



Debtors protocol academic year 2025–2026 Starting September 1st, 2025

Regarding the policy on outstanding claims, Rotterdam University of Applied Sciences does not accept students who have any outstanding debts with the institution. This includes unpaid tuition fees, unpaid emergency fund loans ('noodfondslening'), or any additional costs incurred through a debt collection agency.

Tuition fee

Please note: it is possible to change the number of collection terms and / or your bank account number after confirming the digital authorisation. After September 19th it is no longer possible to change the collection instalment(s).

Payment in full

The owed tuition fee will be collected in full from a bank account that is submitted by the student. The collection of the tuition fee will take place around September 25th, 2025. For this payment option we will not charge any administration fee.

Payment in 10 instalments

The owed tuition fee will be collected in **10 instalments** from a bank account that is submitted by the student. When paying in instalments, the first instalment amount will be increased by a one-off administration fee of € 24.00. The collections will take place around:

September 25th, 2025	February 25th, 2026
October 25th, 2025	March 25th, 2026
November 25th, 2025	April 25th, 2026
December 25th, 2025	May 25th, 2026
January 25th, 2026	June 25th, 2026

The number of instalments in which the tuition fee will be collected depends on the date of receipt and processing of the request for enrolment.

1. If there are any problems with the collection of an instalment on the agreed date (or the bank account holder withdraws the collection of an instalment) then:

- a payment reminder will be send via email containing the bank details of Rotterdam University of Applied Sciences in order to transfer the outstanding tuition fee.
- In January and June a letter will be send to the students home address, detailing the current outstanding balance.

Please note: if you have cancelled an instalment yourself, there is a chance that you will not receive an email with payment instruction. After the cancellation you will receive a pre-collection letter.

2. Pre-collection letter:

- If the instalment(s) remain unpaid, the student will receive a pre-collection letter from our external collection agency GGN at their home address to pay the outstanding instalment(s) without additional costs within 14 days.
- Un-enrolled students will receive a pre-collection letter after the payment reminder.

3. If the outstanding amount remains unpaid after those 14 days then:

- we will hand over the outstanding amount to the GGN debt collection agency. The debt collection process will then begin, and all additional costs and interest will be at the expense of the student.
- GGN will summon the student twice to pay the outstanding claim. If the student does not take any action, further measures will be taken by GGN.
- The student has a few weeks to arrange a payment plan with GGN. The full payment must be completed no later than August 31st, 2026. The outstanding claim(s), including interest and bailiff costs, must be paid in full before this date.

4. If the student does not pay the outstanding claim(s)* before August 1st, 2026 to GGN debt collector agency, then there is a chance that they cannot re-enrol for academic year 2026-2027. Their enrolment will be terminated on August 31st, 2026 and as from September 1st, 2026 they:

- cannot take exams
- will not have the possibility to graduate
- can no longer use the facilities of Rotterdam University of Applied Sciences
- will no longer have access to the network of Rotterdam University of Applied Sciences
- are no longer eligible for a possible student grant
- diploma/ first year certificate will not be granted to the student

Please note: a payment arrangement is not enough to arrange the (re-)enrolment for the new academic year. The interest and bailiff costs must be paid in full as well.

5. If the student does pay the outstanding claim(s) before August 1st, 2026 to GGN debt collector agency, they will be able to re-enrol for the academic year 2026–2027 in time. If the student can arrange the re-enrolment and the payment of the tuition fee for the new academic year in time, they will be enrolled as from September 1st, 2026 and they:

- can take exams
- has the possibility to graduate
- can use the facilities of Rotterdam University of Applied Sciences
- is eligible for a possible student grant (DUO will determine if the student is (still) eligible for a student grant)
- the diploma/ first-year certificate will be granted to the student

As a rule, the student has until **August 31st, 2026** to pay the outstanding claim(s) (including the additional interest and bailiff costs). Because the payment must be processed by both GGN debt collector agency and Rotterdam University of Applied Sciences, the student must take into account that the processing time can take longer. If the outstanding claim(s) are not been paid in full before **August 1st, 2026**, there is a risk that the student cannot arrange their (re-)enrolment for the academic 2026–2027 in time. As a result of this, the student will not be enrolled for the academic year 2026–2027.

After the full payment of the outstanding claims, the student can arrange their (re-)enrolment until **August 31st, 2026** for the academic year 2026–2027.

Without the (full) payment, the additional interest and bailiff costs will still be effective. Applying for any other academic year is only possible when there are no outstanding claims.

Our accounts department uses the collection system of the Bailiffs Netherlands Group (GGN)

