpose of obtaining or extending a visa and does not automatically guarantee a bed reservation.
  - For new students = applicants to study at TBU, the agreement is issued only upon an email request from the International or Study Office of TBU.

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<sup>1</sup> By "building" the following student accommodation facilities are meant: U6 = University Hall of Residence Antonínova 4379, Zlín, U7 = University Hall of Residence Štefánikova 150, Zlín, U12 = University Hall of Residence T. G. Masaryka 3050, Zlín and the external accommodation facilities: **Hotel Garni**, Náměstí T. G. Masaryka 1335, Zlín, **MSI**, Náměstí T. G. Masaryka 1281, Zlín and **Max32**, Jana Antonína Bati 5648, Zlín

- For current students, the agreement is issued based on an email request sent from the student's university email to the respective accommodation officer or building manager. The applicant must provide personal details (name, surname, date of birth, and permanent residence address) along with confirmation that they will continue studying at TBU in the following academic year.
2. **Accommodation Agreement in ISKAM** (This agreement fully replaces any previous visa-purpose agreement.)
    - a) **Until 30 June of the current academic year** – intended for all full-time students. If a student cancels an Erasmus exchange, they may immediately request the accommodation officer/manager to retain their accommodation until the date specified in the original agreement. Until 30 April at the latest, it is possible to request an extension of the agreement until the end of the current academic year, i.e. until 31 August, by contacting the officer/manager of buildings U6, U7, U12, or Garni – always until the end of a full calendar month. In case of approval, a numbered addendum to the Accommodation Agreement must be signed. Until 30 April, students may also apply for summer accommodation in external residences Max32 and MSI via email to: Max32: [saibert@creamre.cz](mailto:saibert@creamre.cz), MSI: [recepce@msi-zlin.cz](mailto:recepce@msi-zlin.cz)
    - b) **Until 31 January of the current academic year** – intended only for international students in Erasmus, Freemover, and other English-taught study programmes staying for the winter semester. Until 30 November at the latest, students may apply for an extension until 30 June or as required for study purposes, but always until the end of a full calendar month. A numbered addendum to the agreement must be signed for any approved extension.
    - c) **Until 31 July of the current academic year** – intended only for students enrolled in the Czech Language Course.
    - d) **With a specific start and end date** – intended only for interns.
    - e) In selected cases, when the Accommodation Agreement is in printed form, it is issued in two bilingual copies (Czech and English), with each party retaining one. In such cases, the agreement is not signed electronically in ISKAM.
    - f) Only the accommodation officer / building manager or an HRR staff member authorised by the Director of HRR may print the Accommodation Agreement for signing. Any misuse or unauthorised modification of the agreement is considered a serious breach of the Dormitory and Accommodation Code for Long-Term Student Accommodation.
    - g) HRR is not responsible for any incorrect personal information listed in the Accommodation Agreement that has been generated based on data entered in ISKAM and STAG.
  3. **Termination or Expiry** of the Accommodation Agreement is governed by Article 7 of the Dormitory and Accommodation Code for Long-Term Student Accommodation and Article 13 of these Internal Rules.
  4. A student whose Accommodation Agreement is ending and needs to extend their stay by only a few nights into the following calendar month may remain accommodated under the following conditions:

- a) prior email agreement with the respective accommodation officer/manager,
  - b) accommodation capacity allows for the extension,
  - c) payment for the required number of nights is made in advance at the reception on the last day of the current agreement, according to the Price List for Short-Term Accommodation for the Public, Students, and TBU Employees (this includes the last day of the original agreement),
  - d) the student has no outstanding debts towards HRR.
5. If HRR approves the request under paragraph 4, it reserves the right to relocate the student to a room designated for short-term accommodation if the current situation in the dormitories requires it (e.g. the bed has already been reserved or for other operational or technical reasons on the part of HRR).

