

## **Students' Charter (section applying to institutions)**

### **Article 3.1 Obligation to enrol**

- 1 Those who wish to make use of the educational, examination or other facilities related to the regular four-year programme of the institution as student or *extraneus* (a student who takes examinations but does not attend lectures) must enrol as such at the institution.
- 2 The enrolment applies for a programme of the institution.
- 3 Enrolment for the dual work-study structure of a programme is only open to students.
- 4 The enrolment applies for a full academic year. If the enrolment takes place during the course of the academic year, then it applies for the rest of the academic year.
- 5 A person who is not enrolled as student and who makes use of educational or examination facilities related to the regular four-year programme must compensate the institution for the tuition fees that apply to the programme.

### **Article 3.2 Terms and conditions for enrolment**

- 1 Enrolment is only possible for students who can demonstrate in writing that they:
  - a possess the Dutch nationality or legally reside in the Netherlands as foreigners, or otherwise comply with Article 7.32 (5) of the Act. If it becomes evident, after enrolment, that a student cannot be enrolled under Article 7.32 (5) of the Act, then the enrolment of the student will be terminated immediately;
  - b meet the requirements regarding previous education and admission referred to in Chapter 2, Title 2 of the Act, without prejudice to Article 5.8 (4) of this Charter, and with the proviso that an enrolment as *extraneus* will only be allowed if, in the opinion of the University Board, the nature or interest of the educational process does not dictate otherwise.
- 2 Enrolment will not take place until after:
  - a the person who enrolls for the first time for the propaedeutic year of a bachelor programme has registered with Informatie Beheer Groep, identifying the institution and the bachelor programme that the enrolment relates to;
  - b the tuition or examination fees have been paid. If a student who is 18 or older does not personally pay the tuition or examination fees, the enrolment will not take place until the student has declared in writing that he/she agrees that a third party identified in the declaration will pay the tuition or examination fees on his/her behalf.

### **Article 3.6 Refusal or withdrawal of enrolment**

Enrolment can be refused or withdrawn if a student, in the opinion of the University Board, fails to respect the principles of the institution, or if there are reasonable grounds that the student seriously violates these principles or has done so in the past.

## **Procedural rules relating to the determination, publication and payment of tuition and examination fees**

### **Article 3.1 Payment of tuition or examination by or on behalf of a student or *extraneus***

Tuition or examination fees are payable by the student or *extraneus* and are to be paid by:

- a the student or *extraneus*; or
- b a third party, on behalf of the student or *extraneus*, provided that the student or *extraneus* agrees to this in writing; this without prejudice to the payment obligation of the student or *extraneus*.

### **Article 3.2 Methods of payment**

- 1 Payment of tuition fees takes place by:
  - a lump sum payment; or
  - b payment in instalments. This is subject to an administrative fee of €13.60, charged with the first instalment. In the event that enrolment concerns part of the academic year, only

the amounts that are not yet due may be paid in instalments; the instalments that are outstanding are to be paid immediately in one lump sum.

- 2 Examination fees can only be paid as a lump sum.
- 3 In case of payment as a lump sum, payment is to take place by bank transfer to the account number provided, by PIN debit card at the Enrolment Office, or by a one-off, irrevocable direct debit mandate from a Dutch bank (or Postbank) account.
- 4 In case of payment by instalments, payment takes place by a single, irrevocable direct debit mandate from a Dutch bank (or Postbank) account. Tuition fees are collected in ten equal monthly instalments from August to May on or around the indicated dates, unless specified otherwise in writing by the Enrolment Office at the time of enrolment. The debtor must keep sufficient funds in his/her bank account to allow for the direct debit to take place.

### **Article 3.3 Reduction of and exemption from tuition**

- 1 A person who is enrolled as student at another subsidised institution for higher education than NHL, and who seeks a second enrolment for the same academic year in a programme of NHL, must submit evidence of payment of tuition at this other institution in order to be entitled to reduction of or exemption from payment of tuition, such in accordance with Article 7.48 of the Enrolment Application Act.
- 2 A person who is enrolled as at a subsidised secondary school, who has paid school or course fees under the School and Course Fees Act, and who seeks a second enrolment for the same academic year in a programme of NHL, must submit evidence of payment of school or course fees as well written confirmation by Informatie Beheer Groep that no refund of school or course fees will be granted, in order to be entitled to reduction of or exemption from payment of tuition, such in accordance with Article 7.48 of the Enrolment Application Act.

### **Article 3.4 Moment of payment**

- 1 In case of lump sum payment by bank transfer or by PIN debit card, the tuition or examination fees must be paid within one month after the date of signing the enrolment form and, in case of enrolment before 1 October of the academic year, in any case prior to 1 October of that academic year, unless specified otherwise in writing by the Enrolment Office at the time of enrolment. This due date serves as a strict deadline.
- 2 In case of lump sum payment or payment by instalments via a direct debit mandate, the time of payment is the date on which the direct debit instruction is carried out by the institution. This date serves as a strict deadline.

### **Article 3.5 Application of payment**

- 1 If a payment can be applied to two or more debts, it is then applied to the oldest debt.
- 2 Payments are applied firstly against the fees, then against outstanding interest, and lastly against the principal and current interest.

### **Article 3.6 Consequences of failure to pay or of late or incomplete payment**

- 1 Enrolment of the student or *extraneus* at the institution will not take place until after the tuition or examination fees have been paid in accordance with these provisions.
- 2 In case of failure to pay the tuition or examination fees, or of late or incomplete payment, or if they cannot be collected:
  - a the student or *extraneus* is liable to pay all court and out-of-court fees, in addition to the principal and statutory interest. Out-of-court cash collection fees minimally amount to 15% of the amount due plus interest, with a minimum of €34 excluding VAT, plus €25 enrolment fees excluding VAT. For each demand an administrative fee of €10 excluding VAT may be charged. The court fees also include all costs actually incurred for internal and external legal assistance in connection with a legal procedure that exceed the court-approved scale of costs;

- b the University Board is authorized, in case of direct debit, to collect the non-collected instalments with the direct debit of the next instalment;
  - c the University Board is authorized to require lump sum payment both for the outstanding tuition or examination fees, as well as for the payment of tuition or examination fees for a subsequent academic year.
- 3 In case of failure to pay or of late or incomplete payment of tuition or examination fees for the current or a previous academic year, the University Board may:
- a exclude the student or *extraneus* from further participation in the educational process and from use of the facilities of the institution or terminate his/her enrolment, without prejudice to the obligation of the student or *extraneus* to pay the tuition or examination fees due;
  - b refuse future enrolment of the student or *extraneus*;
  - c refuse issue of a certificate to the student or *extraneus*.