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## Article 1

### Introductory Provisions

1. The Halls of Residence and Refectories of Tomas Bata University in Zlín (hereinafter referred to as “**HRR**”) is a service facility of Tomas Bata University in Zlín (hereinafter referred to as “**TBU**”), primarily providing accommodation and catering services to the academic community of **TBU**.
2. The activities of **HRR** are governed by the Statute of **TBU**, internal regulations and standards of **TBU**, and the Organisational Rules of **HRR**.
3. Accommodation is provided in university halls of residence or in external accommodation facilities.
4. Accommodation is governed by the following (hereinafter referred to as the “rules”):
  - Civil Code
  - Accommodation Agreement
  - Fire, safety, and hygiene regulations
  - Halls of Residence and Accommodation Rules for long-term student residents (hereinafter referred to as “**DRA**”)
  - and also the internal rules of **HRR**:
    - i Detailed Rules for Long-Term Accommodation of Full-Time Students (hereinafter referred to as “**RHHR**”)
    - ii Terms and Conditions of the Payment Gateway
    - iii Cybersecurity Policy
    - iv List of Permitted Electrical Appliances
    - v Decisions of the Director of **HRR**
    - vi Current **HRR** Price Lists
5. The scope of activities of the halls of residence includes:
  - a. the primary objective is to provide accommodation primarily for students and academic staff of **TBU**.

- b. to provide accommodation to other persons (such as non-academic staff, external collaborators of TBU, etc.) only if it does not interfere with the main objective stated in point a).
- 6. Accommodation records are maintained in the ISKAM system.
- 7. There is no legal entitlement to conclude an Accommodation Agreement.

#### **Article 2**

##### **University Halls of Residence, Accommodation Units, and Shared Facilities**

- 1. **University Halls of Residence of TBU** (hereinafter referred to as “**University Halls**”) include:
  - U6 – University Hall, Antonínova 4379, Zlín
  - U7 – University Hall, Štefánikova 150, Zlín
  - U12 – University Hall, nám. T. G. Masaryka 3050, Zlín
- 2. **Accommodation Unit**
  - A living space with a student bed and other furnishings depending on room layout (e.g. hallway, kitchenette, bathroom facilities).
  - The resident is responsible for cleaning their own accommodation unit – cleaning products may be issued by authorised **HRR** staff upon request.
- 3. **Shared Facilities**
  - Fitness centres, laundries, corridors, and other areas accessible to all residents.
  - Cleaning of shared facilities is ensured by **HRR**.

#### **Article 3**

##### **External accommodation facilities**

- External accommodation facilities are premises leased by TBU for the purpose of providing accommodation.
- Specific buildings applicable for the given AY are listed on the HRR website (hrr.tbu.cz).
- These facilities are subject to the aforementioned rules as well as the Operating Rules of each external accommodation facility.

#### **PART TWO**

##### **ACCOMMODATION AND RIGHTS AND OBLIGATIONS**

#### **Article 4**

##### **Accommodation and Allocation of Long-Term Accommodation for Full-Time Students**

- 1. **Criteria for Accommodation**
  - There is no legal entitlement to accommodation.
  - Decisions on accommodation are made by the Director of HRR.
  - Students are required to submit an electronic application via ISKAM, pay the reservation deposit, and are subsequently included in the waiting list.
  - Applications are processed in accordance with the RHHR issued for the relevant AY.
- 2. **Allocation of Students**
  - Allocation of accommodation is carried out by the HRR administration; its decision is final and binding.
  - Students are obliged to monitor the status of their application in ISKAM, check their university email, and follow the official HRR website.
  - The Accommodation Agreement is concluded with the student by the Director of HRR. As a rule, the Agreement is signed electronically through the ISKAM system. If this is not

possible, it shall be signed in printed form. In any case, the Agreement must be concluded before the student checks in; otherwise, check-in is not permitted.

- Check-in is carried out on the reserved date for taking over the accommodation unit, unless serious and objectively justified reasons prevent it.