## **Article 6. Submitting Accommodation Applications**

1. Applications for accommodation at the TBU university halls (U6, U7, U12), MSI, Max32, and Hotel Garni for the current AY are submitted electronically via ISKAM: from 12 June 2025 for the winter semester, from 8 December 2025 for the summer semester.
2. Students may apply within the CZ + SK waiting list (study in Czech) only if they are duly enrolled at the relevant faculty of TBU and already registered in the STAG system. ISKAM path: Log in → Accommodation → Accommodation Applications → Waiting List.
3. A student who has not yet studied at TBU must tick the “Bonus” checkbox (New Student) when applying (only for the CZ + SK waiting list).
4. A student with specific needs (registered with the Centre for Students with Specific Needs at TBU) must tick the “Bonus” checkbox (Specific Needs) in ISKAM and immediately send an email to: koleje-u7@utb.cz specifying their accommodation requirements.
5. The student is obliged to check the accuracy of their personal data in STAG and resolve any discrepancies with the appropriate study department. Data from STAG is imported into ISKAM based on the student's granted consent to the processing of personal data.
6. A new international student (studying in English, enrolled in a Czech Language Course, or intern), who does not yet have TBU login credentials, must first register in ISKAM and then submit an accommodation application. ISKAM path: Register → Accommodation → Accommodation Applications → Waiting List.
7. During the initial login or registration to ISKAM, the student confirms agreement with the conditions in the HRR rules and the HRR price lists.
8. Bed reservation periods in ISKAM for winter semester applications are set as follows:
  - a) CZ + SK and International Student waiting lists: from 1 September 2025 to 30 June 2026
  - b) Czech Language Course: from 1 September 2025 to 31 July 2026,
  - c) Erasmus and Interns: from 1 September 2025 to 31 January 2026.
9. For summer semester applications, the reservation period for all waiting lists is from 1 February 2026 to 30 June 2026.
10. Interns must, immediately after submitting the application in ISKAM, send an email to: koleje-u7@utb.cz specifying the planned check-in and check-out dates (based on the

internship period at TBU). They must also send confirmation of the internship at TBU. The agreement will be issued according to these dates. The accommodation fee for interns is 30% higher than the standard rate listed in the Accommodation Price List for TBU students. Once the bed reservation is created, the dates in the Accommodation Agreement can no longer be changed. Any extension of accommodation is possible only via an addendum to the agreement or through short-term accommodation – subject to available capacity.

11. After the start of the AY or if bed capacity is full, the start date of the reservation and the Accommodation Agreement is determined by bed availability and may change depending on when a bed becomes vacant.
12. Each application must be accompanied by a reservation deposit of CZK 4,500 in ISKAM (a deposit from a previous AY may be used).
13. The student:
  - a) must have only one ISKAM registration = one account throughout their entire study at TBU. Creating multiple accounts causes duplication and HRR bears no responsibility for any issues with applications or payments. Repeated registration and removal of duplicates is subject to a fee according to the Schedule of Damage Compensation and Penalties. To remove a duplicate, the student must contact the IT department at: [IT@kmz.utb.cz](mailto:IT@kmz.utb.cz).
  - b) may only submit one accommodation application per AY. If the application is submitted incorrectly or is rejected, the student must first request cancellation of the erroneous or rejected application in ISKAM: Account → Contact Forms → Cancellation of Accommodation Application. Only after cancellation may a new application be submitted. Repeated submission of multiple applications is considered a breach of the accommodation rules and is penalised according to the Schedule of Damage Compensation and Penalties (as duplication).
  - c) is responsible for the accuracy of their personal data in STAG, which must match the data in ISKAM: Account → Basic Information.
  - d) must have confirmed consent to the processing of personal data in ISKAM. Otherwise, the login form must be completed.
  - e) with specific needs registered at the Centre for Students with Specific Needs at TBU who wishes to request priority accommodation must tick the appropriate checkbox in ISKAM and send their room preference to: [koleje-u7@utb.cz](mailto:koleje-u7@utb.cz). The bed will be reserved by HRR according to current availability, based on confirmation from the Centre.

## **Article 7. Processing Accommodation Applications**

1. **Accommodation applications:**
  - a) **for the CZ + SK waiting list:**
    - i) will be recorded based on the date and time of application submission and the date of the reservation deposit payment in ISKAM. They must also meet the travel time eligibility criteria. Applications that do not meet the travel time criteria will be processed only if bed capacity is available.

- ii) will be processed continuously depending on available bed capacity.
- iii) for first-year students will be processed progressively based on student enrolment at individual faculties or at university-wide institutions (University Institute, Centre of Polymer Systems) and in accordance with the percentage of reserved beds based on the number of students at each faculty or university-wide institution.
- iv) for students with specific needs will be processed with regard to current bed availability and in line with the Rector's Directive on Supporting Applicants and Students with Special Needs at Tomas Bata University in Zlín.
- v) will continue to be processed after the start of teaching, based on bed availability, until all applications are dealt with.

