

WELCOME OFFICE

Your first stop at Palacký University

Services & support for international
students and staff

Orientation Day

Welcome Office Palacký University



Your first stop
at Palacký University

12

WHAT WELCOME OFFICE IS

You don't have to figure it out alone

Need advice, information, or just don't know where to start?
We help you find the right place, the right person, and the right next step.

ASK

Get answers to your questions

NAVIGATE

Find the right university office or service

CONNECT

Meet people and build your community

PARTICIPATE

Join events and international activities



Practical services

We help you understand university life and Czech administrative systems — clearly and step by step.

- ✓ **Navigate** — find your way around the university and Czech systems
- ✓ **Visa & Residence** — get guidance through visa, residence and related procedures
- ✓ **Understand** — get clear information about procedures and requirements
- ✓ **Settle In** — get support as you settle into life and studies in Olomouc
- ✓ **Find Answers** — ask us, or let us help you find the right person
- ✓ **Get Involved** — discover events, activities and university life



Start here when you are not sure who to contact.

We help you turn a question into a clear next step.

Community at UP

Welcome Office is also about people: meeting others, joining activities and becoming part of the international community.

- ↪ **International Community** — events and opportunities to meet people from around the world
- ↪ **Ambassadors** — students who share real experience of life at UP
- ↪ **Wellbeing & Support** — workshops, talks and supportive connections
- ↪ **Events & Activities** — Orientation Days, international and cultural activities
- ↪ **Alumni** — stay connected with UP beyond your studies



Ambassador Program

Connects current students with the international community and helps newcomers feel more confident, informed and welcome.

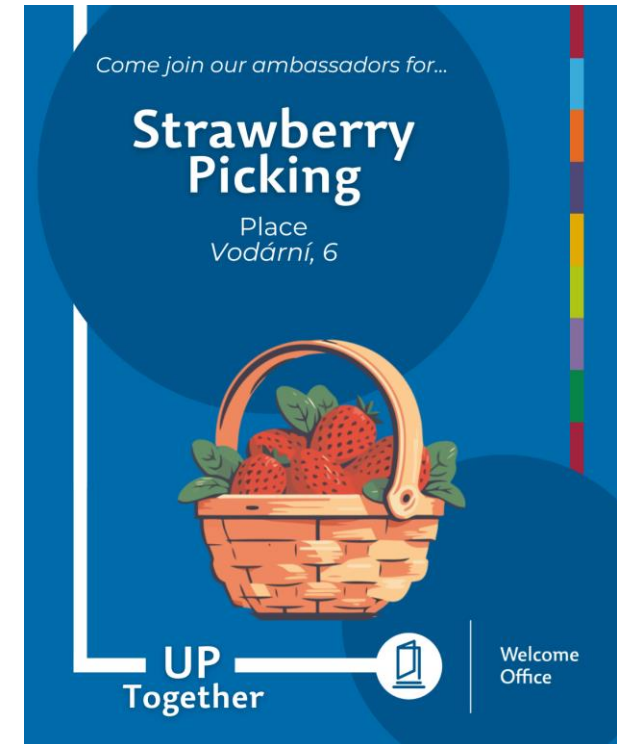
- ✓ **Peer support** — ambassadors share practical experience and student-to-student guidance
- ✓ **Community building** — they help create a welcoming and inclusive environment
- ✓ **Events & participation** — ambassadors may support activities, orientation and outreach
- ✓ **Student perspective** — they bring lived experience into communication and support



UP Together

is a series of community events designed to bring students together through informal, accessible and enjoyable activities.

- 👉 **Social connection** — students meet in a relaxed setting beyond the classroom
- 👉 **Participation** — events encourage active involvement in university life
- 👉 **Intercultural exchange** — activities create space for meeting people from different backgrounds
- 👉 **Sense of belonging** — shared experiences help students feel part of the UP community



UP Chronicles

shares student stories, experiences and perspectives that highlight life at Palacký University and in Olomouc.

- 👉 **Student voice** — stories bring authentic international student experience into focus
- 👉 **Inspiration** — content can help new students imagine and navigate their own journey
- 👉 **Community reflection** — stories show the diversity of life, study and belonging at UP
- 👉 **Communication value** — chronicles support outreach, visibility and community connection



UP Chronicles: Winter Wonders in Olomouc

6. 12. 2024

Alumni Programme

helps graduates remain connected with Palacký University, the international community and opportunities beyond their studies.

