

Instructions for your trip to the University of Hradec Králové¹

1. Change your currency

Before your trip, check the rates of your local currency and change it into euros or dollars. It is important to keep in mind at the moment you arrive, you will need to change the money into Czech crowns (CZK). You can also bring and use your international credit cards.

2. Print or bring these documents with you

Take always your health insurance, your passport and the invitation letter with you for avoiding any inconvenience in your journey.

3. On time at the airport

Remember, it's your responsibility to arrive at the airport with enough time to complete all ticketing, baggage checks and security clearance procedures to arrive at the gate ready to board. If you wouldn't complete the check-in process by these deadlines, you won't make your flight and change fees may apply. We don't want that to happen, so keep these times in top of mind when planning your airport arrival.

The recommended arrival time at the airport prior to departure of international flights is 3 hours. This minimum requirement **applies to all customers' checking-in**, with or without baggage.

Please, always check the gate number of your flight at the airport in case of any change.

4. Condition of the flight. Weight of luggage, number

One important thing to take into account is the weight of luggage allowed. This will depend of particular airplane company, so check the conditions of your flight on the official website of your airplane company.

Before traveling:

- Prepare your luggage

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- Identify the luggage with your correct personal data (name, destination address, email and mobile telephone number) and put personal identification inside the luggage too.
- Remove all the labels from previous flights before checking-in.
- Bring your medication, money, valuable objects and important travel documents in your hand luggage.
- Check the articles that you cannot bring into the airplane.
- In the interior of the luggage you should not transport fragile, perishable or valuable articles such as jewels or money. According to international regulations, airline companies do not cover accidents involving these articles which result in loss or damage.
- Ensure that nothing is protruding from your luggage to make sure it doesn't get stuck on anything and that the bag is well closed.
- If you want to wrap your baggage in plastic film, most of airports offer this service in the departures area, before you reach the check-in desks.

5. Lost luggage

In case you lost your luggage, go immediately to the Baggage Service Office in the baggage reclaim areas of the airport and contact your flight company.

Tips:

- Check your baggage carefully in the reclaim area before you leave the airport. That way you will avoid taking someone else's baggage by mistake or will be able to make a claim if you discover any damage.
- Always keep the documentation of your trip as well as invoices for costs directly related to the incident.
- There are additional travel insurance policies that you can sign up if you consider it appropriate.

6. Irregular situations - other destination

Please check the information offered by your airplane company for this specific cases.



7. Pandemic restrictions

Always check all the information you've received from your airplane company regarding the boarding and on-board restrictions valid for given flights. Those restrictions might differ from company to company and be different from current measures valid for the destination country. Always follow all the information your airplane company has sent you.

8. Nobody is waiting for you at the airport?

Check the instructions in [this document](#).