

# THE RULES OF OPERATION OF LEFT-LUGGAGE OFFICE

## I. Basic conditions of use of services of the left-luggage office

1. Using the services of the left-luggage office arises between the customer and the operator of a contractual relationship, on the basis of which the two Contracting Parties are obliged to follow these regulations and other regulations related to the baggage storage.
2. The customer can take advantage of the left-luggage office who has with Accommodation Services VŠB-TUO ("US") concluded a housing contract and with effect from the next academic year, in which customer stores his luggage into the left-luggage office.
3. Into the left-luggage office are taken only luggage, which in its shape, size and content can not cause any damage to property of the operator or of other stored luggage. The value of one luggage including content shall not exceed the amount of 2.000,- CZK (the words - two thousand Czech Crowns).
4. The passing luggage must be properly closed or locked, in the case of luggage, such as cardboard boxes, luggage must be secured with adhesive tape and with the signature of the customer in such a way to make this bag can not be opened without damage. In the case of the absence of a closing or not good locking bags, this luggage will not be taken into the left-luggage office.
5. In the case of storage capacity is an employee of US shall be entitled to refuse to accept the next luggage into the left-luggage office.
6. The left-luggage office is established for the period from May to October, in the year and is announced on the website <https://www.vsb.cz/ubytovani/en> including opening hours depository.
7. Price is fixed at CZK 50,- / 1 luggage for the period referred to in paragraph 6. Price payment is realized when customer saves his luggage into the left-luggage office. In the event that the customer does not pick up his luggage after a period of the left-luggage office, will pay the price CZK 50,- / 1 luggage for every 6 months started after the agreed storage period expires, or after another 6 months.

## II. Insert the luggage

1. Luggages may be inserted only in the opening period. Customer when pasting luggage by employers in the US signed the Housing contract for the next academic year.
2. Luggages tied to each other are considered to be individual parts.
3. Proof of inserting of luggage into the left-luggage office is exposed a ticket issued by the left-luggage office (only „ticket“). This be issued in duplicate. One belongs to the operator and the second to customer. Ticket can be printed on the customer's website <https://www.vsb.cz/ubytovani/en/about-dormitory/documents/>.
4. Acceptance of the ticket, the customer agrees to the terms and the price list of the left-luggage office. Later complaints will not be taken into account.
5. Into the left-luggage office dont be taken:
  - financial cash, valuables, travel documents, personal or legal documents
  - precious metals, coins, precious stones, jewelry, art and historical objects
  - arms and firearms-stabbing weapons, explosives and pyrotechnics, and volatile substances liable to spontaneous combustion, toxic or corrosive substances, etc.
  - dirty or wet items, or items of very high dislike
  - live animals or plants

- food, which by their nature are subject to rapid perishable
- extremely fragile items
- luggage of excessive dimensions and weights

### **III. Picking up of luggage**

1. Luggage may only be issued in the opening time of the left-luggage office.
2. An employee of the US will issue the luggage based on the presented the ticket .
3. On the basis of the ticket, the luggage issues as a whole, it is not possible to specify only a portion of or the content that will pick up. In case that the customer want required to insert the luggage into the left-luggage office again he must pay the price as a new inserting.
4. When the ticket is lost or unreadable customer is obliged to:
  - completely accurately describe the stored luggage, including the date and time inserting luggage into the left-luggage office, completely accurately describe the contents of stored luggage
  - prove his identity card
  - fill in a declaration of luggage with no ticket pickup
5. As soon as customer picks up his luggage is staying shall be obliged to check luggage. Later complaints will not be taken into account.

### **IV. Other arrangements**

1. The operator corresponds to the customer for:
  - loss of luggage
  - damaged or destroyed luggage
2. The operator does not respond to the customer for loss of, damage to, or contamination of, respectively, for its content, and that in the event that these are things that cannot be put into the Vault (point 5, article II.)
3. The operator does not respond to the customer for loss of, damage to, or destruction of luggage that is not properly locked, see point 4, article I.
4. The operator does not respond to the customer for the luggage that picked up by a person on the basis of ticket, that the customer lost.
5. The customer shall correspond to the operator for damage caused to luggage, respectively, said the subject is referred to in point 5, article II. excluded from the inserting. Likewise, shall be responsible for any damage that is caused by pollution, poor packing or closing the luggage, etc.
6. If the operator discovers that there has been damage to the stored luggage or property of the operator, both parties are obliged to draw up the Protocol, on the basis of which the customer is obliged to pay damage to property of the operator, or to a third party.
7. When picking up luggage the customer will find out the loss, damage or destruction of luggage, is obliged to inform the employee of the operator of that fact. Both parties are required to make before the luggage of this fact to draw up the Protocol, on the basis of which the operator is obliged to pay all damages to the property of the customer.
8. In the event that the customer does not check luggage on arrival and leave the room, not the operator's obligations to accept later complaints.
9. Other rights and responsibilities shall be governed by the General provisions of the civil code.

Operating rules are effective from 1st September 2024.

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