- ✓ **Benefits** — graduates can access information, opportunities and continuing connection
- ✓ **Alumni Club** — supports networking and long-term engagement with the university
- ✓ **Stay in touch** — maintains a relationship with the UP international community
- ✓ **Work & life** — creates space for professional inspiration and alumni stories



Cooperation with Erasmus Student Network

- ✓ **Student-led activities** — cooperation supports events and opportunities for involvement
- ✓ **Peer integration** — students can connect more easily through informal community spaces
- ✓ **Shared outreach** — collaboration helps reach students through multiple channels and formats
- ✓ **Community culture** — joint activities reinforce belonging and intercultural exchange





Winter Semester

Events

Alumni Homecoming 12.9.

Orientation Days 15.9., 17.9

MeetUP 22.9.

FairUP International Haná 8.10.

Find your way 14.10., 4.11., 25.11., 9.12.

UP Together 21.10.

St Nicholas December

Czech Christmas December

Events

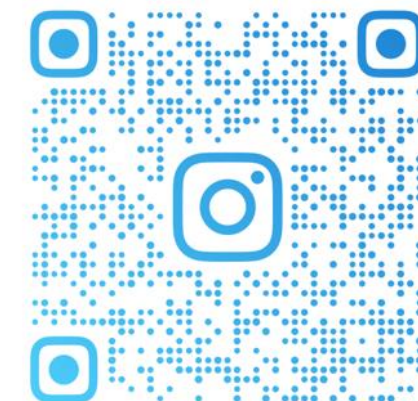
Events Calendar



Follow us on Instagram

Instagram is one of the main channels for practical reminders, event promotion and everyday communication with students.

- 📌 **Quick updates** — follow practical information, deadlines and event announcements
- 📌 **Community life** — see what is happening in the international community
- 📌 **Easy access** — scan the QR code and follow the account directly



UP_WELCOME_OFFICE

Welcome Office - network

- ↪ **UP Collaboration** — working across the university to strengthen international support
- ↪ **National Cooperation** — sharing good practice across Czech higher education
- ↪ **International Partnerships** — connecting across Europe and beyond
- ↪ **Projects** — developing new solutions through national and international projects
- ↪ **Staff Weeks** — connecting professionals and sharing expertise across borders



Meet the Welcome Office team



Alena Vyskočilová

Head of Welcome Office



Pavel Flekač

Welcome Office Coordinator



Anna-Marie Konečná

Alumni Coordinator



Lucie Fonioková

PR and Social Media Coordinator



Artur Tysovskyy

Welcome Office Assistant

Come for support

Connect with the community

Stay part of UP

Where to find us

Vodární 6, Olomouc, Room 1.03

Opening Hours: 10AM – 5PM

welcome@upol.cz

upol.cz/welcome-office/



Let's stay in touch!

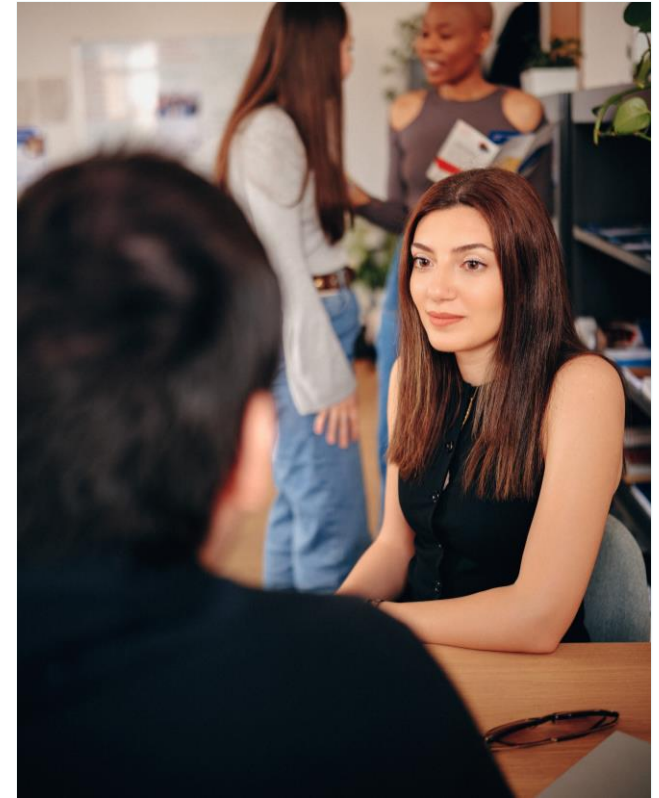
What is there to know about the residency in Czechia?