### 3. **Changes in Accommodation**

- • HRR reserves the right to change the allocated accommodation for operational, technical, or organisational reasons.
- A change of accommodation at the student's request is possible only upon agreement with the respective accommodation officer.
- Once the waiting lists have been exhausted, it is possible to apply for accommodation via email and, subsequently, pay the reservation deposit.
- HRR reserves the right to temporarily reject an application if the student appears in the CZ + SK waiting list as an unknown person, provides incorrect or incomplete personal data in ISKAM, abuses ISKAM “bonuses” (e.g. falsely claiming to be a new student or a student with special needs), submits a duplicate application, repeatedly submits incorrect applications despite prior warnings, or fails to pay the required deposit. Following remediation, the student may request the cancellation of the rejected application and subsequently submit a new one.
- HRR also reserves the right to reject an application from any student who has not fulfilled all obligations from previous periods, who has repeatedly violated the HRR regulations, or whose Accommodation Agreement has been terminated by HRR pursuant to Article 13, paragraph 1(b) of the RHHR.

## **Article 5 – Rights and Obligations of the Accommodated Person**

### 1. **Communication**

- The primary means of communication is ISKAM.
- If ISKAM is not sufficient → communication may take place via email or in person (during office hours).
- A personal meeting with the Director of HRR is possible only by prior arrangement.
- The use of the university email is mandatory; anonymous messages will not be addressed.
  - *Exception:* Applies only to newly admitted students who have not yet received a university email address. Anonymous messages are not addressed.

### 2. **Rights of the Accommodated Person**

- Free bed linen exchange once a month (linen must be returned folded).
- Use of own approved electrical appliances, provided they meet ČSN standards and their consumption does not significantly exceed normal levels (see list of permitted electrical appliances).
- Internet access in accordance with the Cybersecurity Policy.
- Right to privacy – entry of third parties into the room is only permitted with the consent of the accommodated person. *Exceptions are listed in Article 13 of the DRA.*
- The right to request a change of accommodation (subject to charges as per the price list).
- Use of paid services provided by HRR or external accommodation facilities.
- Playing musical instruments is allowed outside quiet hours, and only if it does not excessively disturb roommates.

### 3. **Obligations of the Accommodated Person**

#### a) **Accommodation and Safety**

- Move in only to the allocated accommodation unit.

- In the event of a fire alarm, leave the building immediately and proceed to the assembly point.
- Immediately report any injuries or contagious diseases to the accommodation officer.
- Secure the accommodation unit:
  - Lock the door when leaving the room.
  - Do not leave the key in the lock.
  - Lock the room even when sleeping.
- Obligation to present identification upon entering the building:
  - TBU student ID with registration sticker.
  - Accommodation card (see Article 8 of the DRA).
- b) **Reporting Defects**
  - Report defects or missing inventory via ISKAM no later than 24 hours after moving in.
  - Unreported defects → the accommodated person bears responsibility (costs covered as per the Damage and Penalty Tariff).
  - Ongoing defects must be reported electronically via ISKAM or at reception.
  - Serious defects (potential danger) must be reported immediately at reception.
- c) **Daily Operations and Cleaning**
  - Regular cleaning of the accommodation unit, including defrosting the refrigerator.
  - Switch off electrical appliances and lights and close water taps before leaving.
  - Allow cleaning of shared areas (kitchens, corridors, sanitary facilities).
  - Ventilate according to the season.
  - Dry laundry only in designated areas.
- d) **Rules and Coexistence with Others**
  - Monitor notice boards, the HRR website, and university email for important information.
  - Comply with internal regulations and standards of TBU and HRR.
  - Maintain principles of civil coexistence:
    - Respect others' rights and needs.
    - Observe quiet hours (22:00–6:00).
    - Do not disturb order or endanger the safety of persons and property.
  - If the security agency or fire brigade (HZS) is dispatched due to a violation of rules, the accommodated person bears the associated costs.
- e) **Environmental and Safety Rules**
  - Sort waste into designated containers.
  - Conserve energy (electricity, water, heating).
  - Comply with hygiene, fire safety, and other safety regulations.
  - Handle equipment of the residence halls and external facilities responsibly to prevent damage.
- f) **Payments and Financial Obligations**
  - Accommodation fee must be paid in ISKAM no later than the 10th day of the month (except the initial month, see Article 11 of the RHHR).
  - After receiving a payment reminder, the fee and late payment penalty must be paid in ISKAM by the 15th day of the month.
  - Other charges (e.g. for failure to maintain cleanliness) must be paid in ISKAM by the end of the current month.
  - Paid services must be paid in ISKAM at the time they are requested (e.g. extra linen exchange).
  - All financial obligations must be settled at the end of accommodation.

