

# **Detailed Rules for Long-Term Accommodation of Full-Time Students for AY 2026/2027 – General Conditions(the Accommodation Agreement is concluded)**

## **Article 1 – Introduction and Abbreviations Used**

Accommodation in the halls of residence and contractually agreed external accommodation facilities is provided to students from different countries and cultural backgrounds. Tomas Bata University in Zlín promotes openness and tolerance. Shared living therefore requires mutual consideration, respect and constructive communication between residents so that everyone can feel comfortable and safe.

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 = Hall of Residence Antonínova 4379, Zlín;

U7 = Hall of Residence Štefánikova 150, Zlín;

U12 = Hall of Residence nám. T. G. Masaryka 3050, Zlín;

STAG = Student Information System;

ISKAM = Information System of Halls of Residence and Refectories; from 1 July 2026, ISKAM will be renamed Dimenso ISKAM;

SP = Specific Needs (a student has a special accommodation requirement and is registered with the TBU Centre for Students with Specific Needs);

AY = Academic Year;

EN = English Language;

CZ = Czech Language;

SK = Slovak Republic;

CZ, CR = Czech Republic;

HRR = Halls of Residence and Refectories;

HEI = Higher Education Institution;

TBU = Tomas Bata University in Zlín;

CZK = Czech Koruna.

DRLA = Detailed Rules for Long-Term Accommodation of Full-Time Students;

HRR Rules = the DRLA, including the Payment Gateway Terms and Conditions, Cyber Security Policy, conditions set out in the List of Permitted Electrical Appliances, the Halls of Residence and Accommodation Regulations for Long-Term Student Residents, current decisions of the Director of HRR, and all other accommodation-related documents.

## Article 2 – Contacts

Accommodation Officer for U7 and MSI, E-mail: [koleje-u7@utb.cz](mailto:koleje-u7@utb.cz)

Accommodation Officer for U6 and Max32, E-mail: [koleje-u6@utb.cz](mailto:koleje-u6@utb.cz)

Accommodation Officer for U12, E-mail: [koleje-u12@utb.cz](mailto:koleje-u12@utb.cz)

Operations Manager for Garni, E-mail: [garni@utb.cz](mailto:garni@utb.cz)

## Article 3 – Accommodation at a Glance

1. Read and familiarise yourself with the provisions set out in the HRR Rules, HRR Price Lists, etc.
2. Log in to ISKAM using the student's university username and password.
3. Registration in ISKAM – only new international students who do not yet have university login credentials must register in ISKAM first.
4. Confirm consent to the processing of personal data.
5. Verify the accuracy of 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 e-mail will be sent.
7. Pay the deposit.
8. Monitor the status of the Application; once approved, the student will receive a confirmation e-mail.
9. Select a bed space (winter semester only and only for the CZ + SK and International Student waiting lists, and only until the beginning of the AY or until bed capacity is exhausted, whichever occurs first).
10. Read the Accommodation Agreement.
11. Electronically confirm the Accommodation Agreement.
12. Book an appointment to take over the accommodation unit.
13. Pay the first accommodation fee (advance accommodation payment) for the relevant building<sup>1</sup>.
14. Arrive for accommodation, take over the accommodation unit, and complete all necessary accommodation formalities.

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<sup>1</sup> For the purposes of these Rules, a **Building** shall mean the following halls of residence and external accommodation facilities: **U6** – Hall of Residence Antonínova 4379, Zlín; **U7** – Hall of Residence Štefánikova 150, Zlín; **U12** – Hall of Residence nám. T. G. Masaryka 3050, Zlín; **Garni** – External Accommodation Facility Hotel Garni, nám. T. G. Masaryka 1335, Zlín; **MSI** – External Accommodation Facility MSI, nám. T. G. Masaryka 1281, Zlín; **Max32** – External Accommodation Facility Max32, Jana Antonína Bati 5648, Zlín.

## **Article 4 – Types of Waiting Lists**

1. CZ + SK 2026/2027 = a student studying in the Czech language.
2. International Student 2026/2027 = an international student studying in the English language.
3. Erasmus, Trainee 2026/2027 = an international student participating in the Erasmus programme, Freemover programme, or another study programme taught in English, or a trainee; a student requiring a non-standard accommodation agreement.
4. Czech Language Course 2026/2027 = an international student attending a Czech language course (preparation for further studies at TBU in the Czech language).

## **Article 5 – Types of Accommodation Agreements and Duration of Agreements**

1. Accommodation Agreement for Visa Purposes
  - Issued solely for the purpose of obtaining or extending a visa and does not automatically constitute a reservation of a bed space.
  - For new students (applicants for studies at TBU), the Agreement is issued only on the basis of an email request from the International Office or the relevant TBU Study Department.
  - For existing students, the Agreement is issued on the basis of an email request sent by the student from their university e-mail account to the relevant Accommodation Officer or Operations Manager. The applicant must provide personal details (name, surname, date of birth, and permanent address) and confirmation that they will continue to be a TBU student in the following AY.
2. Accommodation Agreement in ISKAM (replacing in full the original Agreement issued for visa purposes)
  - a) Until 30 June of the current AY – intended for all full-time students. In the event of cancellation of an Erasmus stay abroad, the student may immediately request that the accommodation officer/operations manager retain the accommodation until the date specified in the original agreement. No later than 30 April, the student may request an extension of accommodation until the end of the current AY, i.e., until 31 August, from the Accommodation Officer/Operations Manager of U6, U7, U12 or Garni, always until the end of a calendar month. If the request for retention or extension of accommodation is approved, a numbered addendum to the Accommodation Agreement must always be signed. No later than 30 April, students may also apply for summer accommodation in the external accommodation facility MSI by e-mail sent directly to the following: MSI: [recepce@msi-zlin.cz](mailto:recepce@msi-zlin.cz)
  - b) Until 31 January of the current AY – intended only for international students participating in Erasmus, freemover, and other English-language study programmes arriving for the winter semester. No later than 30 November, students may request an extension of accommodation until 30 June or, where required by their studies, for a longer period, always ending on the last day of a calendar month. If the request

