

Debtor Protocol for payment of tuition fees, examination fees and other fees

Agreed upon by the Executive Board on 9 October 2018

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

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

If the direct debit order cannot be executed

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/or an email (at their Studielink email address) informing him/her of their bank's inability to execute the direct debit order and of the consequences of outstanding payments.

The student must then settle the outstanding payment before the 15th day of the month following the relevant direct debit order, by either paying the amount by card at the Student Information Desk or by a bank transfer.

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- the eligibility to pay tuition fees in instalments via a direct debit authorisation will be rescinded;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;
- the student's RU account will be blocked, which would deny the student access to the RU internet systems, including the Student Portal;
- the student will be required to settle the entire outstanding amount of tuition fees not later than the first day of the second month after the written notice/e-mail was received.

If the payment of the entire outstanding amount is not received within the allotted time period, Radboud University will, in accordance with Article 7.42 of the Higher Education and Research Act (WHW), retain the right to refuse or terminate the enrolment of a student with overdue payments.

According to Article 7.48 of the Higher Education and Research Act (WHW) an enrolment cannot be terminated in the months of July and August; 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.

After the first failed direct debit order of the academic year (i.e. the one in the month of September) the enrolment will be terminated on 30 September.

Active reversal of a direct debit order

If a student erroneously reverses a previously made payment by cancelling it, the student will receive a written notice (at their registered address) and/or an email (at their Studielink email address) informing him/her of the reversal/cancellation and of the consequences of outstanding payments.

If a student erroneously reverses a previously made payment

- 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;
- the student's RU account will be blocked, which would deny the student access to the RU internet systems, including the Student Portal;
- the student will be required to settle the entire outstanding amount of tuition fees not later than the first day of the second month after the written notice/e-mail was received.

If the payment of the entire outstanding amount is not received within the allotted time period, Radboud University will, in accordance with Article 7.42 of the Higher Education and Research Act (WHW), retain the right to refuse or terminate the enrolment of a student with overdue payments. According to Article 7.48 of the Higher Education and Research Act (WHW) an enrolment cannot be terminated in the months of July and August; If outstanding payments exceed 60 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.

Compensation

If a student continues to make use of the university's educational facilities regardless of the termination of his/her enrolment, 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.

Payment obligation

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.

Appeal

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 on <https://www.ru.nl/studenten/tijdens-studie/bezwaar-beroep/klachten>.

The Director of Student Affairs will rule on all cases in which these regulations are not applicable or only partially applicable.

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

Implementation

This Debtor Protocol will come into force as of 10 October 2018.

Bank transfer information

IBAN: NL16RABO0120837129

BIC: RABONL2U

Recipient: Radboud University Nijmegen,

Student Tuition (*Studentengelden*) department, citing student number and "storting" (reversal).