**g) Changes in Personal Data**

- The student must verify the accuracy of personal data in the STAG information system and resolve any discrepancies with the appropriate study department. Data from STAG are imported into ISKAM based on the student's consent to personal data processing.
- *Foreign students*: Must report changes in their travel document to the accommodation officer within 5 working days.

**4. Prohibited Conduct**

○ **Interference with Installations and Equipment**

- Any interference with installations (electrical, water, gas, etc.).
- Use of unauthorised electrical appliances (see Article 5(2) of the DRA).
- Use of kitchen appliances outside designated kitchens.
- Use of speaker systems with subwoofers.
- Removal or relocation of furnishings from accommodation units or shared areas.

○ **Obstructing Access of Authorised Personnel**

- Preventing HRR staff from entering accommodation units (see Article 13 of the DRA).
- Preventing staff of external accommodation facilities from entering as per Article 13 of the DRA.

○ **Smoking, Alcohol, and Addictive Substances**

- Smoking is prohibited in all areas of the VŠ Halls and external accommodation facilities, including balconies (applies to electronic cigarettes and waterpipes).
- Prohibited to possess or use drugs, alcohol, or other addictive substances.
  - Prohibited to handle, use, or store hazardous substances (firearms, explosives, chemicals, flammables).
- Prohibited to light candles, incense sticks, or use open flames.

○ **Prohibited Items and Behaviour**

- Storing large sports equipment, bicycles, or electric vehicles outside designated areas (e-bikes, scooters, hoverboards, Segways).
- Keeping animals in the VŠ Halls or external accommodation (exception: guide and assistance dogs).
- Damaging, misusing, or disabling fire safety devices (e.g. extinguishers, safety systems).
- Drying or ironing laundry outside designated areas.

○ **Inappropriate Behaviour and Rule Violations**

- Physical or aggressive verbal attacks on others.
- Fraudulent actions that may result in rule violations.
- Filming videos for commercial purposes in HRR premises without prior approval.
- Listing the address of the VŠ Halls or external accommodation as a business address.

**Article 6 – Rights and Responsibilities of the Accommodation Provider**

**1. Responsibilities of the Accommodation Provider**

- Ensure the operation of the university dormitories and external accommodation facilities.
- Provide the allocated accommodation space to the student:
  - in a condition suitable for regular use as per the inventory listed on the HRR website,
  - and ensure the possibility of undisturbed use of the room and common areas at the dormitory or external facility.
- Inform accommodated students about important updates (via email, the HRR website, and

where appropriate, through information boards at the dormitories and external accommodation facilities).

- Inspect and resolve reported faults within a reasonable timeframe.
- Upon termination of accommodation, accept the room back from the student if:
  - it is in the same condition as upon move-in, considering normal wear and tear,
  - it is without damage and retains the original layout.
- Perform accommodation billing upon termination of the agreement.