- is approved, a numbered addendum to the Accommodation Agreement must always be signed.
- c) Until 31 July of the current AY – intended only for students attending a Czech language course.
  - d) With a specific start and end date of accommodation – intended only for trainees and students requiring a non-standard accommodation period. The accommodation fee is increased by 30%.
  - e) In selected cases where the Accommodation Agreement is issued in printed form, it shall be prepared in two bilingual copies (Czech and English), with each Party retaining one copy. Where the accommodation agreement is signed in paper form, it shall not be signed electronically in ISKAM. (Where the student is a minor, the signature of a parent, legal guardian, or custodian is required.)
  - f) The Accommodation Agreement may be printed for signature only by the Accommodation Officer/Operations Manager of the relevant building or by an HRR employee authorised by the Director of HRR. Any misuse or alteration of accommodation agreements shall be considered a serious breach of the Halls of Residence and Accommodation Regulations for Long-Term Student Residents.
  - g) HRR shall not be responsible for inaccuracies in a student's personal details contained in the Accommodation Agreement where such details were generated from information entered into ISKAM and STAG.
3. The termination of the Accommodation Agreement is further regulated by Article 7 of the Halls of Residence and Accommodation Regulations for Long-Term Student Residents and Article 13 of these DRLA.
  4. A student whose accommodation agreement is ending and who requires accommodation for only a few additional nights in the following calendar month may continue to be accommodated, provided that:
    - a) they agree this in advance by e-mail with the Accommodation Officer/Operations Manager of the relevant building;
    - b) the current accommodation capacity allows the extension;
    - c) no later than on the day the Accommodation Agreement ends, they pay at the reception desk for the required number of nights according to the Price List for Short-Term Accommodation for the Public, TBU Students and Employees (the day on which the Accommodation Agreement ends is also counted as part of the short-term accommodation period);
    - d) they have no outstanding financial obligations (debts) towards HRR.
  5. If HRR approves a student's request under paragraph 4, HRR reserves the right to relocate the student to a room designated for short-term accommodation if required by the current accommodation situation in the halls of residence (for example, if the bed space has already been reserved or for other operational or technical reasons on the part of HRR).

### **Article 6 – Submission of Accommodation Applications**

1. Applications for accommodation in TBU halls of residence, MSI, Max32 and Garni for the current AY shall be submitted electronically through ISKAM from 15 June 2026 for the winter semester and from 7 December 2026 for the summer semester.

2. An application within the CZ + SK waiting list (studies in the Czech language) may only be submitted by a student who has been duly enrolled in a faculty of TBU or at TBU itself, i.e. the student must already be registered in STAG. ISKAM: Log in → Accommodation → Accommodation Applications → Waiting List.
3. A student who has not previously studied at TBU (i.e. is enrolling at TBU for the first time) shall select the “Bonus” option in ISKAM (New Student). This applies only to the CZ + SK waiting list. Due to differing enrolment dates at individual faculties, a proportion of bed capacity is reserved for new students and allocated among faculties.
4. A student with specific needs who, for these reasons, requests a specific type of accommodation (e.g. accessible accommodation, single room, etc.) shall select the “Bonus” option in ISKAM (Specific Needs) and immediately specify the request by e-mail to: [koleje-u7@utb.cz](mailto:koleje-u7@utb.cz). This bonus is not intended for ordinary accommodation preferences but exclusively for justified cases related to the student’s specific needs. It may only be used by students registered with the TBU Centre for Students with Specific Needs ([spporadenstvi@utb.cz](mailto:spporadenstvi@utb.cz)). Bed allocation shall be arranged by HRR according to current availability and based on confirmation from the Centre.
5. Misuse of bonus categories shall be regarded as a breach of HRR Rules.
6. Students are required to verify the accuracy of their personal data in STAG and immediately resolve any discrepancies with the relevant Study Department. Data from STAG are imported into ISKAM based on the student's consent to the processing of personal data.
7. A new international student (applicable only to students studying in English, Czech Language Course students, and trainees) who has not yet received TBU login credentials must first register in ISKAM and then submit an accommodation application. ISKAM: Register → Accommodation → Accommodation Applications → Waiting List.
8. Upon first login or registration in ISKAM, the student confirms agreement with the HRR Rules and HRR Price Lists.
9. Bed reservations in ISKAM for winter semester applications are set as follows:
  - a) for the CZ + SK and International Student waiting lists from 1 September 2026 to 30 June 2027;
  - b) for the Czech Language Course waiting list from 1 September 2026 to 31 July 2027;
  - c) for the Erasmus and Trainee waiting lists from 1 September 2026 to 31 January 2027.
10. Bed reservations in ISKAM for summer semester applications are set from 1 February 2027 to 30 June 2027 for all waiting lists.
11. A trainee (or a student requiring a non-standard Accommodation Agreement, i.e. accommodation dates different from those specified above) shall immediately after submitting the application in ISKAM send an e-mail to: [koleje-u7@utb.cz](mailto:koleje-u7@utb.cz) specifying the requested accommodation start and end dates, which shall correspond to the trainee period at TBU. The student shall also attach confirmation of the traineeship at TBU. (The Accommodation Agreement will be adjusted according to the specified dates, while the

accommodation fee for trainees is set at 30% above the standard accommodation fee listed in the Accommodation Fee Price List for TBU students.) Once a bed reservation has been created, changes to the dates stated in the Accommodation Agreement are no longer possible. Any extension of accommodation may only be arranged through an addendum to the Accommodation Agreement or as short-term accommodation, subject to available bed capacity.