Further details about the travel time eligibility criteria are always published in the Updates to the waiting lists for the current AY on the HRR website.

**b) outside the CZ + SK waiting list:**

- i) will be recorded based on the date and time of application submission and the date of the reservation deposit payment in ISKAM.
  - ii) will be processed continuously depending on available bed capacity.
  - iii) for students with specific needs will be processed with regard to current bed availability and in line with the Rector's Directive on Supporting Applicants and Students with Special Needs at Tomas Bata University in Zlín.
  - iv) will continue to be processed after the start of teaching, based on bed availability, until all applications are dealt with.
2. Students are obliged to monitor the status of their application in ISKAM → Accommodation, as well as their university email address listed in ISKAM and the HRR website. If a student no longer wishes to wait for a bed to become available, they must immediately request the cancellation of their application via ISKAM: Account → Contact Forms → Cancellation of Accommodation Application. Subsequently, they must request a refund of the deposit in ISKAM: Account → Contact Forms → Request for Deposit/Overpayment Refund in ISKAM. The refund may be sent to a Czech bank account entered by the student in ISKAM or via the ISKAM payment gateway (if that method was used for the deposit payment). Refunds are subject to the provisions of Article 14.
  3. Unused bed capacity reserved for individual faculties or university-wide institutions (e.g. the University Institute) will be redistributed proportionally one week after the final enrolment at the last of them among the remaining faculties or university-wide institutions.

## **Article 8. Sending Information by Email**

The student will be informed via the email address provided in ISKAM about the following:

1. receipt of the accommodation application,
2. approval of the accommodation application and the possibility to select a bed (applies only to the winter semester and the CZ + SK and International Student waiting lists, and

- to applications approved before the start of the AY or before the bed capacity is full, whichever comes first),
3. bed reservation,
  4. cancellation of the accommodation application,
  5. cancellation of the bed reservation,
  6. refund of the deposit (only if the student requests a refund using the appropriate form in ISKAM),
  7. rejection of the accommodation application,
  8. reminders, warnings, imposed penalties, fees, terminations,
  9. updates related to the operation of the current building.

### **Article 9. Rejection of Application**

1. HRR reserves the right to temporarily reject a student's application in the CZ + SK waiting list if the student: – submits an application as an unknown person, – provides incorrect or incomplete personal information in ISKAM, – misuses “bonus” options in ISKAM (falsely claims to be a new student or a student with specific needs), – submits a duplicate accommodation application, – repeatedly submits incorrect applications despite warnings, – has not paid the deposit or has not paid the required amount in full.

The student may request the cancellation of the rejected application after resolving the issue, and may submit a new application once it has been approved.

2. HRR reserves the right to reject the application of a student who: – has outstanding debts from previous periods, – repeatedly violated HRR rules, – had their Accommodation Agreement terminated by HRR in accordance with Article 13, paragraph 1, point b) of these rules.

### **Article 10. Room Selection**

1. Bed selection in ISKAM: Accommodation → Reservations will be available to the student at the assigned building until the bed capacity is full (applies only to the winter semester and the CZ + SK and International Student waiting lists, and to applications approved before the start of the AY or before the bed capacity is full – whichever occurs first).
2. Information on the depletion of reserved bed capacity for individual faculties or university-wide institutions (University Institute) and waiting lists will be published in the updates section on the HRR website.
3. **Important:** Selecting a bed does not automatically mean it will be assigned; a previously preferred bed in ISKAM from a past AY does not automatically guarantee a reservation for the current AY. HRR reserves the right to change the selected bed in ISKAM or the preferred bed from a previous AY for organisational or operational reasons.
4. Changing a bed reservation at the student's request before or immediately after moving in is not possible due to organisational and administrative reasons.
5. A bed will be assigned automatically in the following cases:
  - a) to a student who does not select a bed themselves within 3 days, including the date of application approval,

- b) to applications approved after the start of the AY,
  - c) to applications approved as beds become available (i.e. after initial capacity has been exhausted),
  - d) to international students (outside the CZ + SK and International Student waiting lists), who, for capacity and organisational reasons, do not select a dormitory, bed, or roommate – in such cases accommodation will be assigned based on availability,
  - e) for requests involving accommodation of mixed-gender couples,
  - f) for students with specific needs.
6. Accommodation of mixed-gender couples is only possible if separate double rooms are available. Each student must send a written request for joint accommodation on the same day they submit their application in ISKAM, to the email: koleje-U7@utb.cz. Bed reservation will then be arranged by HRR based on current availability.
7. Bed capacity is limited, and HRR does not guarantee approval of all properly submitted applications.

