

**FAQs Online pre-departure meeting**  
**Practical information**  
**Dormitories, Arrival, Visa...**

**1) Accommodation - Dormitories**

**Q: Is it possible to arrive a day earlier in the dorm than stated on the voucher?**

Yes, but always inform the dormitories beforehand.

**Q: If we stay at the dormitories, do we still need to register at foreign police ourselves?**

No, the dormitory will do it for you.

**Q: Is the confirmation of payment the one of our bank or did you send us an email with it?**

You should receive an automatic confirmation after your payment from [platba@kam.cuni.cz](mailto:platba@kam.cuni.cz).  
But you can also bring your bank statement of the successful transfer if you have not received the automatic confirmation.

**Q: My bank messed up the payment and the dormitory got 5100 CZK instead of 5600 czk so can I pay those 500 CZK additionally (i got a confirmation of payment - an email)?**

No worries, you will pay the missing amount afterward, you will be informed upon your arrival at the accommodation office.

**Q: How do we pay for the dormitories when we are there? Do we get the bill via email each month?**

You will pay it each month, by credit card or bank transfer.

**Q: I've not received any deposit confirmation, I wrote an email and the dorms told me that is all ok. Is it still necessary to have the confirmation of the deposit payment?**

If you have the confirmation directly from the dorms it is completely fine just bring it with you.

**Q: Where exactly can I find the check-in date? Because on the accommodation voucher I have just that the voucher is valid from february till june**

It should always be stated on your accommodation voucher. Should you not see it there, you can contact us and email us the scan of your voucher or contact the accommodation office as well.

**Q: When can I have information about my roommate? Is it arranged randomly?**

We do not give such information. But after your arrival if you have a friend from your country, you can ask to be accommodated together.

**Q: I am planning to open a bank account in Czech Rep, do we always pay by bank account for our accommodation?**

It is always easier and faster.

**Q: The confirmation e-mail is the one by koleje.platby?**

Yes, either this one or [platba@kam.cuni.cz](mailto:platba@kam.cuni.cz)

**Q: Is it possible to change rooms after registration?**

Yes only upon registration. Please go to the accommodation office and ask there. They will let you know based on the current situation.

**Q: Are there single rooms available? I have the medical documentation ready so is it possible to change my reservation into single room upon arrival or is it necessary to do it early**

No single rooms are available at this moment. But the situation can change within a month. Always check with the dormitories.

**Q: Can you please repeat the e-mail of the confirmation of deposit payment?**

It is [platba@kam.cuni.cz](mailto:platba@kam.cuni.cz) and automatic email is sent from [koleje.platby@kam.cuni.cz](mailto:koleje.platby@kam.cuni.cz)

**Q: Are external people allowed to visit the dorm to see friends?**

Yes, your guest can stay for upto 5 days, please inform the dormitory office about your visit. You will be issued a bill. Your roommate has to be ok with you having a visitor.

**Q: What if I didn't get the confirmation mail from [platba@kam.cuni.cz](mailto:platba@kam.cuni.cz)? I got email form [koleje.platby](mailto:koleje.platby)**

This is also correct. Automatic emails are sent form [koleje.platby](mailto:koleje.platby).... but email communication could be done via [platba@kam.cuni.cz](mailto:platba@kam.cuni.cz) (regarding the payments)

**Q: My payment was not working, I have contacted the dormitory but have not received a reply. Will I still be able to get a room?**

Please contact the dormitory office [accommodation@kam.cuni.cz](mailto:accommodation@kam.cuni.cz) and explain the situation.

**Q: How are the rooms distributed?**

IO: According to the capacity available. You can state your preference via email.

**Q: When will we get our accommodation vouchers for dormitories?**

IO: If you are an Erasmus student and have asked for accommodation in dormitories you should have received the voucher together with your Acceptance documents. If not please contact our colleagues from the European office at [erasmus@ruk.cuni.cz](mailto:erasmus@ruk.cuni.cz). If you are not an Erasmus student please contact your faculty coordinator to check-up.

**Q: I have already arrived but I got located at Hostivar, is it possible to trade to Hvezda?**

IO: Yes, it probably WILL be possible around the end of February. If you wish to move to another dormitory, send your request via email to the accommodation office of the dormitory you want to move in and please wait a few days/weeks.

**Q: Are there any specific hours of arrival? May I arrive around 22:00? and where should we send information with the date of our arrival? :)**

IO: See the working hours of each dormitory [here](#). If you arrive at different times, please do inform the accommodation office of the dormitory you will be staying in, see the contacts [here](#). You will be accommodated for the night and the following working day checked-in to your permanent room.

**Q: I believe you can arrive at any time and stay the night but can only check in the next morning if it's outside office hours.**

IO: Yes, it is so, but please always inform the accommodation office in advance.

**Q: Anyone know if we need to pay anything when we arrive at the dormitory? I paid a deposit but I think it is counted as the fee from last month.**

IO: If you paid the deposit and one month rent as per the dormitory conditions you won't pay anything upon arrival at the dormitory. See more information [here](#).

