

The Hague Graduate School Enrolment Conditions

The Hague Graduate School enrolment conditions apply to both the master's and post-bachelor's degree programmes or components thereof as well as training and masterclasses, unless stated otherwise or agreed on in writing. In addition to these enrolment conditions, specific conditions may apply. Such conditions can always be found in the description of the degree programme in question as stated on the website. Valid as from September 2020

Article 1 Definitions

- a. The Hague Graduate School as a part of The Hague University of Applied Sciences,
- b. Participant: the person who, based on their enrolment, is entitled to take part in a degree programme training and/or masterclass offered by The Hague Graduate School.
- c. Degree programme: a master's or post-bachelor's degree programme or components thereof, a training or masterclass.

Article 2 Enrolment

Enrolment is effected by registration through 'Studielink' (for Masters) and 'Osiris Registration' (for post-bachelors). An intake interview may be part of the enrolment procedure. Whether an intake interview applies, is stated on the The Hague Graduate School website (www.thehaguegraduateschool.com) under the degree programme in question. The Hague Graduate School is entitled to verify whether a participant meets the admission requirements and cancel an enrolment if this is not the case. By enrolling, the participant declares that he/she agrees to the enrolment conditions and also declares that he/she meets the admission requirements for the degree programme in question.

Statutory reflection period

For a period of 14 days as from the final admission, the participant will have the right to withdraw from the agreement without giving reasons. To exercise the right of withdrawal, the participant must inform The Hague Graduate School within the above-mentioned period and in an unequivocal statement that he/she withdraws from the agreement. This has to be done by post or by sending an email to: backoffice-thgs@hhs.nl.

Article 3 Order of enrolment

Enrolment takes place in order of receipt. For some degree programmes a minimum and/or a maximum group size applies.

Article 4 Tuition fees

Enrolment in a degree programme involves expenses. The tuition fees can be found on the website. Unless stated otherwise, the tuition fees do not include:

- travel and accommodation expenses
- purchasing costs for compulsory study materials
- costs of an admission test

If a degree programme component is concluded by an interim examination or examination, the single opportunity to retake it is included in the tuition fees. If the first or second opportunity to take the examination is not used by the participant, it will nonetheless be counted as an examination taken or retaken, unless circumstances beyond the participant's control or personal reasons are involved. Whether or not circumstances beyond the participant's control or personal reasons are involved, will be decided by the Examination Board of the The Hague Graduate School, at the Academy's discretion.

If a degree programme component is retaken more than once (always and only after approval by the Examination Board), the costs for the retakes are borne by the participant. The exact costs involved are stated in the Education and Examination Rules (EER) of the degree programme in question.

Article 5 Method of payment, late payment

Tuition fees can be paid as a lump-sum or in instalments. The participant is required to indicate the method of payment during the registration process in Osiris. In case of payment in instalments, once-only administration costs will be charged. The exact amount is stated on the The Hague Graduate School website (www.thehaguegraduateschool.com) under the degree programme in question. Payment can also be made by the employer or a body. In that case the participant must indicate this during the registration process in Osiris.

PLEASE NOTE: the choice for payment 'in a private capacity' or by the 'employer/body' cannot be changed at a later stage. In that case the participant will have to settle the payment with the employer/body.

Even if an employer or body pays for the degree programme, the participant will at all times remain responsible for payment in time and in full. If payment in full is not forthcoming, both the participant and his/her employer or the body will be jointly and severally liable.

Once the payment term has expired, The Hague Graduate School has the right to charge for the costs of the amount due, as well as the statutory interest on the amount due.

In case of payments not being made by the due dates stated on the invoice and following three reminders to do so, the participant may be refused access to the lectures and/or facilities. Such refusal will not result in a reduction or refund of the outstanding tuition fees. Participants in a master's degree programme may only start their graduation if all of the obligations, including financial obligations, have been met. If, after successfully completing a degree programme, a participant has a right to being presented with a certificate or a diploma, such documents will only be issued if he/she, his/her employer or the body has met all payment obligations towards The Hague Graduate School.

Article 6 Cancellation of enrolment by the participant before the start

1. Method of cancellation
 - a. Participants in a master's degree programme have to cancel through Studielink.
 - b. Participants in a post-bachelor's degree programme, training or masterclass have to cancel by email (info-thgs@hhs.nl). The date of sending the email will be considered the cancellation date.
2. Cancellation charges
 - a. Cancellation up to 4 weeks before the start of a degree programme will be without charge.
 - b. In connection with costs incurred by The Hague Graduate School, the following cancellation charges will be due in case of cancellation within 2 weeks before the start.
 - i. In case of cancellation up to 2 weeks before the start of the degree programme: € 500 for administrative costs
 - ii. In case of cancellation during the start of the degree programme: a reasonable part of the costs made by the programme, and the costs for the lectures joint.
 - c. If before the start of the degree programme and in consultation with The Hague Graduate School, the study

placement is taken over by another participant found by the cancelling party, no cancellation charges will be due, provided such other participant meets the admission requirements.