## **Article 11. Check-in Procedure**

1. **Application approved before the start of the AY – The student is required to:**
  - a) book a check-in appointment in ISKAM: Accommodation → Accommodation Overview → Check-in Date, or on the website: <https://nastupykmz.utb.cz>. Check-in dates are separated for CZ + SK students and other international students. Appointments can be booked or changed no later than one day in advance.
  - b) pay the first accommodation fee = a deposit for the full first calendar month (the amount must be credited in ISKAM no later than on the date stated in the Accommodation Agreement). If the payment is not credited in ISKAM by that date, the bed will only be reserved for a maximum of 3 days including the reservation date. After that, the reservation is cancelled (even if the student has electronically confirmed the Accommodation Agreement). In such a case, the reservation deposit becomes a cancellation fee, and the agreement will not be signed (or, if already signed, is terminated on the date the bed reservation is cancelled). The reservation deposit becomes a contractual penalty payable by the student. If the student is still interested in accommodation, they must submit a new application and pay a new reservation deposit.
  - c) electronically sign the Accommodation Agreement in ISKAM. This also applies to students who have previously received a visa-purpose agreement. The new ISKAM agreement fully replaces any previous visa-purpose agreements.
  - d) arrive for check-in at the time booked in ISKAM.
2. **Application approved after the start of the AY – The student is required to:**
  - a) book a check-in date in ISKAM: Accommodation → Accommodation Overview → Check-in Date, or on the website: <https://nastupykmz.utb.cz>. Check-in dates are separated for CZ + SK students and international students. Reservations or changes must be made at least one day in advance.
  - b) pay the first accommodation fee (proportional for the period from the reservation date until the end of the calendar month). The payment must be credited in ISKAM



within 3 days including the reservation date, or on the day of check-in – whichever occurs first. Without this payment, the bed is only reserved for 3 days and then cancelled (even if the agreement has been signed electronically). In this case, the reservation deposit becomes a cancellation fee, and the agreement is terminated. The student must then reapply and pay a new deposit if still interested.

- c) arrive for check-in on the reserved date.
- d) sign a printed version of the Accommodation Agreement.

### 3. **General check-in procedure**

- a) Prior to check-in, the student must:
  - i) always book a check-in appointment in ISKAM or via <https://nastupykmz.utb.cz> within the validity period of the Accommodation Agreement. Check-ins cannot be booked before 8:00 a.m., even by international students.
  - ii) read and electronically confirm (tick the checkbox in ISKAM) the Accommodation Agreement at least two working days before the reserved date – applies to students whose applications were approved by 31 August 2025 (winter semester) or 31 January 2026 (summer semester). If approved later, the agreement must be signed in printed form (only the accommodation officer or building manager may print the contract).
  - iii) pay the first accommodation fee – see paragraph 1(b) or 2(b) above.
  - iv) enter and verify their Czech bank account number in ISKAM: Account → Accounts and authorise direct debit (tick the appropriate checkbox), if planning to pay future monthly accommodation fees via direct debit.
- b) At check-in, the student must:
  - i) arrive on the reserved date;
  - ii) present a valid ID and TBU student card (or provide it later if not yet issued);
  - iii) pay any outstanding amount of the first accommodation fee by the end of the month if not yet fully credited – applies only to students checking in within 3 working days of the reservation. Payment must be made in CZK cash, by card, or via the ISKAM payment gateway. If not paid, the student cannot be accommodated and the agreement will be cancelled.
  - iv) fill out and sign HRR documents.
- c) If the student cannot check in on the reserved date due to documented reasons (e.g. illness), they must email the accommodation officer or manager of the relevant building by 10:00 a.m. on the scheduled check-in date and arrange a new appointment during office hours. The bed remains reserved, and the accommodation fee is charged from the original reservation date, provided it is paid.
- d) A student who fails to check in without excuse is automatically removed from the waiting list, loses the right to accommodation, forfeits the full deposit, and the agreement terminates the following day. Any unused portion of the first accommodation fee is non-refundable.
- e) A student checking in outside their reserved appointment must pay a penalty according to the HRR Penalty Schedule (only applies to CZ + SK students). This

fee does not apply to international students. Check-in will take place only after students with valid reservations have been processed.