12. From 1 September or once bed capacity has been exhausted, when movement on the waiting list depends on newly available bed spaces, the reservation start date and the Accommodation Agreement commencement date shall be adjusted according to bed availability. Building preference is indicative only and always depends on current bed availability, taking into account the proportional allocation among faculties and waiting lists.
13. An accommodation application must include a reservation or accommodation deposit of CZK 4,500 credited in ISKAM. (If the student submits an accommodation application while already accommodated and has an accommodation deposit recorded in ISKAM, payment of an additional reservation deposit is not required.)
14. The student:
  - a) must maintain only one registration, i.e. one account in ISKAM, throughout their studies at TBU. Creation of an additional registration results in duplication, and HRR accepts no responsibility for any issues concerning applications or payments arising from such duplication. Repeated creation of registrations and subsequent removal of duplicate accounts is subject to a charge according to the Schedule of Compensation for Damages and Penalties. To remove a duplicate account, the student must contact the IT Department at [IT@kmz.utb.cz](mailto:IT@kmz.utb.cz).
  - b) may have only one accommodation application submitted at any one time during the AY. The application allows the student to indicate preferences for two buildings, but the application applies to all TBU halls of residence and contractual accommodation facilities. A stated preference does not guarantee accommodation in the preferred building. Allocation always depends on current bed availability and proportional allocation among faculties and waiting lists.
  - c) in the event of an incorrectly submitted or rejected application, the applicant must first request cancellation of the incorrect or rejected application through ISKAM. ISKAM: Account → Contact Forms → Cancellation of Accommodation Application.  
After receiving an email confirmation from HRR that the original application has been cancelled, the student may submit a new application. Repeated submission of multiple applications shall be considered a breach of accommodation rules and shall be sanctioned according to the Schedule of Compensation for Damages and Penalties (as duplication).
  - d) is responsible for ensuring that personal details in STAG correspond to those in ISKAM: Account → Basic Details. ISKAM must always contain the student's permanent residential address, not a correspondence address. Any requested correction of personal data initiated by the resident is subject to a fee according to

- the Service Price List. Please note: once a bed reservation and the Accommodation Agreement have been created in ISKAM, personal details can no longer be changed.
- e) must have confirmed consent to the processing of personal data in ISKAM; otherwise, completion of the registration form is mandatory.

### **Article 7 – Processing of Accommodation Applications**

1. Accommodation applications:

- a) For the CZ + SK waiting list
- i. Applications shall be recorded according to the date and time of submission and the date on which the reservation deposit or accommodation deposit is credited in ISKAM. Applications must also satisfy the established travel-time criterion. Applications that do not meet the travel-time criterion shall only be processed if bed capacity remains available.
  - ii. Applications shall be processed continuously according to available bed capacity.
  - iii. Applications from first-year students shall be processed progressively according to enrolment dates at individual faculties or university-wide units (University Institute, Centre of Polymer Systems) and according to the proportional allocation of reserved bed capacity based on the number of students enrolled at individual faculties or university-wide units and the available bed capacity.
  - iv. Applications from students with specific needs shall be given priority, subject to current bed availability, in accordance with the Rector's Directive on Support for Applicants and Students with Specific Needs at Tomas Bata University in Zlín.
  - v. Applications shall continue to be processed after the start of teaching, according to newly available bed spaces, until all applications have been dealt with.

Further information regarding the travel-time criterion is published in the News section relating to the relevant waiting lists for the current academic year on the HRR website.

- b) For waiting lists other than CZ + SK
- i. Applications shall be recorded according to the date and time of submission and the date on which the reservation deposit or accommodation deposit is credited in ISKAM.
  - ii. Applications shall be processed continuously according to available bed capacity.
  - iii. Applications from students with specific needs shall be given priority, subject to current bed availability, in accordance with the Rector's Directive on Support for Applicants and Students with Specific Needs at Tomas Bata University in Zlín.
  - iv. Applications shall continue to be processed after the start of teaching, according to newly available bed spaces, until all applications have been dealt with.

2. Students are required to monitor the status of their application in ISKAM (Accommodation section), their university e-mail account registered in ISKAM, and the HRR website. If a student does not wish to wait for a bed space to become available, they must immediately request cancellation of their accommodation application in ISKAM: ISKAM: Account → Contact Forms → Cancellation of Accommodation Application. The student must then submit a request for the return of the deposit in ISKAM: ISKAM: Account → Contact Forms → Request for Refund of Deposit / Overpayment in ISKAM. The deposit or overpayment may be refunded either to a bank account held in the Czech Republic entered by the student in ISKAM or via the ISKAM payment gateway (if the deposit was originally paid through the payment gateway). The provisions of Article 14 shall apply to the refund of deposits.
3. Any unallocated bed capacity reserved for individual faculties or university-wide units (University Institute) shall, one week after the final regular enrolment period, be proportionally redistributed among the remaining faculties or university-wide units.
4. Applications shall be processed gradually during the working hours of HRR staff.

### **Article 8 – Information Sent by E-mail**

The student shall be informed via the e-mail address registered in ISKAM about:

1. Receipt of the accommodation application.
2. Approval of the accommodation application and the possibility of selecting a bed space (applicable only to the winter semester, the CZ + SK and international student waiting lists, and applications approved before the start of the AY or before bed capacity is exhausted, whichever occurs 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 submits a deposit refund request through the relevant ISKAM form).
7. Rejection of the accommodation application.
8. Payment reminders, formal warnings, imposed penalties, charges, and notices of termination.
9. Notifications regarding deficiencies identified during inspections of the accommodation unit.
10. News and updates relating to the operation of the current building.
11. Confirmation that a request submitted through an ISKAM form has been recorded.

### **Article 9 – Rejection of an Application**

1. HRR reserves the right to temporarily reject an application submitted by a student if, within the CZ + SK waiting list, the application is submitted by an unidentified person,

contains incorrect or incomplete personal details in ISKAM, involves misuse of ISKAM “Bonus” categories (e.g. falsely claiming to be a new student or a student with specific needs), includes a duplicate accommodation application, is repeatedly submitted incorrectly despite prior notification, or if the required deposit has not been paid or has not been paid in the required amount. After rectifying the issue, the student may request cancellation of the rejected application and, following HRR approval, submit a new application.

2. HRR reserves the right to reject an application submitted by a student who has outstanding liabilities from previous periods, has repeatedly failed to comply with HRR Rules, or whose Accommodation Agreement was previously terminated by HRR pursuant to Article 13, paragraph 1(b) of these DRLA.

