

DEBTOR PROTOCOL EUR 2024-2025

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Title I – General

Article 1.1 – General provisions

1. By issuing the (digital/continuous) authorization, the student gives permission to Erasmus University Rotterdam (EUR) to collect the established tuition fee and the student gives permission to EUR to adjust the amount in case of a changed situation (see Article 2.2).
2. Rate changes will be communicated to the student via messaging through Studielink.
3. Entered payment information in Studielink is continuous and payment information can be changed by students (or third parties) throughout the year.
4. The student, if they are not the account holder on whom the tuition fee is issued, will inform the account holder of changes in the tuition fee/amount of payment.
5. By issuing the (digital/continuous) authorization, the student enters into a payment obligation for the amount due and agrees to the terms of payment (see Article 3.1).
6. Premaster students do not pay tuition but a premaster fee. This is also a payment obligation to which the debtor protocol applies.

Title II – Determination of tuition or premaster fee

Article 2.1 – Tuition fee or premaster fee rates

1. The amount of the tuition fee is established yearly:
 - a. The statutory tuition fee and a maximum tuition fee for small-scale and intensive education by the Dutch Minister of Education, Culture and Science
 - b. The institution's tuition fee and tuition fee for small- scale and intensive education by the Executive Board of the EUR.
 - c. Premaster fees by the Executive Board of the EUR.
2. The fees are published on [the website](#). The premaster rates can be found [here](#).

Article 2.2 – Tuition or premaster's fees due

1. The amount that an individual student owes depends on their enrolment, education and personal situation (nationality, resident status, degrees already obtained).
2. The statutory tuition fee applies to students as defined in Article 7.45a WHW and the institutional tuition fee applies to students as defined in Article 7.46 of the WHW. More information can be found on [the website of the Dutch Government](#).
3. Nationality is determined by the registration in the municipal personal records database (GBA). If a student has more than one nationality, they should communicate this in the enrolment application.
4. More information about the institution's tuition fee can be found in the [Regulations for institution's tuition fee, part-time tuition fee and examination fee](#).
5. The tuition fee owed is established on grounds of the details known to the EUR at the time the request for enrolment or re-enrolment is made (via Studielink).
6. If it later emerges that the tuition fee has been established on the grounds of incorrect or incomplete details or details that have changed at a later date, the EUR reserves the right to correct the tuition fee being charged.
7. If the student disagrees with the changed fee, the student can file an objection with the Executive Board, see the [website](#) for more information.
8. Filing an objection does not exempt the student from the obligation to pay the established amount within the relevant term.
9. If, further to the objection, the amount due is lower than the amount established, the student will be reimbursed for the overpayment.

Title III – Payment of tuition or premaster's fee

Article 3.1 – Terms of payment

1. On grounds of Article 7.37 of the WHW, the student is obliged to pay the full tuition fee or to issue an authorization for direct debit; on failure to do so, the EUR will be unable to enroll the student.
2. The SEPA conditions apply to the authorization issued by the student. Information regarding SEPA Direct Debit can be found on the bank's website.
3. The EUR enables the tuition fee to be paid by another person than the student themselves; however, the student remains responsible for fulfilling the payment obligation.
4. Depending on the student's choice, the collection will be made in one amount or spread over 5 instalments. Administration costs amounting to € 24 will be charged if the option to pay in instalments is chosen.
5. The claim must be paid from an active bank account. Changes to the bank account must be entered by the student in Studielink.
6. In the event of failure to pay, the claim will be referred to a third party for collection and any extra costs involved will be charged to the student, according to the procedure described below.
7. The authorization issued is also the notice as described in the SEPA Direct Debit guidelines.
8. On the grounds of Article 7.42 of the WHW, the EUR is entitled to terminate the enrollment of a student with payment arrears.
9. If at the end of the academic year (August 31) the tuition or any portion thereof has not been paid, enrollment in a subsequent academic year will not be proceeded with until the outstanding tuition and fees and any collection and other collection costs have been paid. In the case of graduation, no diploma and degree will be issued until the full outstanding amount of tuition fees has been paid.
10. A payment is allocated to the longest outstanding tuition claim, except for claims that have been outsourced to the collection agency.
11. Termination of the enrolment does not exempt the student from his or her obligation to pay; the tuition fees owed must be paid at all times.
12. If a student pays tuition fees elsewhere and comes to study at EUR, the student may request a Proof of Paid Tuition Fees (BBC) from the other institution (possibly digitally via Studielink). The BBC must be received no later than the end of the academic year for which it is intended. If a BBC has been issued before 1 October, in the event of a refund, this €24 administration fee will be waived. After 1 October, there will be no refund/waiver of the administration fee.