Complications —and even more
complex procedures.

But there is no need to worry.

The Welcome Office is here to support you.

Your first point of contact when you are unsure what to do next.



So, let's get into it.

Two study-related options



Long-term
residence
permit for the
purpose of
studies



Long-term
visa for the
purpose of
studies

Long-term residence permit for the purpose of studies

- Duration — issued for stays longer than one year.
- D/VR — a single-entry visa (so-called D/VR) is issued in your passport.
- After arrival — with a D/VR visa, you travel to Czechia and register with the Department for Asylum and Migration Policy to complete the process.



Long-term visa for the purpose of studies

- ✓ **Validity** — issued for multiple entries for a maximum period of one year.
- ✓ **Extension** — it cannot be extended beyond the one-year period.
- ✓ **Travel** — it is issued in your passport and allows you to travel.





Where should you register your residence under a D/VR visa in order to receive a long-term residence permit for the purpose of studies?

Department for Asylum and Migration Policy

Handles residence-related matters, including D/VR registrations, residence permit extensions and transfers, and notifications of changes.

tř. Kosmonautů 989/8, 779 00 Olomouc



MINISTRY OF THE INTERIOR

Olomouc

Contact details

Address	tř. Kosmonautů 989/8, 779 00 Olomouc
Office Hours	Monday and Wednesday: 8 a.m.–5 p.m. Tuesday and Thursday: 8 a.m.–12 p.m. Friday: by invitation
Telephone	+420 974 801 801
E-mail	pobyty.olomouc@mvcz.cz

**Still not sure what to do with your
D/VR visa?**

We will guide you through the process

Visit the Welcome Office and we will guide you through the entire process. You can always contact us via e-mail.

welcome@upol.cz
Monday to Friday
10:00–17:00



If you hold a long-term visa for the purpose of studies, what should you do and what should you be aware of?

What to do immediately upon arrival?

Registration of your arrival if you are not staying in university accommodation.



Foreign Police

Handles arrival registrations in the Czech Republic.

Keeps records related to your stay.

Smetanova 14, Olomouc



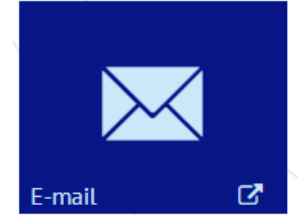
FOREIGN POLICE

Contact details

Address	Smetanova 14, 779 00 Olomouc
Office Hours	Monday and Wednesday: 8 a.m.–5 p.m.
Telephone	+420 974 761 829
E-mail / Website	https://policie.gov.cz/clanek/nr-pro-vs-ocp-odbor-cizinecke-policie.aspx

Palacký University e-mail

When should you use it?



Academic staff

(teachers)

Student Affairs

Officers

UP central units

(Welcome Office)

Administrative support

staff (MOI)

frantisek.palacky01@upol.cz

Extension of Residency

- No earlier than 90 days before the expiry date
- Extension of long-term visa / long-term residence permit
- WO can help you double-check and complete your documents

Do not wait for the rain of difficulties to submit



Compulsory documents for the Extension/Transfer*

Application
Form

Travel
Document

Enrolment in
Education
(confirmation)

Proof of
Accommodation

1 photograph

Comprehensive
Medical
Insurance

Proof of Funds

Fee Payment

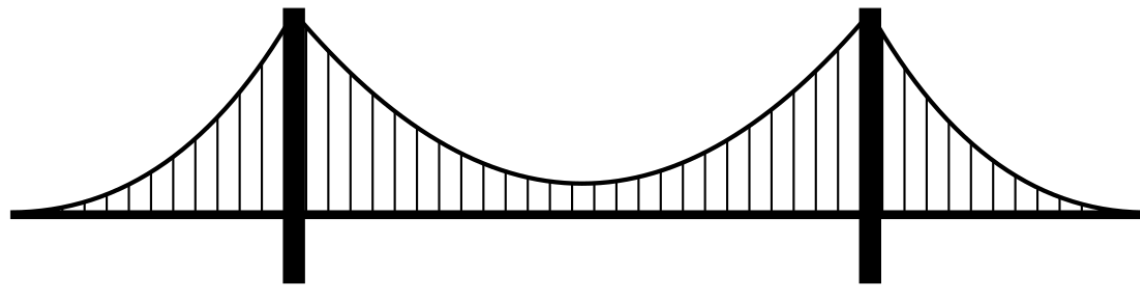
***Transfer** from long-term visa to long-term residence permit – **ALWAYS in person!**

WHAT IS A BRIDGING LABEL?