### **Article 10 – Selection of Accommodation**

1. Bed selection in ISKAM (Accommodation → Reservation) shall be available to students within the allocated building until bed capacity is exhausted. This applies only to the winter semester, the CZ + SK and international student waiting lists, and applications approved before 1 September or before bed capacity is exhausted, whichever occurs first. Priority in bed selection shall be given to students who are already accommodated at the time of submitting their application and who have duly paid their accommodation deposit (this does not apply to new students).
2. Information regarding the exhaustion of reserved bed capacity for individual faculties, university-wide units (University Institute), and waiting lists shall be published in the News section of the HRR website.
3. Please note that selecting a bed does not automatically mean that the bed will be allocated. A preferred bed selected in ISKAM during a previous AY does not constitute an automatic reservation for the current AY. HRR reserves the right to change the selected bed in ISKAM, or a preferred bed selected in a previous AY, for organisational or operational reasons.
4. Changes to a bed reservation at the student's request before arrival or immediately after arrival are not possible for organisational and administrative reasons.
5. A bed shall be allocated automatically:
  - a) to a student who fails to select a bed within 3 days (inclusive) from the date on which the accommodation application is approved;
  - b) in the case of applications approved from 1 September onwards or after bed capacity has been exhausted (i.e. based on newly available bed spaces);
  - c) to an international student (other than those in the CZ + SK and International Student waiting lists) who, due to capacity and organisational reasons, is not permitted to choose a hall of residence, bed, or roommate; accommodation shall be assigned according to available capacity;
  - d) in cases involving requests for accommodation of mixed-gender couples;
  - e) to students with specific needs.
6. Accommodation of mixed-gender couples is possible only where separate double rooms are available. Each student must, on the same day that the accommodation application is

submitted in ISKAM, also send a written request for shared accommodation by e-mail to: [koleje-u7@utb.cz](mailto:koleje-u7@utb.cz). Bed allocation shall subsequently be arranged by HRR according to current availability.

7. Bed capacity is limited, and HRR does not guarantee approval of all properly submitted accommodation applications.

## **Article 11 – Arrival and Check-in**

1. Application approved before 1 September for the winter semester and before 1 February for the summer semester – the student is required to:
  - a) book an arrival appointment in ISKAM: Accommodation → Accommodation Overview → Accommodation Unit Takeover Appointment or via the website: <https://nastupykmz.utb.cz/>. Arrival appointments are divided between CZ + SK students and other international students. The appointment may be booked or changed no later than the day before arrival. (On the date stated in the Accommodation Agreement as the commencement of accommodation, it is not possible to book a room takeover appointment before 8:00 a.m., including for international students.
  - b) pay the first accommodation fee (i.e. the accommodation advance payment for the entire first calendar month). The payment must be credited in ISKAM no later than the accommodation reservation date, i.e. the date specified in the Accommodation Agreement as the commencement date of accommodation. The amount payable shall be as stated in the Accommodation Agreement. If the first accommodation fee (accommodation advance payment) is not credited in ISKAM, the bed shall remain reserved for a maximum of three days, including the reservation date (i.e. the date specified in the Accommodation Agreement), and not the date of the accommodation unit takeover appointment. After this period, the reservation shall be cancelled, even if the student has electronically accepted the Accommodation Agreement. In such a case, the reservation deposit shall constitute a cancellation fee, and the Accommodation Agreement shall not be signed. If the Accommodation Agreement has already been signed, it shall terminate on the date the bed reservation is cancelled. Where the Accommodation Agreement has already been signed, the accommodation deposit shall constitute a contractual penalty pursuant to § 2048 et seq. of the Civil Code, which the student is obliged to pay. Should the student subsequently wish to obtain accommodation, a new accommodation application must be submitted and a new reservation deposit paid.
  - c) read and electronically sign the Accommodation Agreement in ISKAM (by selecting the relevant checkbox). This requirement also applies to students who previously received an Accommodation Agreement for visa issuance or extension purposes. The Accommodation Agreement in ISKAM shall completely replace any previous Accommodation Agreement issued for visa purposes. The Agreement must be confirmed no later than: 26 August 2026 for the winter semester; 26 January 2027 for the summer semester. After these dates, the Accommodation Agreement shall be signed in paper form upon arrival. The Agreement may only be printed by the Accommodation Officer or Operations Manager. For underage students, the Agreement must be signed by a parent, legal guardian or custodian.

- d) arrive to take over the accommodation unit at the appointment time booked in ISKAM.
2. Application approved on or after 1 September for the winter semester and on or after 1 February for the summer semester – the student is required to:
- a) book an accommodation unit takeover appointment in ISKAM: Accommodation → Accommodation Overview → Accommodation Unit Takeover Appointment or via: <https://nastupykmz.utb.cz/>. Arrival appointments are divided between CZ + SK students and other international students. The appointment may be booked or changed no later than the day before arrival. (On the date stated in the Accommodation Agreement as the commencement of accommodation, it is not possible to book a room takeover appointment before 8:00 a.m., including for international students.)
  - b) pay the first accommodation fee (advance accommodation payment) for the period from the reservation date until the end of the current calendar month. The fee shall be charged proportionally. The payment must be credited in ISKAM no later than the third day (inclusive) following the accommodation commencement date stated in the Accommodation Agreement or on the day of room takeover, whichever occurs first. Without the accommodation fee being credited in ISKAM, the bed shall remain reserved for a maximum of three days, including the reservation date, not the room takeover date. Thereafter, the reservation shall be cancelled, even if the accommodation agreement has already been electronically signed. In such a case, the reservation deposit shall constitute a cancellation fee, and the Accommodation Agreement shall not be signed or, if already signed, shall terminate on the date the bed reservation is cancelled. Where the Accommodation Agreement has already been signed, the accommodation deposit shall constitute a contractual penalty payable by the student. Should the student still wish to obtain accommodation, a new accommodation application and a new reservation deposit shall be required.
  - c) arrive to take over the accommodation unit at the appointment time booked in ISKAM.
3. In both of the above cases, the student is required to:
- i. enter and verify their Czech bank account number in ISKAM: Account → Accounts, and authorise direct debit payments (by selecting the relevant checkbox in ISKAM) if future accommodation fees are to be paid by direct debit.
  - ii. if requesting an extension of the bed reservation into subsequent months, pay the accommodation fee (advance accommodation payment) for the additional month(s) in the amount specified in the Accommodation Agreement. A bed may only remain reserved for the period for which the accommodation fee has been paid. Without payment, the bed may remain reserved for a maximum of three days. Thereafter, the reservation shall be cancelled, even if the Accommodation Agreement has already been electronically signed. In such a case, the reservation deposit shall constitute a cancellation fee, and the Accommodation Agreement shall not be signed or, if already signed, shall terminate on the date the reservation is cancelled. Where the Accommodation Agreement has already been signed, the accommodation deposit shall constitute a contractual penalty payable by the

student. Any proportional part of the first accommodation fee paid up to the date of termination of the Accommodation Agreement shall not be refunded.

