

## **General Terms and Conditions for the Participation**

### **Contract – Summer School of Slavonic Studies, Faculty of Arts, Palacký University Olomouc**

#### **I. General Provisions**

1. Palacký University in Olomouc, a public university, ID: 61989592 with its registered office at Křížkovského 511/8, 779 00 Olomouc as **the Organizer**, and you as **the Participant** of the Summer School of Slavonic Studies, have concluded a contract for participation in the course at the Summer School of Slavonic Studies (hereinafter referred to as the “**Contract**”) pursuant to Section 1746, paragraph 2 of Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the “**Civil Code**”). These general terms and conditions (hereinafter referred to as “**GTC**”) stipulate the rights and obligations relating to the Contract for you and the Organizer as contracting parties.
2. The course at the Summer School of Slavonic Studies, including all administration and communication with participants, is provided by the following organizing body: Summer School of Slavonic Studies, Faculty of Arts, Palacký University Olomouc, contact address: Křížkovského 10, Olomouc, ZIP 779 00, telephone: +420 776 267 676, e-mail: lsss@upol.cz.
3. Any Participant can apply for the course at the Summer School of Slavonic Studies (hereinafter referred to as the “**SSSS course**”) as:
  - a. **Scholarship Holder**, in which case the SSSS course is paid for in the form of a scholarship provided by the Ministry of Education, Youth and Sports of the Czech Republic (hereinafter referred to as the “**MŠMT**”), or as
  - b. **Self-payer**, in which case the SSSS course is paid for using sources other than the scholarship provided by the MŠMT.

Where it is referred to a Participant hereunder, it is referred both to Self-payers and Scholarship Holders.

4. This Contract may be concluded in Czech or English, subject to the choice of the applicant.

#### **II. Contract Formation**

1. You can fill out and submit the application for the SSSS course on the following website: [www.lsss.upol.cz](http://www.lsss.upol.cz).

2. If you want to participate in the SSSS course as a Self-payer:
  - a. Submitting the application does not oblige you to anything, it only represents an expression of interest, on the basis of which we will prepare a proposal for concluding the Contract (including a price offer).
  - b. We will send you a proposal for concluding the Contract to the e-mail address provided in the application within 5 business days from submitting the application. You will be informed via email about the total price of the SSSS course, the deadline for payment, and you will receive information on how to make the payment. If you do not receive a proposal to conclude the Contract from us within 5 business days after submitting the application, this means that the Contract cannot be concluded.
  - c. The Contract is concluded on the day of payment of the SSSS course price (i.e. by crediting the payment to our account within the deadline specified in the contract proposal).
  - d. If we do not receive the payment within 5 days after the specified deadline, we assume that you are not interested in concluding the Contract and our proposal to conclude the Contract becomes invalid.
3. If you participate in the SSSS course as a Scholarship Holder, the Contract is concluded on the day you send the duly completed application form.
4. In both cases, the Contract is concluded by the means of electronic communication. We will confirm the conclusion of the Contract to you by e-mail immediately, no later than within 5 business days.
5. The Contract and the GTC can only be amended by a written agreement signed by both parties.

### **III. Course Date, Course Content, Teaching Location and Plan**

1. The SSSS course takes place on a fixed date specified for the given year on the website [www.lsss.upol.cz](http://www.lsss.upol.cz).
2. The SSSS course includes a Czech language course for foreigners, optional activities, and an accompanying cultural program.
3. The SSSS course takes place in two forms, either as a four-week course or as a two-week course. If you are a Scholarship Holder, the four-week course is mandatory for you. As a Self-payer, you can choose the course format.
4. The four-week SSSS course includes: an intensive Czech course at the appropriate language level determined on the basis of placement tests – a total of 100 contact hours, 20 teaching days, 5 teaching hours per day and study material, i.e., a textbook selected by the Organizer according to the language level of the Participant.
5. The two-week SSSS course includes a half of the total number of contact hours and teaching days mentioned in the previous paragraph.