## 2. **Rights of the Accommodation Provider**

- Issue and amend rules (DRA, contracts, price lists) in accordance with applicable legislation.
- Enter accommodation rooms and common areas for operational reasons (see Article 13 of the DRA).
- **Change of Accommodation**
  - 1) The provider may change a student's room due to organisational, technical, or operational needs.
  - 2) The student must be informed of the change at least 7 days in advance.
  - 3) If the student refuses the change:
    - and remains alone in a double room, the rent will automatically increase to double the standard rate from the 1st day of the following month,
    - and remains alone in a unit/apartment designed for 3 or more persons, the provider may terminate the agreement under the conditions stated in the Accommodation Agreement.
    - The provider may increase the rent to 1.5 times the standard rate if a student requests individual use of a multi-bed room.
- **The provider may unilaterally decide on the following measures:**
  - 1) **Closure of the dormitory or part thereof** – due to renovation or operational optimisation. The student must be informed at least 7 days in advance.
  - 2) **Accommodation of an additional person** – in a vacant bed within the same room.
- **Room Clearance upon Contract Termination** – If the student fails to clear the room, the provider will do so. Belongings will be stored at a designated location at the student's expense. After the legal storage period, the items will be considered abandoned
- **Crisis Situations (e.g. state of emergency, threat to national security, hazardous situations).** The provider may unilaterally implement the following measures:
  - 1) **Immediate changes or contract termination**, which may include:
    - relocation to another accommodation,
    - termination of the Accommodation Agreement,
    - closure of the dormitories or external accommodation facilities.
  - 2) **Removal of belongings from an unoccupied room** if the student is absent:
    - the building manager will organise the removal,
    - items will be stored in the facility's designated storage,
    - the student will be promptly informed via all available contact methods,
    - belongings will be kept for a maximum of 2 months, after which they will be disposed of ecologically.

### **Article**

### **Termination of Accommodation**

1. Accommodation shall be terminated:
  - 1) Upon expiry of the period agreed in the Accommodation Agreement. The deposit shall be refunded in this case, subject to compliance with the RHHR.
  - 2) By notice from the accommodation provider on the grounds of:
    - Delay in the payment of the accommodation fee until the 15th day of the respective calendar month (inclusive).
    - Serious breach of:
      - the Dormitory Rules (DRA),
      - the RHHR,
      - the Terms and Conditions of the payment gateway,
      - the Cybersecurity Policy,
      - the Accommodation Agreement,
      - decisions of the Director of HRR.
    - Repeated breaches of rules after two written warnings.
    - Intentional damage to HRR property, including while under the influence of intoxicating or psychotropic substances.
    - Breach of obligations under Article 11(3)(j)(v) of the RHHR.
    - The notice period in these cases is 5 days, commencing on the day following the delivery of the notice.
    - The deposit shall constitute a contractual penalty of CZK 4,500.
  - 3) By notice from the resident in ISKAM due to travel abroad:
    - Notice may only be given upon receipt of official confirmation of the date of departure abroad, and this confirmation must be submitted.
    - The notice period begins on the day the notice is submitted in ISKAM and ends on the last calendar day of the month in which the student departs.
    - The student must pay the accommodation fee for the entire month of departure.
    - Deposit:
      - If the student complies with the RHHR, the deposit shall be refunded.
      - In this case, liability under Section 2330(2) of the Civil Code does not apply.
    - In case of cancellation of the trip, the student may request reinstatement of the original Accommodation Agreement.
  - 4) By notice from the resident in ISKAM due to disagreement in accordance with the RHHR:
    - With a change of allocated accommodation due to organisational, operational, or technical reasons (e.g., being left alone in a double room with the fee doubled).
    - With changes to HRR Price Lists.
    - The notice period is 5 days and starts on the day following the delivery of written notice to the provider.
    - In case of doubt, the notice is deemed delivered on the third working day after dispatch in ISKAM.
    - The deposit shall be refunded in this case, subject to compliance with the RHHR.
    - In this case, liability under Section 2330(2) of the Civil Code does not apply.
  - 5) By notice from the resident in ISKAM without stating a reason:
    - The notice period is 3 months and begins on the first day of the following month.
    - The resident is liable for any damage (defined as the difference between the accommodation fee agreed in the terminated contract and the fee that would apply