- a) Upon arrival, the student is required to:
  - i. arrive at the accommodation unit takeover appointment booked in ISKAM;
  - ii. present proof of identity and a TBU student card (if the student card is still being processed, it shall be presented later);
  - iii. pay any outstanding balance of the first accommodation fee up to the end of the current month if the full advance payment has not yet been credited in ISKAM on the day of room takeover. This applies only where a bed has been allocated immediately after becoming available, and the student takes over the accommodation unit within three working days of the reservation date. Payment must be made in CZK, either in cash, by payment card, or through the ISKAM payment gateway, where payment is credited immediately. Without the required accommodation fee being credited in ISKAM, the student cannot be accommodated, the reservation shall be cancelled, and the Accommodation Agreement shall not be signed. If already signed, it shall terminate on the date the reservation is cancelled. Where the Accommodation Agreement has already been signed, the accommodation deposit shall constitute a contractual penalty payable by the student. Should the student still wish to obtain accommodation, a new accommodation application and a new reservation deposit shall be required.
- b) complete and sign the required HRR documents;
- c) sign the Accommodation Agreement in paper form if it has not been electronically accepted (for underage students, the Agreement must always be signed by a parent, legal guardian or custodian);
- d) if, due to objectively demonstrable reasons (e.g. illness), the student cannot arrive at the reserved appointment and can no longer change the reservation, they must inform the Accommodation Officer/Operations Manager of the relevant building by e-mail no later than 10:00 a.m. on the scheduled arrival date and arrange an alternative appointment during office hours. In such a case, the bed shall remain reserved, and accommodation fees shall be charged from the date of the original reservation.
- e) a student who fails to arrive without prior notice shall be automatically removed from the waiting list, shall lose entitlement to accommodation under the original waiting list, and shall forfeit the reservation deposit in full. The Accommodation Agreement shall terminate on the day following the scheduled arrival date. Any proportional part of the first accommodation fee already paid shall not be refunded.
- f) a student arriving outside the reserved appointment shall be required to pay a charge in accordance with the Schedule of Compensation for Damages and Penalties (applicable only to students with permanent residence in the Czech Republic or Slovak Republic). Such students shall be processed only after students with valid appointments. Without payment of the charge, accommodation cannot be provided.
- g) a student arriving at weekends or outside office hours must report to the Accommodation Officer or Operations Manager during office hours on the next working day to complete the required formalities.

- h) a student arriving at MSI must first visit the U7 Accommodation Officer or the U7 reception desk and follow the document published on the HRR website entitled Information for TBU Students Accommodated at MSI.
- i) a student arriving at Max32 must first visit the U6 Accommodation Officer or the U6 reception desk and follow the document published on the HRR website entitled Information for TBU Students Accommodated at Max32.
- j) accommodation unit takeover appointments may be booked and changed no later than the preceding day and are divided separately for CZ + SK students and other international students.
- k) the student:
  - i. shall receive bed linen, keys, a chip or access card for the room, and a bed record form, which must be completed, signed, and returned to the Accommodation Officer, Operations Manager, or reception desk. If bed linen is not required, it must be returned to reception and recorded on the bed record form.
  - ii. arriving from abroad (including students from Slovakia) must personally verify and, if necessary, complete the foreign police registration form in accordance with Act No. 326/1999 Coll. on the Residence of Foreign Nationals in the Czech Republic, as amended.
  - iii. shall complete all accommodation-related formalities with the Accommodation Officer or Operations Manager. An identification sticker authorising access to the relevant building shall be affixed to the TBU student card. If the student has not yet received a TBU student card, a temporary accommodation card shall be issued and must be returned within five working days of receiving the student card. Failure to obtain the identification sticker within the prescribed period shall be sanctioned as a breach of HRR Rules.
  - iv. who has not electronically confirmed the Accommodation Agreement before arrival shall receive and sign a paper version upon arrival. For underage students, the Agreement must always be signed by a parent, legal guardian or custodian, who must also complete and sign the Consent to Accommodation of a Minor form. Without the signed Accommodation Agreement and the above form, an underage student cannot be accommodated. The reservation shall be cancelled, the deposit charged, and any advance accommodation payment up to the intended takeover date shall not be refunded.
  - v. after completion of all formalities and after the relevant faculty or university-wide unit (University Institute) has entered the student's details into STAG, an international student must log in to ISKAM using university credentials within five working days and additionally contact an HRR IT technician (this does not apply to the CZ + SK waiting list). Failure to comply shall result in a charge according to the Schedule of Compensation for Damages and Penalties. If the student still fails to log in to ISKAM as a TBU student within a further five working days, HRR shall be entitled to terminate the Accommodation Agreement. This situation shall not be regarded as intentional account duplication.
  - vi. shall verify the inventory of the accommodation unit in ISKAM: Accommodation → Accommodation Overview → Accommodation Unit Handover (Inventory Check).

- vii. shall report any defects or missing inventory items within 24 hours of arrival through the Defect Log in ISKAM: Accommodation → Defect Log → New Defect. If no defect is reported within this period, the accommodation unit and all related equipment shall be deemed to have been accepted without defects, and no later claims shall be considered.

