Debtor Protocol for payment of tuition fees, examination fees and other fees 2017-2018
Agreed upon by the Executive Board on 14 March 2016

Procedure to be followed in the event of failure to meet payment obligations

1. This procedure applies to both lump-sum payments and payments in instalments.

2. If the direct debit order cannot be executed upon the agreed-upon date, the student will receive a written notice (at their registered address) and an email (at their Studielink email address) informing him/her of their bank’s inability to execute the direct debit and of the consequences of outstanding payments.

3. The student must then settle the outstanding payment within five working days, by either paying the amount by card at the Student Information Desk or by a bank transfer.

4. If the outstanding payment is not settled within the allotted time period mentioned above:
   - the eligibility to pay tuition fees in instalments via a direct debit authorisation will be rescinded;
   - certificates will not be issued, if such an action is applicable; and
   - the student’s RU account will be blocked, which would deny the student access to the RU internet systems, including the Student Portal.

5. If it concerns the second term or any subsequent terms of the academic year (October to June), the student will be required to settle the entire outstanding amount of tuition fees within two months of receiving the written notice referred to in paragraph 2.

6. If the payment due is not received by the end of the two-month period, enrolment will be terminated with immediate effect. If a student continues to make use of the university’s educational facilities regardless of this termination, an additional compensation on top of the outstanding tuition fees will be charged in accordance with Article 15.2 of the Higher Education and Research Act (WHW). The student will be notified of this by registered mail at their mailing address. The programme director will also receive a copy of this letter.

7. The student is responsible to pay tuition fees until the end date of enrolment. Re-enrolment will not be possible as long as there are outstanding payments. Payments made for a new enrolment will first go towards settling the oldest outstanding payments. If outstanding payments exceed 180 days, the student will be informed that the payment claim has been transferred to a collection agency. Any recovery costs incurred during this collection process will be borne entirely by the student.

8. If a student erroneously reverses a previously made payment by cancelling it, the claim will be immediately transferred to a collection agency to be settled. Any recovery costs incurred during this collection process will be borne entirely by the student.

9. Appeals against decisions made on the premise of this Debtor Protocol may be made in writing within six weeks of the notice date and addressed to the Executive Board, PO Box 9102, 6500 HC Nijmegen or via the Central Complaint Office.
10. The Director of Student Affairs will rule on all cases in which these regulations are not applicable or only partially applicable.

11. In cases where a strict application of these regulations will lead to unreasonable hardship, the Executive Board may opt for an alternative ruling.

Bank transfer information:
IBAN: NL83INGB0001667993  
BIC: INGBNL2A  
Recipient: Radboud University Nijmegen,  
Student Tuition (Studentengelden) department, citing student number and “stornering” (reversal).