6. Optional activities in both forms include a series of lectures (Czech language, literature, history and culture), additional workshops and a corrective pronunciation course.
7. Individual Czech courses and activities take place regularly within the scope specified in the program for the given year, which you will receive upon registration. In the event that the Czech language course cannot be provided on the planned date due to serious reasons on the part of the Organizer (e.g. illness of the lecturer), we will provide alternative teaching to an appropriate extent and quality.
8. The accompanying cultural program may include, for example, excursions, lectures, workshops, a film club, etc. We will inform you about the accompanying cultural program at the beginning of the SSSS course, but we reserve the right to change the content of the accompanying cultural program. In the event of a change to the accompanying cultural program, you are not entitled to a refund of part of the course fee.
9. Based on your absence from individual classes, lectures, workshops or accompanying cultural programs, you are not entitled to a refund of any part of the course fee or to the provision of the above on an alternative date.
10. It is expected that you will regularly attend Czech language classes, that is daily, unless your health condition or other serious reasons preclude your participation.
11. Participation in optional activities and the accompanying cultural program is voluntary.
12. If, as the Participant in the four-week SSSS course, you simultaneously meet the condition of at least 80% participation in mandatory Czech language classes and pass the final test with a success rate of at least 70%, you will receive a certificate with the achieved language level. If you do not meet any of the above conditions, we will issue you a certificate of completion of the SSSS course. As a participant in the two-week SSSS course, you will receive confirmation of completing the SSSS course; a certificate is not issued.
13. Languages of instruction are Czech and English (according to the respective language level after placement).
14. Czech language course takes place in Olomouc. Optional activities and an accompanying cultural program take place at locations designated by us.

#### **IV. Price and Payment Terms**

1. As the Self-payer, you are required to pay the price, which includes an administrative fee, course fees and, if requested by you, an accommodation fee.
2. As the Scholarship Holder, you do not pay the price. MŠMT will pay the price, i.e., the administrative fee, course fee and accommodation, for you. However, if you, as the Scholarship Holder, requested a single room in your application, you are obliged to pay an additional accommodation fee corresponding to the price difference between the fee for a single room and the fee for a double room paid by MŠMT.
3. The price of the Course and accommodation is determined based on the price list and taking into account the discounts you are entitled to as the Participant. The prices and

discounts are published on the website [www.lsss.upol.cz](http://www.lsss.upol.cz).

4. The deadline for payment of the price will be set in the email with the proposal to conclude the Contract and will be at least 7 days. The deadline for paying the additional payment for accommodation will be specified in the email confirming the conclusion of the Contract.
5. Payment options are published on the website [www.lsss.upol.cz](http://www.lsss.upol.cz). You are required to make the payment using the method you chose in your application, and you will receive detailed payment information via email. The payment method selected in the application can only be changed with our prior consent.

## **V. Other Rights and Obligations of the Organizer**

1. As the Organizer, we undertake to implement the SSSS course according to the conditions specified in Article III of the GTC.
2. Courses of Czech for foreigners, as well as optional language activities and cultural and accompanying programs, are not tied to specific lecturers. As the Organizer, we have the right to replace the lecturer at any time during the Course. Replacing a lecturer is not a reason for a complaint under Article VIII of the GTC and does not entitle you to withdraw from the Contract or to a refund of the course fee.
3. If it turns out that your language skills do not match the level of the Czech course, we, as the Organizer, have the right to transfer you to another group at a level matching better your skills. Reassignment is not a reason for a complaint under Article VIII of the GTC and does not entitle you to withdraw from the Contract or to a refund of the course fee.
4. We will also transfer you to another group at your request, if you request it on the first or second day of the Course and if the given capacity allows it. A later transfer is only possible with our consent and you are not automatically entitled to it.

## **VI. Other Rights and Obligations of the Participant**

1. As the Participant, you do not have the right (with the exception stated in Article X of the GTC) to withdraw from the Contract in the event that after concluding the Contract you decide not to take part in the whole SSSS course or part of it.
2. In cases where there is a serious reason on your part that means you cannot participate in the lessons (hereinafter referred to as a "Serious Reason"), we will jointly conclude an agreement on how to resolve this situation.
3. For serious reasons, we can refund part of the course fee, in the case of both the four-week and two-week SSSS courses. If you prove the existence of a serious reason and we reach an agreement on the obligation termination under the Contract, the following applies:
  - a. we will refund 100% of the course fee and accommodation fee paid if you provide evidence of a serious reason no later than May 31st of the respective year of the SSSS course,
  - b. we will refund 80% of the course fee and accommodation fee paid if you provide

evidence of a serious reason no later than June 30th of the respective year of the SSSS course,

- c. if you provide evidence of a Serious Reason later than June 30th of the respective year of the SSSS course, the course fee and accommodation fee will not be refunded, unless there is another agreement.
4. In all cases, we return payments by bank transfer to your account. We do not refund the administrative fee (except for withdrawal according to Article X of the GTC).
5. We, as the Organizer, decide what constitutes a Serious Reason. Any Serious Reason is considered to be, for example, long-term serious health problems documented by a doctor's statement. A change in the Participant's personal or work schedule is not considered a serious reason.