It's a visa sticker in your passport just like a real visa. It can be used for traveling inside the Schengen area.

WHEN CAN YOU GET IT?

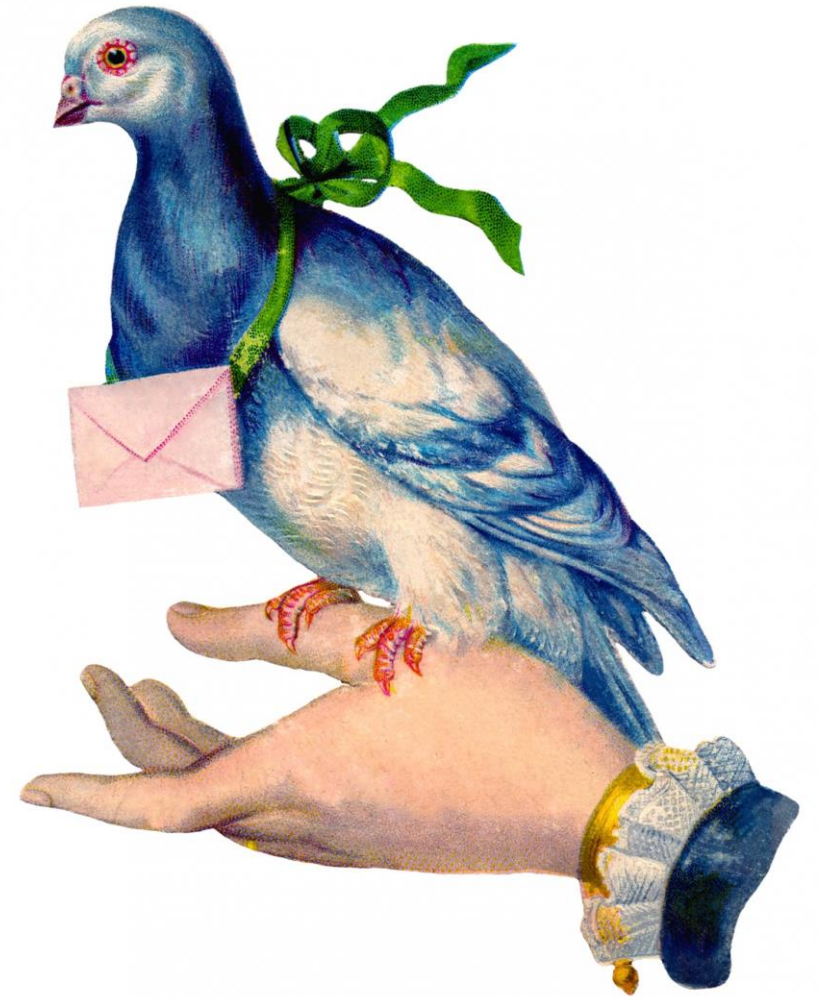
The bridging Visa works exactly like a bridge, meaning that it allows your stay inside the Czech Republic in the time between the end term of a legal stay and the beginning of another one.





How long does the Ministry of the Interior have to process and decide on your application?

Communication has come a long way —no more carrier pigeons! You may now be contacted by e-mail, post or SMS.





Do not have an account yet?

A user account allows you to make an appointment at the Ministry of the Interior office. You can also track the status of proceedings or expiry dates of documents in your user account. To facilitate access, it is now possible to create a user account and log in using electronic identity tools - for your account to function properly, we recommend that you allow sharing your information when you sign in using the electronic identity. For more information on all electronic identity tools please click [here](#)

Login to the Portal

Login by e-mail



LOG IN

CREATE USER ACCOUNT

<https://ipc.gov.cz/en/>



Palacký University
Olomouc

We are happy to **WELCOME**
you in our **OFFICE**