## **Article 12 – Residence in the Halls of Residence, MSI, Max32, and Garni**

1. The student is required to:
  - a) pay the accommodation fee on time in accordance with the accommodation agreement.
  - b) pay any penalties imposed under the Schedule of Compensation for Damages and Penalties and any chargeable services in accordance with the Service Price List.
  - c) keep the accommodation unit clean and tidy, use bed linen, conserve energy, wash and dry laundry only in designated areas, and store bicycles and scooters only in designated storage rooms.
  - d) use only personal electrical appliances listed in the List of Permitted Electrical Appliances. Chargeable appliances must be reported in advance to the accommodation officer or operations manager.
  - e) sort waste and dispose of it in the designated containers.
  - f) immediately record any identified defects in ISKAM: Accommodation → Defect Log → New Defect. Defects requiring immediate attention must also be reported without delay to the reception desk of the relevant building.
  - g) comply with all other HRR rules.
2. Authorised persons carry out regular inspections of cleanliness and order in accommodation units (every second Tuesday of the month in U7, Max32 and Garni, and every second Wednesday of the month in U6, U12 and MSI). These inspections are also regularly conducted before buildings are closed for holiday periods, before a new student moves into a multi-bedroom, or whenever there is a suspicion that a student is breaching HRR regulations. Inspections may be carried out even in the absence of the student from the allocated accommodation unit. If deficiencies in cleanliness or order are identified, the student shall be informed and required to remedy them. Failure to do so shall result in sanctions in accordance with the Schedule of Compensation for Damages and Penalties. All penalties must be paid no later than the end of the current calendar month. If payment is not made, the debt shall automatically be transferred to the student's ISKAM account and, in the following month, shall be treated as non-payment of accommodation fees and non-compliance with HRR rules. If the student has a positive balance in their ISKAM account (i.e. funds sufficient to cover all or part of the debt), the debt or part thereof shall be deducted automatically from the ISKAM account balance.
3. HRR reserves the right, for operational, technical, or organisational reasons, to change the student's accommodation unit (accommodation facility or room). The student shall be notified of such a change at least seven days in advance. The student is required to hand over the originally allocated accommodation unit in the condition in which it was received, taking into account normal wear and tear, and in its original layout and arrangement.

4. If a student refuses to relocate to another allocated accommodation unit for operational, organisational, or technical reasons and remains alone in a double room, the agreed accommodation fee shall automatically increase to double the existing accommodation fee from the first day of the calendar month following such refusal. If a student refuses to relocate to another allocated accommodation unit for operational, organisational, or technical reasons and remains alone in an accommodation suite or apartment designed for three or more persons, HRR shall be entitled to terminate the Accommodation Agreement in accordance with the conditions set out therein.
5. The student agrees that all documents relating to accommodation may be delivered to the university's email address registered in ISKAM. A document shall be deemed delivered upon the expiry of three working days from the date of dispatch.

### **Article 13 – Termination of Accommodation in the Halls of Residence, MSI, Max32 and Garni**

1. Accommodation shall terminate:
  - a) upon expiry of the period for which accommodation was agreed in the Accommodation Agreement. In such a case, the deposit shall be refunded provided that the DRLA has been complied with.
  - b) by notice of termination given by HRR for the following reasons:
    - i. the resident is in default with payment of the accommodation fee beyond the 15th day (inclusive) of the relevant calendar month;
    - ii. the resident has seriously breached the HRR Rules or the Accommodation Agreement (e.g. endangering the health of another person, aggressive behaviour, etc.);
    - iii. the resident has breached the HRR Rules or the Accommodation Agreement and has previously been notified in writing on two occasions by HRR management (e.g. failure to maintain cleanliness and order, undeclared chargeable electrical appliances, etc.);
    - iv. the resident has intentionally caused damage to HRR property or caused such damage while under the influence of narcotic or psychotropic substances;
    - v. failure to comply with the resident's obligation under Article 11(3)(k)(v) of the DRLA, in which case the notice period shall be five days and shall commence on the day following delivery of the notice of termination to the resident. In the event of doubt, the notice shall be deemed delivered to the resident on the third working day following dispatch to the resident's university e-mail address.
  - c) by notice of termination submitted by the resident through ISKAM pursuant to Article 12(4) of the DRLA, i.e. due to a change of the allocated accommodation unit for operational, organisational or technical reasons where the resident remains alone in a double room and the accommodation fee is automatically increased to double the original amount, or because the resident disagrees with amendments to HRR Price Lists. The notice period shall be five days and shall commence on the day following delivery of the notice to HRR. Section 2330(2) of the Civil Code shall not apply in this case. In the event of doubt, the notice shall be deemed delivered to HRR on the third working day following its submission in ISKAM. In

- such a case, the deposit shall be refunded provided that the DRLA has been complied with.
- d) by notice of termination submitted by the resident through ISKAM without stating any reason, subject to a three-month notice period commencing on the first day of the month following the month in which the notice was delivered to HRR. This shall be without prejudice to the resident's liability for any damage caused to HRR by the premature termination of accommodation pursuant to Section 2330(2) of the Civil Code. In the event of doubt, the notice shall be deemed delivered to HRR on the third working day following its submission in ISKAM. Damage that HRR could not reasonably prevent shall always be deemed to include the difference between: the accommodation fee that would have been payable under the terminated Accommodation Agreement; and the accommodation fee that would be payable under the current price list if the released bed space is subsequently occupied by another person who did not previously have an Accommodation Agreement with HRR, calculated for the actual period of accommodation provided. Where the resident terminates the Accommodation Agreement due to objectively documented reasons (e.g. health-related reasons), Section 2330(2) of the Civil Code shall not apply. The Director of HRR shall decide whether such reasons are accepted. In such a case, the deposit shall be refunded provided that the DRLA has been complied with.
  - e) by notice of termination submitted by the resident through ISKAM due to participation in an international mobility programme (e.g. Erasmus, Freemover, etc.). In this case, the notice period shall commence on the date the notice is submitted and shall expire on the last calendar day of the month in which the student departs abroad. The student may submit such notice only after receiving official confirmation of the departure date. The accommodation fee for the month in which the departure takes place shall be payable in full. Confirmation of the international mobility programme must be attached to the notice. The resident shall not be liable for damage arising from the premature termination of accommodation under Section 2330(2) of the Civil Code. The deposit shall be refunded provided that the DRLA has been complied with. If the international mobility programme is unexpectedly cancelled, the student may apply for reinstatement of the original accommodation agreement.
  - f) by notice of termination given by HRR for organisational, operational or technical reasons where the resident refuses to relocate to another allocated accommodation unit and remains the sole occupant of the entire accommodation suite or apartment intended for three or more persons. The notice period shall be three months and shall commence on the first day of the month following the month in which the notice was delivered to the resident. In the event of doubt, the notice shall be deemed delivered to the resident on the third working day following dispatch to the resident's university e-mail address. In such a case, the deposit shall be refunded provided that the DRLA has been complied with.
  - g) on the day following the day on which the resident was required to commence accommodation pursuant to Article 11(3)(e) of the DRLA and failed to do so without prior notice.
2. No later than on the date of termination of accommodation (i.e. the day on which the resident moves out as agreed), the student must personally check out with the

Accommodation Officer or Operations Manager of the relevant building and hand over the cleaned accommodation unit in the condition in which it was received, taking into account normal wear and tear and maintaining the original layout and arrangement. In all cases, the exact date and time of handover of the accommodation unit and personal check-out must be booked in advance through ISKAM. The handover appointment may be booked or changed no later than the preceding day. Where the accommodation unit is handed over without a prior ISKAM reservation, or where repeated handovers are required (including weekends), the student shall pay a fee in accordance with the Schedule of Compensation for Damages and Penalties. Priority shall be given to students who have reserved a handover appointment.