## **VII. Accommodation**

1. If you stated in your application that you are interested in accommodation, we will provide you with accommodation in a single or double room according to your preferences in the dormitories of Palacký University Olomouc.
2. Payment of the accommodation fee by a Self-payer or additional payment for accommodation by a Scholarship Holder, who has requested a single room, is stipulated by Article IV of this GTC.
3. If, as the Scholarship Holder who has requested a single room, you do not pay the additional accommodation fee even after our repeated request, your accommodation will be downgraded to a double room.
4. You will receive information about arrival and check-in times and the time by which the room must be vacated at the end of your stay via email.
5. Details about your rights and obligations relating to accommodation are set out in the House Rules of the University Dormitory of Palacký University Olomouc (hereinafter referred to as the "House Rules"), which are available at <https://skm.upol.cz/dokumenty/>.
6. As the accommodated Participant, you are obliged to familiarize yourself with the House Rules and comply with them. Violation of the House Rules is a reason for the organizer to withdraw from the contract pursuant to Article IX. Paragraph 1 of the GTC.

## **VIII. Course Quality and Possible Complaints**

1. As the Organizer, we undertake to provide a lecturer for the Czech course according to the specific specifications of the given group. Each lecturer has the necessary education and experience. The teaching will be conducted at a level corresponding to the language level of the given group at the discretion of the lecturer.
2. If you are dissatisfied with the quality of the teaching or other services provided, you are obliged to inform us immediately in writing (an e-mail is sufficient) and describe the alleged defects.

3. We will confirm receipt of your complaint within 5 business days at the latest.
4. If you are a consumer, we are also obliged to accept a complaint in accordance with Section 19, paragraph 1 of Act No. 634/1992 Coll., on Consumer Protection, as amended, in the registered office, at the address Křížkovského 10, Olomouc, ZIP 779 00, and to resolve it within the time limits and in the manner specified in this legal regulation.
5. As a consumer, we will issue you with a written confirmation of when you exercised your right, what the content of the complaint is and what method of handling the complaint you request; as well as a confirmation of the date and method of handling the complaint, or a written justification for rejecting the complaint.
6. We reserve the right to review the reasons for the complaint, and if we find it justified, we will arrange for remediation at our own expense. In cases where it is determined that the teaching was not provided properly, we will replace the part of the teaching already provided, unless we mutually agree otherwise.
7. We will assess the complaint immediately, if possible, or within 3 business days. In complex cases where it is necessary to verify the reasons for the complaint, e.g. by distributing satisfaction surveys to other course participants, conducting a course observation, consulting with the lecturer in question or other reasons, the assessment may take 10 business days from the date of receipt of the complaint.
8. We cannot accept obstacles arising on your part (e.g. change in schedule, loss of reason to attend the SSSS course due to a change in the circumstances under which you registered, etc.) as a relevant reason for a complaint.

#### **IX. Withdrawal from the Contract by the Organizer**

1. As the organizer, we have the right to withdraw from the contract if, while participating in the lessons, accompanying program, or in the accommodation provided by us, you violate legal regulations or basic principles of civil coexistence. In such a case, you are not entitled to a refund of the administrative fee, course fee, or accommodation fee.
2. As the Organizer, we have the right to withdraw from the Contract (cancel the SSSS course) also for other serious reasons, even during its course. Serious reasons include but are not limited to the death of a lecturer or their long-term incapacity for work, but only if it is not within our objective capabilities to provide a replacement lecturer. In such a case, you have the right to a refund of the course fee, or an aliquot amount of the paid course fee depending on the number of classes that were not taken.
3. Withdrawal must be made in writing and the effects of withdrawal occur on the day the notice of withdrawal is delivered to you.

#### **X. The Participant's Right to Withdraw from the Contract Concluded Remotely**

1. If you, as a consumer, have concluded the Contract with us using electronic communication, you have the right to withdraw from this Contract without stating any reason within 14 days.



2. The withdrawal period ends 14 days after the day following the date of conclusion of the Contract (i.e. from the day on which the Self-payer's payment was credited to our account or from the day on which the Scholarship Holder sent the application). To meet the deadline, it is sufficient to send the withdrawal from the Contract before its expiration.
3. You can withdraw from the Contract by declaration addressed to Palacký University in Olomouc, SSSS FF UP, with its registered office at Křížkovského 511/8, 779 00 Olomouc, contact address Křížkovského 10, Olomouc, ZIP 779 00. To withdraw from the contract, you can use the sample withdrawal form, which is annexed to this GTC, but it is not mandatory. The completed, signed and scanned form can also be sent by e-mail to [lsss@upol.cz](mailto:lsss@upol.cz).
4. If you withdraw from this Contract in accordance with the above conditions, we will return to you without undue delay, no later than 14 days from the date on which we received your withdrawal from the Contract, all funds that we received from you in connection with this Contract, in the same way as we received these funds or, with your consent, in another way. This will not incur any additional costs for you.
5. If you have requested that the provision of services (i.e. the SSSS course) begin during the withdrawal period, you will pay us an amount proportional to the service provided until you informed us of your withdrawal from the Contract, compared to the total scope of the SSSS course ordered. This amount will be reduced from the amount we will refund to you.
6. You do not have the right to withdraw from the Contract if the ordered services (SSSS course) were provided to you in full before the expiration of the withdrawal period, if this was done based on your consent.