- f) A student checking in on a weekend or outside office hours must report to the accommodation officer or manager on the next working day to complete all formalities.
- g) A student moving into MSI must first visit the U7 accommodation officer or reception and follow the instructions provided on the HRR website – *Information for TBU students accommodated at MSI*.
- h) A student moving into Max32 must first visit the U6 accommodation officer or reception and follow the instructions provided on the HRR website – *Information for TBU students accommodated at Max32*.
- i) Check-in appointments must be booked or modified no later than one day in advance, and are divided for CZ + SK students and other international students.
- j) Upon check-in, the student:
  - i) will receive bedding, keys, a chip or access card, and a bed inventory form, which must be completed, signed, and returned to the officer, manager, or reception;
  - ii) if from abroad (including Slovakia), must check and, if necessary, complete the registration for the Foreign Police (Act No. 326/1999 Coll.);
  - iii) will complete all necessary accommodation formalities. A sticker will be affixed to their TBU student card as proof of accommodation rights. If the student does not yet have the card, they will receive a temporary card valid for 5 working days, after which the permanent card will be updated with the sticker. Failure to collect the sticker is considered a breach of HRR rules and is penalised.
  - iv) who did not electronically confirm the agreement in advance will sign a printed version at check-in;
  - v) after all formalities and after their faculty (or university-wide institution) enters data into STAG, international students must log in to ISKAM with their university credentials within 5 working days. They must also contact the HRR IT technician. Failure to comply will result in a penalty and, if not resolved within 5 working days, HRR may terminate the agreement. This is not considered intentional duplication.
  - vi) must check the room inventory in ISKAM: Accommodation → Overview → Room Handover.
  - vii) must report any issues or missing items within 24 hours via the Fault Report Book in ISKAM: Accommodation → Defect log → New Fault. Failure to do so is considered acceptance of the room and its contents in full working condition; late claims will not be accepted.

## **Article 12. Stay at University Halls of Residence, MSI, Max32, and Garni**

1. The student is obliged to:
  - a) pay the accommodation fee on time in accordance with the Accommodation Agreement,
  - b) pay any penalties according to the HRR Schedule of Damage Compensation and Penalties and pay for any charged services as per the Service Price List,
  - c) maintain the accommodation space clean and tidy,
  - d) use only permitted personal electrical appliances listed in the Approved Appliances List; any appliance subject to a fee must be reported in advance to the accommodation officer or building manager,
  - e) sort waste and dispose of it in designated containers,
  - f) immediately record any detected faults in ISKAM: Accommodation → Defect Log → New Fault. Urgent defects must be reported immediately to the reception of the respective building.
2. Designated staff members carry out regular inspections of cleanliness and order in accommodation areas (every second Tuesday at U7, Max32, and Garni; every second Wednesday at U6, U12, and MSI). These inspections are also conducted before buildings close for holidays, before new students move into shared rooms, or when there is a suspicion that a student has violated HRR rules—even in the student's absence. If non-compliance is found, the student will be informed and must correct the deficiency. Failure to do so will result in a penalty according to the HRR Schedule of Damage Compensation and Penalties. Penalties must be paid by the student no later than the end of the current calendar month. If this deadline is not met, the debt is automatically transferred to the student's ISKAM account. From the following month, it is treated as unpaid accommodation fees and non-compliance with HRR rules. If the student has a credit balance in ISKAM (i.e. funds sufficient to cover the debt), the debt or part thereof will be automatically deducted from the ISKAM account.
3. HRR reserves the right, for operational, technical, or organisational reasons, to relocate the student to another accommodation facility or room. The student will be notified of the change at least 7 days in advance. The student is obliged to vacate the assigned accommodation in the condition it was received, in its original layout, allowing for normal wear and tear.
4. If the student refuses to move to a different accommodation unit for operational, organisational, or technical reasons and remains alone in a double room, the accommodation fee will automatically be doubled from the first day of the following calendar month. If the student remains alone in an entire unit or apartment for three or more people, HRR has the right to terminate the Accommodation Agreement in accordance with its provisions.
5. The student agrees to receive all accommodation-related documents at their university email address provided in ISKAM. Documents are considered delivered after three working days.