3. Upon termination of accommodation, the student must personally:
  - a) reserve in advance an accommodation unit handover (check-out) appointment in ISKAM on working days between 7:00 a.m. and 1:00 p.m.: ISKAM → Accommodation → Reservation → Accommodation Unit Takeover/Handover Appointment or via: <https://nastupykmz.utb.cz/>. On the last working day of a month, handovers may take place only until 10:00 a.m. The appointment may be booked or changed no later than the preceding day. If the accommodation unit is handed over outside the reserved appointment or if repeated handovers are required, the student shall pay a fee in accordance with the Schedule of Compensation for Damages and Penalties.
  - b) hand over, at the reserved appointment, a properly cleaned accommodation unit to the cleaner or housekeeper, including the room and all shared areas within the suite (bathroom facilities and kitchenette), together with a cleaned cooker, even if the student leaves earlier than their roommates. The last student remaining in the suite must also hand over a cleaned and defrosted refrigerator. This requirement also applies where the student intends to terminate accommodation during weekends or public holidays. After cleaning and preparing the accommodation unit for handover, the student shall inform the receptionist, who will arrange an inspection by the cleaner or housekeeper. Termination of accommodation without prior agreement with the Accommodation Officer or Operations Manager between 1:00 p.m. and 7:00 a.m. on working days, or at any time during weekends or public holidays, shall be treated as a failure to hand over the accommodation unit in accordance with HRR Rules and shall result in a charge according to the Schedule of Compensation for Damages and Penalties. The cleaner or housekeeper must confirm the handover of the cleaned room and shared areas by signature on the Bed Record Form.
  - c) return all borrowed items (including bed linen). The receiving person (cleaner, housekeeper or receptionist) must confirm the return by signature on the Bed Record Form.
  - d) settle any liabilities relating to damage at MSI directly at the MSI reception desk.
  - e) personally check out with the Accommodation Officer or Operations Manager of the relevant building during office hours at the appointment booked in ISKAM, even if departure is planned for a weekend or public holiday, and: settle all liabilities owed to HRR; return the identification sticker; return the Bed Record Form; return keys, chips, or access cards. Note: where accommodation ends during a weekend, keys, access cards/chips and bed linen must be returned to reception upon departure. Any exceptional weekend check-out must be arranged in advance with the Accommodation Officer or

- Operations Manager and shall be subject to a charge according to the Schedule of Compensation for Damages and Penalties.
- f) remove all personal belongings no later than the day of departure.
  4. Upon request, the accommodation deposit, or any remaining balance thereof, shall be refunded following termination of accommodation, provided that all HRR Rules have been complied with.
  5. The accommodation unit must be handed over in the same condition in which it was received, taking into account normal wear and tear, free from defects or damage, and in its original layout and arrangement.
  6. Failure to comply with any of the above requirements upon termination of accommodation shall result in a charge in accordance with the Schedule of Compensation for Damages and Penalties.
  7. A student who fails to hand over the accommodation unit in accordance with HRR Rules and the Accommodation Agreement, or who fails to settle all charges owed to HRR, shall not receive confirmation of the Statement of Settlement of Obligations towards HRR. This statement must be submitted to the Study Department or the International Office upon completion of studies at TBU.

#### **Article 14 – Deposit**

1. A mandatory reservation deposit of CZK 4,500 forms part of the accommodation application.
2. By paying the reservation deposit, the student confirms their interest in accommodation at TBU Halls of Residence in Zlín, Max32, MSI, or Garni. The student shall not be entitled to any interest or other yield on the reservation deposit.
3. Upon arrival and commencement of accommodation, the reservation deposit shall automatically be converted into an accommodation deposit. The student shall not be entitled to any interest or other yield on the accommodation deposit.
4. Neither the reservation deposit nor the accommodation deposit may be transferred to another person.
5. Conditions for refunding the reservation deposit to a TBU student (cancellation fees):
  - a) If accommodation has not yet been allocated and the student requests cancellation of the accommodation application via ISKAM: Account → Contact Forms → Cancellation of Accommodation Application, the full amount of CZK 4,500 shall be refunded.
  - b) If the student requests cancellation of allocated and reserved accommodation at least six days before the reservation date via ISKAM: Account → Contact Forms → Cancellation of Bed Reservation, CZK 3,000 shall be refunded.
  - c) If the student requests cancellation of allocated and reserved accommodation 5–1 days before the reservation date, on the reservation date itself via ISKAM: Account → Contact Forms → Cancellation of Bed Reservation, or fails to arrive for accommodation on the scheduled date, the deposit shall not be refunded.

- d) If a reservation has been allocated immediately following the release of a bed space (i.e. from one day to the next), and the student requests cancellation of such allocated and reserved accommodation no later than 11:00 a.m. on the next working day following the e-mail notification of bed reservation (see Article 8(3)) via ISKAM: Account → Contact Forms → Cancellation of Bed Reservation, CZK 3,000 shall be refunded.
- e) Any request for the refund of the reservation deposit or part thereof must be submitted via ISKAM: Account → Contact Forms → Refund of Reservation Deposit.

6. Exceptions allowing a full refund of the accommodation deposit to a TBU student:

The student has commenced the reserved accommodation but subsequently terminates or suspends their studies at TBU due to objectively documented reasons, such as a serious illness or injury, supported by a medical certificate from a specialist submitted no later than 10 days after termination of accommodation.