## **XI. Privacy Policy**

1. As the Organizer, we process your personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation – hereinafter referred to as the "Regulation"). The personal data controller as such is Palacký University Olomouc.
2. We process your personal data to the following extent: name and surname, highest education level, date and place of birth, gender, permanent and contact address, nationality, country, e-mail, telephone number, ID card or passport number. We also process personal data related to administration and study results (records of participation in classes, achieved study results, etc.). We process this personal data pursuant to Article 6(1)(b) of the Regulation – the processing of the participant's personal data is necessary for the performance of a contract to which the participant is a party, or for the implementation of measures taken prior to the conclusion of the contract at the participant's request.
3. Furthermore, for documentation purposes, or for news and reporting purposes, we acquire

audiovisual documentation from the SSSS course in an appropriate manner (photographs, or audiovisual materials) and publish this material to an appropriate extent (e.g. on the SSSS website, in information brochures, etc.). We process the personal data obtained in this way (photographs, audiovisual materials, accompanying information) pursuant to Article 6(1)(f) of the Regulation, for the purposes of the legitimate interests of Palacký University Olomouc or a third party, except in cases where these interests are overridden by the interests or fundamental rights and freedoms of the data subject requiring the protection of personal data. The legitimate interest of the administrator is seen in obtaining information on the existence and form of the SSSS, including documentation of its progress.

4. We process your personal data only for the following purposes:
  - a. management of contractual agenda, accounting and invoicing;
  - b. teaching administration, records of completed teaching;
  - c. news, documentation of the SSSS course, reports on its progress.
5. Your personal data will be collected and processed by authorized employees of Palacký University Olomouc. We do not provide personal data to third parties, except for the Ministry of Education, Youth and Sports. MŠMT may be provided in particular with data on the participation of Scholarship Holders in the SSSS course, including but not limited to data on attendance, achieved results, etc.
6. Providing personal data is voluntary; however, if you refuse to provide the data necessary to conclude the Contract, we will not be able to conclude the Contract for participation in the SSSS course or properly perform the Contract.
7. We store your personal data for as long as we need it for the purposes of processing personal data specified in Article 4.
8. Information about the person in charge, his/her contact details, and complete instructions on the processing of your personal data by Palacký University Olomouc, including a catalogue of your rights, can be found on the website: <https://www.upol.cz/univerzita/ochrana-osobnich-udaju/>.

## **XII. Final Provisions**

1. The Contract and the GTC are stored and available to you at our contact address Křížkovského 10, Olomouc, ZIP code 779 00. The GTC are available on the website [www.lsss.upol.cz](http://www.lsss.upol.cz).
2. By completing the application form for the SSSS course, you confirm that you have read the GTC and that you agree with them.
3. In the event of a conflict between the GTC and any other information communicated to the participant by the Organizer, the GTC shall prevail.
4. We will send any written notifications to you, as a rule, to the email address you provided in your application.



5. If any provision of the GTC becomes invalid or unenforceable, this will not affect the validity of other provisions.
6. In accordance with Article 3(1) of Regulation (EC) No. 593/2008 of the European Parliament and of the Council of 17 June 2008 on the law applicable to contractual obligations (Rome I), or in accordance with the provisions of Section 87(1) of Act No. 91/2012 Coll., On Private International Law, as amended, we agree that our contractual legal relationship established by this Contract is governed by the legal order of the Czech Republic, in particular Act No. 89/2012 Coll., the Civil Code, as amended.
7. If these Terms and Conditions require a written form of legal action, this form also includes actions taken via email.
8. Given that as a public university we are a public provider of further and higher education as stipulated in Section 20d of Act No. 634/1992 Coll., on Consumer Protection, as amended, this Contract does not give rise to the right to out-of-court settlement of a consumer dispute.
9. This GTC are effective from 1 January 2026.

**Annex: Sample form for withdrawal from the contract concluded remotely**

Palacký University Olomouc  
Faculty of Arts  
Summer School of Slavonic Studies  
ID: 61989592  
Registered office: Křížkovského 511/8, 779 00  
Olomouc  
Contact address: Křížkovského 10, 779 00 Olomouc  
E-mail: lsss@upol.cz

In ..... on .....

**Subject: Withdrawal from the contract for participation in the Summer School of Slavonic Studies course concluded remotely**

Dear Sir or Madam,

I hereby withdraw from the contract for participation in the SSSS course concluded on the basis of my electronic application dated .....

Best regards

Your name and surname:

.....

Your address: .....

.....

(signature)