## **Article 13. Termination of Accommodation at University Halls of Residence, MSI, Max32, and Garni**

### **1. Accommodation is terminated:**

- a) upon expiry of the period stated in the Accommodation Agreement. The deposit is refunded if all HRR rules are followed.
- b) by notice from the accommodation provider due to:
  - i) the resident's delay in payment of the accommodation fee beyond the 15th calendar day of the month (inclusive),
  - ii) serious violation of HRR rules or the Accommodation Agreement (e.g. endangering health, aggressive behaviour),
  - iii) repeated violation of HRR rules or the Accommodation Agreement after two prior written warnings by HRR (e.g. failure to maintain cleanliness, undeclared fee-based electrical appliances),
  - iv) intentional damage to HRR property, including damage caused under the influence of intoxicating or psychotropic substances,
  - v) failure to comply with Article 11(3)(j)(v) of the HRR rules. The notice period in such cases is 5 days and begins the day after the notice is delivered. If disputed, delivery is assumed to have occurred on the third working day after being sent to the student's university email address.
- c) by notice from the resident in ISKAM for reasons under Article 12(4) of the HRR (i.e. if the resident remains alone in a double room and disagrees with the automatic doubling of the fee, or disagrees with changes to the HRR price lists). The notice period is 5 days from the day after the notice is delivered to the accommodation provider. § 2330(2) of the Civil Code does not apply. Delivery is assumed on the third working day after submission in ISKAM. The deposit is refundable if all HRR rules are followed.
- d) by notice from the resident in ISKAM without giving any reason, with a 3-month notice period beginning on the first day of the month following the month in which the notice was delivered. This does not exempt the resident from liability for damage caused by premature termination of accommodation under § 2330(2) of the Civil Code. Damage that cannot be avoided by the accommodation provider is understood as the price difference between the original and replacement agreements (if a new occupant without an active agreement takes over the room). If the student provides objective reasons (e.g. medical), § 2330(2) of the Civil Code does not apply. The HRR director decides whether such reasons are accepted. The deposit is refundable if all HRR rules are followed.
- e) by notice from the resident in ISKAM due to an international exchange (e.g. ERASMUS, FREEMOVER). The notice period begins on the date of notice submission and ends on the last calendar day of the month in which the student departs abroad. Notice can only be submitted after receiving official confirmation of the departure date. The full accommodation fee must be paid for the month of departure. A confirmation of international exchange must be attached. § 2330(2) of the Civil Code does not apply. The deposit is refundable if all HRR rules are

followed. In case of unexpected cancellation of the exchange, the student may request reinstatement of the original accommodation agreement.

- f) by notice from the provider due to operational, organisational, or technical reasons, if the resident refuses to change accommodation and remains alone in a unit or apartment (for 3 or more persons). The notice period is 3 months starting from the first day of the month after the notice is delivered. Delivery is assumed on the third working day after being sent to the student's university email address. The deposit is refundable if all HRR rules are followed.
  - g) on the day following the scheduled check-in date if the resident fails to check in without excuse under Article 11(3)(d) of the HRR.
2. No later than the last day of the accommodation (i.e. agreed move-out date), the student must personally check out with the accommodation officer or manager and return the assigned accommodation cleaned and in the condition it was received, allowing for normal wear and tear. The exact handover date must be reserved in ISKAM. The date can be reserved or changed no later than one day in advance. If check-out is done without prior reservation or multiple check-outs are made (including on weekends), a fee is charged according to the HRR Penalty Schedule. Priority is given to students with reserved times.
3. Upon termination, the student must personally:
- a) book a handover appointment in ISKAM during working days between 7:00 and 13:00:  
ISKAM: Accommodation → Reservations → Check-in/Check-out or via <https://nastupykmz.utb.cz>. On the last working day of the month, check-out is only possible until 10:00. A fee applies for check-out outside reserved times or repeated handovers.
  - b) return the cleaned accommodation unit (room + common areas such as bathroom and kitchen), including a cleaned cooker. The last resident in a unit must also defrost and clean the fridge. Check-out applies even during weekends or holidays. After cleaning, the student must inform reception, who will request an inspection. Check-out without agreement with the officer/manager outside of working hours is considered invalid and incurs a penalty.
  - c) return all borrowed items (e.g. bedding), which must be confirmed by staff (cleaning staff or receptionist) with a signature in the room list.
  - d) settle any damages or obligations at MSI reception if applicable.
  - e) check out personally during office hours on the reserved date, even when leaving during a weekend or holiday. Return all keys, chip/card, room list, and sticker. On weekends, return items to reception. Any special weekend check-out must be arranged in advance with the officer or manager. A fee applies.
  - f) remove all personal belongings by the day of departure at the latest.
4. The accommodation deposit or its balance will be refunded upon request if the student has complied with all HRR rules.
5. The room must be returned in the condition it was received, allowing for normal wear and tear, without defects or damage, and in its original layout.