Article 7 Early termination by the participant

1. If the participant terminates the agreement early once the degree programme has started, there will be no right to a refund of the amount paid or payable to The Hague Graduate School for the academic year in which the early termination took place.

2. Only if an early termination of the agreement is the direct result of a serious illness or calamity, will a refund of the tuition fees, or a part thereof, be possible. In addition, The Hague Graduate School may require proof in the form of a medical certificate or otherwise. In principle, the medical certificate will be issued by the attending physician and will in any case state the following: (i) the identity and capacity of the person issuing the medical statement, (ii) the identity of the person taking the degree programme, (iii) statement that the participant may or may not continue the degree programme for medical reasons.

Article 8 Cancellation of enrolment by The Hague Graduate School

A degree programme offered by The Hague Graduate School will only go ahead if in the opinion of The Hague Graduate School a sufficient number of participants have enrolled for the degree programme in question. Two weeks prior to the planned

starting date at the latest, participants will be informed by The Hague Graduate School about whether a degree programme will be going ahead or not. If a degree programme offered cannot be provided, the participant may cancel the enrolment without charge and the invoices already sent, will be credited and tuition fees already paid, will be refunded.

Article 9 Change of lecturers/programme management and/or programme content

The Hague Graduate School reserves the right to change the lecturers and/or programme management after the names of lecturers and/or programme management have been published by The Hague Graduate School in publications, advertisements, etc. Such changes will not entail any right on the part of the participant to cancel their enrolment other than provided for in article 6 of these conditions. The Hague Graduate School reserves the right to change the degree programme content on the interim in case of reprogramming the examination requirements and/or if it regards an improvement in terms of quality. The latter is at the discretion of The Hague Graduate School and will not entail any right on the part of the participant to cancel their enrolment other than provided for in article 6 of these conditions.

Article 10 Inability to attend

If a The Hague Graduate School lecturer is unable to provide a class/session, The Hague Graduate School will attempt to put in a replacement lecturer. However, if this is not possible, The Hague Graduate School reserves the right to reschedule the class/session to a date to be further set by The Hague Graduate School. Such rescheduling will not entail any right to a refund or reduction of the tuition fees on the part of the participant. A participant will not have any right to a reduction or refund of the tuition fees, if for any reason whatsoever he/she is prevented from attending a class/session, or taking an interim examination/examination.

Article 11 Other applicable rules and regulations

The following rules and regulations apply equally to the participants of a degree programme.

The rules and regulations can also be found on the website of The Hague University of Applied Sciences:

- **Complaints Procedure for Inappropriate Behaviour**
If a participant experiences inappropriate behaviour, he/she can turn to the confidential advisor and/or file a complaint with the complaints committee for inappropriate behaviour. If a participant behaves

inappropriately, a sanction may be imposed on the participant: warning, reprimand or an access ban for a maximum of one year.

The obligation to pay the tuition fees remains intact.

- International Student Code of Conduct.

Upon the admission of foreign students, The Hague Graduate School observes the International Student in Dutch Higher

Education Code of Conduct.

- Privacy Regulations Students.
- The Hague University of Applied Sciences rules of conduct and disciplinary measures.
- The Education and Examination Regulations (applies to the master's degree programmes only).

Article 12 Changes of address

The participant is obliged to inform the The Hague Graduate School administration in time and in writing or by email (backoffice-thgs@hhs.nl) of any change of address. Master programs can be changed by Studielink.

Article 13 Special Circumstances

A participant must notify the programme manager of the degree programme in question of any special circumstances that may impede his/her academic progress.

Article 14 Liability

The Hague University of Applied Sciences cannot be held liable for any loss or theft of or damage to personal belongings in the buildings and on the premises of The Hague University of Applied Sciences. The Hague Graduate School's liability for culpably not, or not properly, performing their obligations, is limited to no more than the amount the participant paid The Hague Graduate School for attending a degree programme.

Article 15 Hardship clause

The The Hague Graduate School director is authorized to meet unfairness of a compelling nature that might arise following the application of the aforementioned rules and regulations, as well as take decisions in matters that these rules and regulations do not provide for. A complaint must be addressed to the director in writing and supported by reasons. The director will give his/her substantiated decision in writing, stating the possibilities of appeal.

Article 16 Complaints

In case of a complaint about a degree programme, a participant can turn to the responsible programme director or to the The Hague Graduate School director.