- under a new contract for the released bed to someone who had no accommodation agreement with HRR during that time, for the actual period of accommodation), under Section 2330(2) of the Civil Code.
- If the notice is for medical reasons, liability does not apply under Section 2330(2) (decision made by the Director of HRR).
- The deposit shall be refunded in this case, subject to compliance with the RHHR.
- 6) By notice from the accommodation provider due to organisational, operational, or technical reasons:
  - If the resident refuses relocation and remains alone in an accommodation unit or apartment.
  - The notice period is 3 months, starting on the first day of the following month.
  - The deposit shall be refunded in this case, subject to compliance with the RHHR.
  - In this case, liability under Section 2330(2) of the Civil Code does not apply.
- 7) By failure to check in:
  - If the resident fails to check in on the day of handover without prior excuse under Article 11(3)(d) RHHR, the accommodation is terminated the following day.
  - If the required deposit is not credited in ISKAM by the deadline under Article 11 RHHR.
  - The deposit shall constitute a contractual penalty of CZK 4,500.
  - In this case, liability under Section 2330(2) of the Civil Code does not apply.
- 2. Extraordinary termination of accommodation:
  - Force majeure – fire, storm, lightning or other exceptional events rendering the premises uninhabitable (decided by the Director of HRR).
  - The resident has no right to substitute accommodation.
  - The deposit shall be refunded.
  - In this case, liability under Section 2330(2) of the Civil Code does not apply.
- 3. Eviction of the resident by HRR:
  - If the resident fails to vacate on the agreed date or termination date under paragraph 1, eviction and cleaning shall be arranged at the resident's expense.
  - Storage and cleaning shall be charged according to the HRR Damage and Penalty Price List.
  - Stored items shall be kept for a maximum of 2 months, then disposed of in an environmentally sound manner.
- 4. Outstanding obligations:
  - If a student (including those who have graduated) fails to pay debts even after written notice, the matter shall be referred to the TBU Legal Department.
  - If all obligations are not settled, HRR shall not issue a clearance certificate.
- 5. Contractual penalty in case of termination by the provider:
  - If accommodation is terminated due to breach of contract (Article 7(1)(2) DRA), the resident must pay a contractual penalty of CZK 4,500.
  - The same applies if the resident fails to check in without excuse (Article 7(1)(7) DRA).
- 6. Right to a refund of accommodation fees upon termination:
  - If the contract is terminated mid-month by the resident, no proportional refund shall be granted.

- Exception: If terminated by HRR, a proportional refund is granted.
7. Handover of accommodation and termination:
- The date of handover and settlement of obligations must be booked in ISKAM in advance.
  - The accommodation must be handed over in its original condition (free of damage, defects, and in its original layout with regard to normal wear and tear).
  - All obligations towards HRR must be settled on the termination date.

#### Article 8

##### Registration Sticker and Temporary Accommodation Card

1. Registration Sticker
  - The registration sticker is a document proving a student's accommodation in a university hall of residence or external accommodation facility.
  - It authorises entry to the respective building of the university hall of residence or external accommodation facility.
  - The registration sticker is non-transferable and must be affixed to the TBU student ID card.
  - The student must present it without being asked upon each entry to the building.
2. Loss or Theft of the Registration Sticker
  - The student is obliged to immediately report the loss or theft of the registration sticker to the head of accommodation services or the accommodation manager.
  - A new registration sticker will be issued upon payment of the fee in accordance with the valid Damage and Sanctions Price List.
3. Temporary Accommodation Card
  - A temporary document allowing the student to prove accommodation until the TBU student ID card is issued.
  - It enables access to the university hall of residence or external accommodation facility.
  - It is non-transferable and must be presented to reception staff without being asked upon each entry.
  - No later than 5 working days after receiving the TBU student ID card, the student is required to return the temporary card to the accommodation manager, and a registration sticker will be affixed to the TBU student ID card.
4. Loss or Theft of the Temporary Accommodation Card
  - The student is obliged to immediately report the loss or theft of the temporary accommodation card to the head of accommodation services or the accommodation manager.
  - A new card will be issued upon payment of the fee in accordance with the valid Damage and Sanctions Price List.