6. Failure to follow the above rules results in a penalty according to the HRR Penalty Schedule.
7. A student who fails to return the room properly or has unpaid fees will not be issued the *Clearance Certificate* required by the Study Office or International Office at the end of their studies at TBU.

## **Article 14. Deposit**

1. A mandatory reservation deposit of CZK 4,500 is part of the accommodation application.
2. By paying the reservation deposit, the student confirms their interest in accommodation at TBU university halls, Max32, MSI, or Garni. The student is not entitled to any interest or related benefits from the deposit.
3. Upon check-in, the reservation deposit is automatically transferred to a housing deposit. The student is not entitled to interest or related benefits from the housing deposit either.
4. Neither the reservation deposit nor the housing deposit may be transferred to another person.
5. **Conditions for refunding the reservation deposit to a TBU student (so-called cancellation fees):**
  - a) If the student has not yet been assigned accommodation and requests cancellation via ISKAM: Account → Contact Forms → Cancel Accommodation Application, the full CZK 4,500 will be refunded.
  - b) If the student cancels assigned and reserved accommodation at least 6 days before the check-in date via ISKAM: Account → Contact Forms → Cancel Bed Reservation, CZK 3,000 will be refunded.
  - c) If the student cancels 5–1 day before the check-in date, on the day of the check-in, or fails to check in without notice, no refund will be given.
  - d) For reservations assigned after 16 September 2025 (winter semester) or 3 February 2026 (summer semester), if the student cancels the assigned and reserved accommodation by 11:00 a.m. on the following day after the reservation confirmation email was sent (see Article 8(3)), CZK 3,000 will be refunded via ISKAM: Account → Contact Forms → Cancel Bed Reservation.
  - e) To request a refund of the reservation deposit or part thereof, the student must use ISKAM: Account → Contact Forms → Refund Reservation Deposit.
6. **Exceptions for refunding the full housing deposit to TBU students:**
  - a) The student checked in but is terminating or interrupting their studies at TBU due to objectively documented reasons (e.g. serious illness or injury), with a medical certificate submitted within 10 days of termination of accommodation.
7. **Use of the housing deposit:**
  - a) The housing deposit remains in the student's ISKAM account for the duration of the accommodation and is settled upon termination of the agreement.
  - b) After termination of accommodation, HRR may use the deposit to settle the student's outstanding debts if not paid in time, in the following order: 1. accommodation fee (principal), 2. contractual penalties, 3. compensation for damage as per the HRR Penalty Schedule, 4. other charges under the Service Price

Lists – unless the student explicitly specifies a different order in writing (by email to the officer or manager of the building). Regardless of the order, the student is obliged to settle all debts to HRR in full. The remaining balance of the housing deposit will be refunded upon proper handover of the room and compliance with all rules. The student is not entitled to any interest or profit from the housing deposit. If the deposit is insufficient to cover the student's debts, the student must pay the difference within 15 days of the termination date of the Accommodation Agreement.