Title IV – Direct debit

Article 4.1 – One-off direct debit

1. The one-off direct debit occurs on **25 September 2024**.
2. The authorisation must be issued at least 7 calendar days before the collection date. If the authorization has not been submitted at least 7 calendar days before the direct debit date, the direct debit will take place on the first subsequent direct debit date as stipulated under direct debit in instalments.

Article 4.2 – Payment by direct debit in instalments

1. The direct debit dates for payment in instalments will take place on or around:

Direct debit dates 2024	Direct debit dates 2025
25 September 2024	27 January 2025

25 November 2024	25 March 2025
	26 May 2025

2. The first instalment includes a € 24 administration fee.
3. Direct debits in respect of tuition fees for programs that start later will take place as of the first following direct debit date in accordance with the direct debit dates for payment in instalments.

Title V – Payment arrears procedure

Article 5.1 – Failed collection

1. The student is and shall remain responsible for paying the amount owed.
2. The student will receive a reminder sent to their email address stated in Studielink after approximately 12 calendar days.
3. They will be given a further opportunity to pay the amount due within 7 calendar days from the date of the e-mail.
4. If after receipt of this first reminder and the set deadline the student has not paid, the student will receive a first payment reminder at their email address listed in Studielink.
5. The student is given the opportunity to still pay the outstanding amount within 15 calendar days after receiving the e-mail. This is the official WIK letter, which mentions the possible consequences in case of non-payment.
6. If no payment is made after receipt of the first payment reminder and the deadline set, the claim will be increased by €40, the minimum amount for legal collection costs.
7. The student will receive a second reminder requesting payment of the outstanding amount within 7 calendar days of receiving the email. The ERNA account (access to systems and email) and student ID card will be blocked.
8. If payment is not made after receipt of the second reminder and the deadline set, the option to pay in installments will cease, after which, without other notice, the total tuition due for the entire academic year will be immediately due and payable.
9. The entire claim will be referred to a debt collection agency. The total judicial and extrajudicial collection costs and the VAT due in respect thereof will become fully payable by the student. The actual collection costs may therefore exceed the previously charged legal collection costs. As a result, the student's personal data will be shared with a collection agency, bailiff and possibly a lawyer.
10. The student can make a payment arrangement with the collection agency and after an initial payment of at least €50 is made to them, the blockage will be converted so that the ERNA account becomes active again.

Title VI – Cancel enrolment

Article 6.1 – Cancel enrolment

1. The academic year commences on 1 September and ends on 31 August of the subsequent year. In principle, an enrolment is valid for a full academic year.
2. It is the student's responsibility to cancel their enrolment via Studielink if the student wishes to terminate studying at the EUR during the academic year.
3. If the student graduates during the academic year, the student's enrolment will not be automatically cancelled. It is also the student's responsibility after graduation to cancel the enrolment in case the student terminates studying at the EUR during the academic year.
4. If a student fails to cancel the enrolment when they either terminates studying or graduates, they will remain enrolled and legally obliged to pay the tuition fee until the end of the academic year.

5. More information on terminating enrolment can be found on [the website](#).

Title VII – Reimbursement

Article 7.1 – Reimbursement

1. If a student is eligible for a reimbursement (for example due to a request for disenrollment), the following procedure takes place:
 - EUR uses a processing time of 4 to 10 weeks for refunding any overpaid tuition or fee.
 - The processing time also depends on the repayment term used by the bank for SEPA direct debits.
 - Any outstanding amounts or transferred claims with the collection agency will be offset against the refund amount.
 - Refunds can only be made to the account number from which payment was made, or to the account from which payment was collected.
 - No refunds will be made for deregistration requests starting July 1 or August.
 - Further information about procedural rules and tuition fee regulations can be found on [the website](#).

Title VIII - Closing and transitional provisions

Article 8.1 - Interpretation

In cases in which these regulations are not providing or in cases these regulations give rise to multiple interpretations, the Executive Board shall decide.

Article 8.2 – Administration regulations

These regulations are administered by: the department Finance and the Department Education & Student Affairs.

Article 8.3 - Translation

Where these regulations have been translated into English and a case of conflict between the English translation and the Dutch version occurs, the Dutch version shall prevail.

Article 8.4 - Publication

The Executive Board shall post these regulations on the University's website.

Article 8.6 - Citation

These regulations shall be cited as: the debtors protocol.