7. Use of the accommodation deposit:

- a) The accommodation deposit shall remain credited to the student's (resident's) ISKAM account throughout the accommodation period and shall be settled upon termination of the contractual relationship.
- b) Following termination of accommodation, HRR shall be entitled to apply the accommodation deposit towards any outstanding liabilities of the student if such liabilities have not been duly and timely settled, in the following order: 1. Accommodation fees (principal debt); 2. Contractual penalties; 3. Compensation for damages pursuant to the Schedule of Compensation for Damages and Penalties for Residents; 4. Other charges pursuant to the applicable Service Price Lists. The student may specify a different order in advance in writing (by e-mail to the accommodation officer or operations manager of the relevant building). Regardless of the order applied, the student remains obliged to settle all liabilities owed to HRR in full. Any remaining balance of the accommodation deposit shall be refunded upon request after the proper handover of the accommodation unit and compliance with all requirements relating to the termination of accommodation. The student shall not be entitled to any interest or other yield on the accommodation deposit. If the accommodation deposit is insufficient to cover the student's liabilities, the student shall pay the outstanding balance within 15 days of termination of the accommodation agreement.
- c) The deposit may also be used for the following AY, provided that, upon termination of accommodation, the student requests that the Accommodation Officer or Operations Manager transfer the accommodation deposit into a reservation deposit. In such a case, payment of a new deposit is unnecessary.
- d) A student who does not intend to apply for accommodation must, as soon as possible after termination of accommodation, request a refund of the accommodation deposit, any remaining balance thereof, or any credit balance to a bank account maintained in the Czech Republic and entered by the student in ISKAM, or through the payment gateway. Refunds through the payment gateway are possible only if the accommodation deposit was originally paid through the

- payment gateway and no later than four months after the deposit payment was made. International students may request a refund in cash.
- e) During checks of ISKAM accounts, any unjustified credit balance held by non-accommodated students (deposit, part of a deposit, or overpayment) shall automatically be refunded either to the bank account recorded in ISKAM or via the payment gateway. If the refund cannot be processed, the balance shall remain credited to the student's ISKAM account until correct payment details are provided.

## **Article 15 – Payments**

1. Accommodation Fee
  - a) The accommodation fee includes the following services:
    - i. supply of heat, electricity, and water, and wastewater disposal;
    - ii. cleaning of common areas (as defined in the Halls of Residence and Accommodation Regulations);
    - iii. municipal waste collection;
    - iv. security services;
    - v. internet connection;
    - vi. bed linen exchange once per month.
  - b) In the event of a temporary interruption in the supply of water, electricity, heat or internet connection by suppliers to TBU Halls of Residence, Max32, Garni or MSI, or in the event of an interruption in the provision of these services due to a fault or force majeure, the student shall not be entitled to any discount, refund or compensation, unless such discount, refund or compensation is provided by the service supplier directly to TBU Halls of Residence, Max32, MSI or Garni.
2. Payment of the Accommodation Fee for the First Calendar Month
  - a) The payment must be credited in ISKAM no later than the accommodation reservation date. Payment methods are listed in paragraph 6.
  - b) In the event of earlier arrival, the student shall be charged according to the Price List for Short-Term Accommodation for the Public, TBU Students and Employees.
  - c) The accommodation fee shall be payable from the original accommodation reservation date.
3. Payment of the Accommodation Fee in Subsequent Calendar Months
  - a) The payment must be credited in ISKAM no later than by the 10th day of the current calendar month.
  - b) If the payment is not credited in ISKAM by the 10th day of the current calendar month, the student shall be obliged to pay HRR a one-off contractual penalty of CZK 500.
  - c) If the full accommodation fee, including the contractual penalty, is not credited in ISKAM by the 15th day of the current calendar month, the student shall receive notice of termination of accommodation, and the accommodation deposit shall be applied as a contractual penalty for non-payment. The student shall be obliged to pay the outstanding accommodation fee and the contractual penalty of CZK 500 and vacate the accommodation unit within five days. The notice period shall be five days and shall commence on the day following delivery of the notice to the student. The notice shall be

deemed delivered to the student on the third day following dispatch to the student's university e-mail address.

4. If the Accommodation Agreement is terminated for any reason during a calendar month, except where termination is initiated by HRR, the student shall not be entitled to a refund of any proportional part of the accommodation fee.
5. The student may prepay the accommodation fee for several calendar months in advance.
6. Payment Options for the Reservation Deposit and Accommodation Fee
  - a) Through the payment gateway after logging in to ISKAM: Account → Main Account → Charge. The payment is credited to the ISKAM account immediately. This method is recommended especially for international students who do not have a bank account maintained in the Czech Republic.
  - b) By bank transfer or cash deposit to the Accommodation Provider's account: 107-7297170247/0100, with the variable symbol stated. Payments without the variable symbol cannot be identified. VS = the number generated after logging in to ISKAM.
  - c) In cash in CZK at the accommodation officer's or operations manager's office. The student must already be registered in ISKAM.
  - d) In cash in CZK or by payment card at the reception desk of the halls of residence or Garni. The student must already be registered in ISKAM.
  - e) By direct debit – this method may be used only for accommodation fees from the calendar month following commencement of accommodation. Direct debit orders for accommodation fees are submitted once per month, no later than the 5th day of the relevant calendar month.
  - f) Payment by QR code = bank transfer. Credit of the payment to ISKAM may take several days, unlike payment through the payment gateway, where the payment is credited immediately.
  - g) HRR has no influence over fees charged by individual banks or over the processing time of bank transfers.
7. Bank Details for Payment of the Reservation Deposit, First Accommodation Fee, Advance Payment, and Accommodation Fee

Komerční banka, a.s.

Recipient Name:	UTB-KMZ
Account No:	107-7297170247/0100
IBAN:	CZ94 0100 0001 0772 9717 0247
Swift code:	KOMBCZPP

The variable symbol (VS) must be stated. Payments without the variable symbol cannot be identified. VS = the 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) Refund of Deposit / Overpayment in ISKAM

The forms are intended exclusively for the purposes listed above and not for submitting general enquiries. Repeated misuse of the forms shall be considered a breach of HRR Rules and shall be subject to a charge in accordance with the Schedule of Compensation for Damages and Penalties.

In the event of problems logging in to ISKAM, the student shall contact the HRR IT Department at [it@kmz.utb.cz](mailto:it@kmz.utb.cz).

**We recommend first reading the Frequently Asked Questions section on the HRR website at <https://kmz.utb.cz/> and only then submitting enquiries to the accommodation officer or operations manager of the relevant building.**