- c) A student applying for accommodation for the next AY may leave the deposit in their ISKAM account, and it will be automatically transferred to the next AY.
- d) After accommodation ends, the student may request a refund of the housing deposit, part of the deposit, or overpayment to a Czech bank account (entered in ISKAM) or via the ISKAM payment gateway (only if the original payment was made through the gateway, and no later than 4 months after the deposit was paid). International students may request a cash refund.
- e) If the student does not request a refund, the remaining balance remains in their ISKAM account.

## **Article 15. Payments**

### **1. Accommodation Fee**

- a) The accommodation fee includes the following services:
  - i) supply of heating, electricity, water, and wastewater disposal,
  - ii) cleaning of common areas (as defined in the Dormitory and Accommodation Code),
  - iii) household waste collection,
  - iv) security services,
  - v) internet connection,
  - vi) monthly linen exchange (once per month).
- b) In case of temporary interruptions of water, electricity, heating, or internet provided by suppliers to the TBU halls, Max32, Garni, or MSI, or service interruptions due to failure or force majeure, no discounts, refunds, or compensation are provided to the student—unless such compensation is granted by the service supplier directly to TBU, Max32, MSI, or Garni.

### **2. Accommodation Fee for the First Calendar Month**

- a) The payment must be credited in ISKAM no later than on the date of bed reservation. Payment methods are listed in paragraph 6.
- b) If early arrival occurs, the student will be charged according to the Price List for Short-Term Accommodation for the Public, Students, and TBU Employees.
- c) Payment of the accommodation fee begins from the original reservation date.

### **3. Accommodation Fee for Subsequent Calendar Months**

- a) Must be credited in ISKAM no later than the 10th day of the current calendar month.
- b) If not credited by the 10th, the student must pay HRR a one-time contractual penalty of CZK 500.

- c) If the full amount including the contractual penalty is not credited by the 15th day of the current month, the student will receive a termination notice, and the housing deposit will be used as a contractual penalty for non-payment. The student must pay the outstanding accommodation fee and CZK 500 penalty and vacate the room within 5 days. The notice period is 5 days starting from the day after delivery. Delivery is assumed on the third working day after the email is sent to the student's university email address.
- 4. If the Accommodation Agreement is terminated for any reason (except termination by HRR), during a calendar month, no proportional refund of the accommodation fee is granted.
- 5. The student may prepay accommodation fees for several calendar months in advance.
- 6. **Payment Options for the Reservation and Accommodation Fees:**
  - a) via the ISKAM payment gateway: Account → Main Account → Charge (credited instantly). Recommended especially for international students without Czech bank accounts.
  - b) cashless transfer or cash deposit to the accommodation provider's account: 107-7297170247/0100 (Komerční banka), using the required variable symbol (VS = number generated after logging into ISKAM). Payments without a VS cannot be identified.
  - c) in cash (CZK) at the office of the accommodation officer or building manager – registration in ISKAM is required.
  - d) in cash (CZK) or by card at the university dormitory reception or Garni reception – registration in ISKAM is required.
  - e) via direct debit – only available for accommodation fees from the following calendar month after check-in. Direct debits are processed once monthly, no later than the 5th of the given month.
  - f) via QR code = cashless bank transfer. Payment may take several days to appear in ISKAM, unlike the payment gateway where payment is credited instantly.
  - g) HRR has no influence over fees charged by individual banks or the speed of bank transfers.
- 7. **Bank Details for Payment of the Reservation Deposit, First Monthly Advance, and Accommodation Fee:**

Komerční banka, a.s.

Recipient Name:	UTB-KMZ / TBU-HRR
Account Number:	107-7297170247/0100
IBAN:	CZ94 0100 0001 0772 9717 0247
Swift code:	KOMBCZPP

It is essential to include the variable symbol (VS). Payments without a VS cannot be identified.  
VS = number generated after logging in to the ISKAM accommodation system.

## **Article 16. Contact Forms in ISKAM**

- a) Cancellation of accommodation application
- b) Cancellation of bed reservation



- c) Cancellation of rejected accommodation application
- d) Termination of accommodation
- e) Request for refund of deposit / overpayment in ISKAM

These forms are strictly for the purposes listed above and must not be used for submitting questions. Repeated misuse of the forms will be considered a breach of HRR rules and a fee will be charged in accordance with the Schedule of Damage Compensation and Penalties.

We recommend first reading the Frequently Asked Questions (FAQ) on the HRR website <https://kmz.utb.cz/> before contacting the accommodation officer or building manager.