### **PART THREE CONSUMER INFORMATION**

#### Article 9

##### **Daily Schedule at University Dormitories and External Accommodation Facilities**

1. The reception desk of the TBU halls of residence operates 24/7.

2. Reception desks in external accommodation facilities operate according to the schedule published on the HRR website.
3. Night-time quiet hours are from 22:00 to 6:00.
4. Entry into the building from 22:00 to 8:00 is permitted only for accommodated persons:
  - With a TBU student card bearing the registration sticker or with a temporary accommodation card.
  - Entry is prohibited for non-accommodated individuals.

#### **Article 10**

##### **Visitors**

1. Visiting hours are from 8:00 to 22:00.
2. Roommates must agree to the visit; otherwise, the visit is not permitted.
3. Upon arrival at the reception desk, visitors must:
  - Present a valid ID (national ID card, passport, ISIC, or TBU student card).
  - State the name of the person they are visiting and their room number.
  - Be registered in the Visitor Logbook.
4. The host is responsible for the behaviour of the visitor and must collect them from the reception.
5. Visitors are not allowed to stay in the building without the presence of the host.
6. Upon departure, visitors must sign out at the reception.

#### **Article 11**

##### **Authorisation of Security Staff**

1. Security personnel are authorised to:
  - Request proof of authorisation to enter the TBU hall of residence.
  - Check the identification of residents and their visitors.
  - Escort out any person unable to prove their right to stay.
  - Confiscate a student card/accommodation card upon breach of rules and hand it over to HRR management.
  - Detain a person caught committing a criminal offence until the arrival of the Police of the Czech Republic (§ 76(2) of the Criminal Procedure Code).
2. When detaining a person, security staff must:
  - Immediately hand the person over to the Police of the Czech Republic.
  - Promptly inform HRR management and the security service.
  - Record the incident in the Service Logbook and in the Security Incident Report.

#### **Article 12**

##### **Access to Accommodation and Common Areas**

1. No unauthorised person may enter an accommodation unit without the resident's consent, except in the following cases:
  - Danger to life or health.
  - Emergency (e.g., fire, flood, etc.).
2. HRR staff may enter the accommodation unit even without the resident's presence if:
  - They are addressing a reported defect.
  - They are carrying out scheduled inspections or maintenance (with at least two days' prior notice via email or posted notice).
  - They are performing regular inspections for cleanliness and order (in accordance with RHHR).
  - They are preparing the room for a new resident.
3. Third parties may only enter with the accompaniment of HRR staff and the resident (except in emergency situations).

#### **Article 13**

##### **Liability for Damages**

1. Recommendation – do not store valuables or large sums of money.
2. HRR is liable for damages to items pursuant to §§ 2945–2949 of the Civil Code.
3. The resident is fully liable for damages caused by their own electrical appliances.
4. The resident is liable for damages caused intentionally or through negligence:

- In the accommodation unit – responsibility lies with the individual or roommates.
- In common areas – responsibility lies with the offender.
- 5. Unreported defects will be charged to the resident in accordance with the valid Schedule of Damage Compensation and Penalties.
- 6. Thefts are reported to the Police of the Czech Republic.

