
Support in Emergency and Crisis Situations

General information

In regard of the increasing number of emergencies and crisis situations concerning Charles University students having study exchanges abroad, as well as foreign students at Charles University, the rector of Charles University issues the following statement to minimize the impact of these situations on students.

This provision solely relates to the student mobility involving inter-university agreements, and/or **Program Erasmus+**. In other cases, please contact your faculty.

The role of Charles University is supportive, and help of any kind depends on the student's interest. Charles University identifies the following types of emergencies and crisis situations that are considered as serious:

(A) victim of serious crime;

(B) natural / man-made crisis (large natural disasters, epidemics, large traffic accidents, political/social crisis, war, terrorism etc.)

Charles University is not able to provide support in other situations (loss or theft of personal documents, property or money, financial crisis, visa consulting, legal work issues, court litigation as a result of misdemeanor/crime, etc.)

Information for outgoing students

Students must **before their departure**:

1. Get sufficient health insurance valid in the country of the study stay.
2. Register into the system of Voluntary Registration of Czech Republic Citizens Traveling Abroad ([DROZD](#)).
3. Provide the university the valid [contact information](#) (including the contact to relative/emergency contact person), which is functional abroad, and [affidavit](#) .

After the departure students can contact Charles University via the e-mail address pomoc@cuni.cz .

In case of an **urgent crisis**, it's absolutely necessary to contact the local embassy or a consulate of the Czech Republic immediately. For the contact list of Czech embassies, including emergency lines, click [here](#) .

WE RECOMMEND to save emergency numbers to your phone before the departure!

Information for incoming students

Foreign students must **upon their arrival**:

1. Have health insurance valid for the Czech Republic.
2. Provide valid contact information (including contact to a relative/ emergency contact person).

In need of help, the student can contact Charles University using the e-mail address emergency@cuni.cz .

In case of an **urgent crisis**, dial the **emergency phone line 112** (Integrated Rescue System) or contact your Embassy or Consulate. For more information, click [here](#) . WE RECOMMEND to save emergency contacts on your phone in advance!

In need of health assistance the necessary contact information is available at the webpage of your insurance company (information on [commercial insurance](#)). Information related to the **health insurance for foreign citizens in the Czech Republic** is available at the website of the [Ministry of Foreign Affairs of the Czech Republic](#) . The list of hospitals providing medical care in English is available [here](#) .

Note:

In case of necessary **psychological assistance** (concerning other than emergency and crisis situations), do not hesitate to use the consulting services of CU Point, Carolina Centre or the individual faculties [here](#) .

PSYCHOLOGICAL ASSISTANCE - INFORMATION LEAFLET