**Q: As I'm planning to come to Prague by car, is there a way to leave it by the dormitories? Are there any extra charges for the parking spot?**

IO: It depends on the dormitory you are accommodated in. The residences in the city center have no parking spots available and students need to use public parking possibilities. The dormitories (some of them) outside the center offer parking spots for a fee. Please contact the [accommodation office](#) of your dormitory and ask for details.

**Q: We exchanged a few emails about it, but I haven't got my voucher yet - only a payment confirmation. I'll be coming on Sunday evening, so I'm sure how many people will be at the reception then. Will there be any problems with my "check-in"?**

IO: If you plan to arrive late evening, night or weekend (not within working hours), please inform the accommodation office of a dormitory you will be staying in, see the contacts [here](#).

**Q: What are the office hours?**

IO: If you are asking about the office hours of the dormitory accommodation office, they are available [here](#). The office hours of the International Office at the Faculty of Social Sciences are [these](#).

**Q: If I want to bring my friend over to a dormitory for a night, will he/she have to pay a certain amount of money at the reception?**

IO: Yes, she/he will have to pay a fee.

**Q: If we get confirmation of payment for dormitory do we have to book a room via Rehos system?**

IO: International students do not book the room via the Rehos system.

**Q: Do we have wifi in rooms?**

IO: Yes, there is wifi connection.

**Q: Can we stay for night for free in another dormitory?**

IO: No, you have to pay a fee.

**Q: Where can we find the rules for having guests in the dormitories?**

IO: Kindly send an email to the dormitory office at [accommodation@kam.cuni.cz](mailto:accommodation@kam.cuni.cz) and ask for more information.

**Q: As a non-EU (US) student, will I have to register with Czech Foreign Police, or since I'll be going to the dorms, will that be done automatically?**

IO: It will be done automatically by the dormitory office.

## **2) Visa issues**

**Q: I am from a non-EU country, but I have a Polish temporary resident card. I don't have a visa. Can I apply for a resident card in Czechia?**

IO: With a Polish residence permit, you may enter and stay in the Czech Republic (or other EU country) for 90 days. Within these 90 days you need to apply for a residence permit in Czechia, the sooner the better. Please contact the embassy for any other information.

**Q: How can I book an appointment at the Ministry of Interior office in Prague to apply for a long term residence permit for students?**

IO: Please visit the webpage [here](#). On this website you will find information related to online reservation. It is important for you to reserve the spot.

**Q: These visas are not required for EU students, right?**

IO: Correct, EU students do not need a visa.

**Q: We (Serbians) were told we can come without a visa, and then come back, pick it up from Serbia when it's ready, and return to Prague. This is due to us not getting the acceptance letter early enough to apply for the visa in time. Is that acceptable?**

IO: Serbia is on the list of countries whose citizens are exempt from the visa requirement for travel to the Schengen Area up to 90 days – based on Regulation (EU) 2018/1806. Please, click [here](#).

**Q: I had written to the Czech embassy about my Slovak permit and they told me that I can stay in Czech for 1 year without any visas....**

IO: In this case follow the instructions that the Czech Embassy gave you. We always recommend having this information / confirmation in a written form.

**Q: What happens if we do not have our visas by the time we arrive?**

IO: Check with your embassy if it is possible to arrive without the visa. The list of countries whose citizens are exempt from the visa requirement for travel to the Schengen Area – based on Regulation (EU) 2018/1806 (for 90 days) is here. If you cannot arrive without the visa, you will start studying remotely from your home, and arrive when the visa is granted.

**Q: How many days do we have before we should apply for the resident permit since we arrived in the Czech republic? Is it within 90 days?**

IO: If you plan to apply for a resident permit after your arrival, you have to book an appointment at the Ministry of Interior. Please, but do it as soon as possible. More information are here: <https://cuni.cz/UKEN-366.html#15>. You should apply within 90 days after your arrival, but it's better to apply as soon as possible.

**Q: Is it possible to get a newer admission letter, since from VZP Czech Insurance they are saying they cannot consider admission letters older than 90 days? If yes, how soon?**

IO: Yes, we can provide it in a few days, please contact your faculty coordinator.

### 3) Other

**Q: Is it still possible to register for a buddy?**

Yes, you can register via this [link](#).

**Q: Where can we find the PowerPoint slides afterwards?**

The PDF presentation will be available [here](#) as well as the video recording.

**Q: Could you please recommend us a Czech provider of mobile connection? Where can we buy a SIM card?**

IO: ESN (Erasmus Student Networking) offers sim cards to incoming students. The offer is based on the contract that ESN has with a provider called Vodafone. More information is available [here](#). An ESN representative will be available during the Orientation Day, and will thus provide all relevant information.

In addition, if you decide to buy a sim card at other local providers (i.e., Vodafone, O2, T-Mobile, etc.) you will prove your student status with an ISIC card only.

**Q: Greetings I am a Swedish Citizen therefore have an EHIC insurance card - to whom or if any do I have to provide that to?**

IO: You need to register with EHIC insurance card at any branch of an insurance company VZP (Veřejná zdravotní pojišťovna). See the branches in Prague [here](#).

**Q: Is it necessary to have a credit card? Because I have a debit one.**

IO: Debit cards are accepted for payments in the Czech Republic.