#### **Article 14**

### **Consumer Protection (Accommodation) Provision of Information under Act No. 89/2012 Coll., Civil Code**

1. Accommodation Provider and Contact Details:
  - Name: Tomas Bata University in Zlín, Halls of Residence and Refectory (HRR)
  - Company ID: 70883521 • VAT ID: CZ 70883521
  - Address: Štefánikova 150, 760 01 Zlín
  - Email: koleje-u7@hrr.tbu.cz
  - Telephone: +420 57 603 6111
2. Main Activity of the Accommodation Provider:
  - Provision of accommodation and related services (Article 1(4) of the Dormitory Rules).
3. Accommodation Conditions:
  - Type of service: Accommodation under § 2326 of the Civil Code. The provider arranges accommodation and related services for guests in accordance with the terms stipulated in the Accommodation Contract and the DRA.
  - Price of accommodation: According to the current HRR price list available on the HRR website. All taxes and fees are included in the price. • Price of related services (e.g., moving fee upon the resident's request): According to the current HRR price list available on the HRR website. All taxes and fees are included in the price.
  - Methods of payment:
    - In cash (CZK only) or by card at the reception
    - Cashless payment (HRR bank account, variable symbol in ISKAM)
    - Payment gateway
    - Direct debit
    - QR code
  - Distance communication costs: These are borne by the resident according to their service provider's rates (no surcharge).
4. Complaints and Their Resolution:
  - Complaints are handled by HRR (see point 1 for contacts).
  - Out-of-court dispute resolution:
    - a) If a consumer dispute arises from a contract for the provision of services (accommodation) between HRR and a resident, which cannot be resolved by mutual agreement, the resident (consumer) may submit a proposal for out-of-court dispute resolution to the Czech Trade Inspection Authority (CTIA):
      - Address:  
Czech Trade Inspection Authority Central Inspectorate  
ADR Department  
Gorazdova 1969/24, 120 00 Prague 2
      - Data Box ID: x7cab34
      - Email: adr@coi.gov.cz
      - Web: adr.coi.gov.cz
    - b) In the event of an unresolved dispute between the resident and HRR, HRR shall once again provide the resident with details of the competent body for out-of-court

resolution of consumer disputes (CTIA), including the internet address, in printed form or on another durable medium (typically by university email). • The CTIA is the supervisory body for consumer protection ([www.coi.cz](http://www.coi.cz)).

5. Service Complaints

1) Notification of a complaint:

- Any resident may file a complaint.
- It is submitted to the dormitory supervisor/building manager.
- If the complaint is not satisfactorily resolved:
  - The complainant may contact the Director of HRR at TBU.

2) Submission of the complaint:

- Orally or in writing
- As soon as possible and directly on-site
- With justification and supporting documentation (e.g., invoice, order, or the defective item itself) and must provide the necessary cooperation.

3) Complaint confirmation:

- If the complaint is not resolved immediately orally:
  - A Complaint Report will be written, which is also provided to the resident. It includes the date of submission, complaint content, desired resolution, and resident's contact details for feedback.

4) Timeframe for resolution:

- Complaint resolution:
  - Immediately, or within 3 working days in complex cases (excluding time for expert assessment)
  - No later than 30 days from submission
  - The resident will be notified in writing using the contact information provided (see Complaint Report)

5) If the timeframe is not met:

- The consumer has the right to:
  - Withdraw from the contract
  - Request a reasonable discount

6) Confirmation of resolution:

- The provider must issue confirmation of:
  - The date and manner of complaint resolution
  - Any repair/modification/adjustment made and its duration
  - Or a written justification of the complaint's rejection

6. Additional Information

- In accordance with § 1837(j) of the Civil Code, consumers (residents) are not entitled to withdraw from the Accommodation Contract if HRR fulfils its obligations within the agreed time.
- EU Member State whose laws govern the relationship between HRR and the resident established by the Accommodation Contract: Czech Republic
- Language in which communication with HRR will take place during the contract term and in which the contract conditions and other information will be provided: Czech and English

**PART FOUR  
FINAL PROVISIONS**

**Final provisions**  
**Article 15**

1. **Legal Framework**
  - The contractual relationship is governed by the legal system of the Czech Republic.
  - The competent courts are the courts of the Czech Republic.
2. **Supplementary Provisions**
  - Any matters not regulated by the Accommodation Agreement and these conditions are governed by the Civil Code.
3. **Repeal of the Previous Version of the Rules**
  - This decision of the Director repeals and replaces Decision No. RKMZ/06/2023.

Version of document			
Date	Version	Changed	Description
18. 6. 2025	01	HRR Director, Legal Services	Creation of document