

Frequently asked COVID-related questions Hotelschool The Hague

Latest COVID-news regarding facemasks

31 January 2022

The most recent regulation for face masks is to wear a facemask on campus, also when seated if you cannot keep 1.5m distance from others. There are a few exceptions, which we clarify in the table below:

Situation	Facemask?	
Less than <1.5m distance AND seated For class/work/exam/study	YES	
Less than <1.5m distance When lecturing/standing	YES	
When walking	YES	
More than >1.5m distance AND lecturing (or presenting)		NO
More than >1.5m distance AND seated		NO
Eating/drinking AND seated (in La Mangerie)		NO

The rest of this document contains the answers to all COVID-related questions our Corona Response Team (CRT) received up to and until the press conference held on 25 January 2022. Should your COVID-related question not be answered here, please reach out to Corona Response Team via coronavirus@hotelschool.nl

COVID-FAQ

Frequently Asked COVID-related Questions (COVID-FAQ)

Last update: 31 January 2022

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1 Managing COVID-19 @HTH

1.1 Which recommendations does Hotelschool The Hague follow?

Hotelschool The Hague follows the recommendations of the National Institute for Public Health and the Environment ([RIVM – in Dutch](#)) and the travel advice from the [Ministry of Foreign Affairs](#). You are encouraged to frequently visit both websites and review updates there. This is in accordance with the Approach for Safety & Security in Higher Education (Integrale Veiligheid Hoger Onderwijs)

1.2 Who manages COVID-19 at HTH?

Crisis Management Team [CMT]

Hotelschool The Hague has a Crisis Management Team [CMT] in place which consists of the Board of Directors, the department heads and Bachelor Management. While the CMT does its utmost to provide and continue education the best way possible, its greatest concern is to safeguard the health, safety, and wellbeing of the entire Hotelschool community. CMT takes all factors into consideration when deciding how to proceed. As soon as the Dutch government announces more restrictive or loosened measures, the CMT determines how this impacts education, the students, the operation as well as employees. The Corona Response Team then communicates this to all students and employees.

Corona Response Team [CRT]

The Corona Response Team [CRT] consists of Safety & Security staff, Hotelschool faculty and students. Their main objective is to contain the virus, inform and assist the community and students in taking proper measures. They also answer all corona-related questions. When a student shows symptoms, tests positive for COVID-19 or was in close contact with someone who tested positive for COVID-19, they are asked to contact the CRT.

Case managers from the CRT offer students council and support in the process of source and contact research and in placing students in isolation or quarantine. The CRT also delivers a weekly update on the status of COVID-19 at Hotelschool The Hague and manages the email inbox coronavirus@hotelschool.nl

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1.3 What are the basic rules for everyone?

The rules apply to everyone. This means it also applies to people who are fully vaccinated, who have received a negative test-result, or recently recovered from COVID-19. You can find the most recent publication of the preventive measures on the English version of the website of the Dutch Government here: <https://www.government.nl/topics/coronavirus-covid-19/tackling-new-coronavirus-in-the-netherlands/basic-rules-for-everyone>

Wash your hands frequently

Wash your hands frequently and thoroughly using water and soap. Wash your hands every time you come home or visit someone.

Avoid physical contact

Avoid busy areas, hugging, kissing, and shaking hands with people outside your household. Touch your face as little as possible. Respect your own and others' personal space. If possible, walk, bike or use your own means of transportation.

Symptoms? Stay home & get tested!

Avoid spreading the virus by coughing and sneeze in your elbow. Take a self-test twice per week. Self-tests are available for free at our reception, If the test shows a positive result, stay home, schedule a PCR test and contact CRT. If you feel sick or have COVID-related symptoms, please also stay home, make an appointment for a PCR-test at GGD 0800-1202 (+31850 659 063) and contact coronavirus@hotelschool.nl

Stay home while you await the test-results. Update CRT of any changes in your situation. Click below for options to get vaccinated if you can:

<https://www.government.nl/topics/coronavirus-covid-19/dutch-vaccination-programme>

1.4 What to do in case I have COVID-related symptoms?

Regular symptoms for COVID-19 are sneezing, having a runny nose, coughing, having a fever, being short of breath and the sudden loss of smell and/or taste. If you start showing one or more of these symptoms, you must self-quarantine immediately, get tested at GGD (Dutch Health Authorities) and contact CRT coronavirus@hotelschool.nl Under no circumstances should you come to campus. Call GGD to make an appointment for a PCR-test. Within the Netherlands 0800-1202 or from abroad: +31-850 659 063

1.4 What measures are in place at Hotelschool The Hague?

New regulations were put in place for higher education starting 14 January 2022. At Hotelschool The Hague this means the following:

- Always wear a facemask on campus if you cannot keep 1.5m distance, also when seated.
- Education of the Bachelor programme takes place online until the end of Block B, Friday 4 February 2022.
- The Master programmes return to on-campus education starting 18 January 2022 following the most recent regulations.
- Written exams take place on-campus. Students and invigilators are required to wear a face mask and keep distance during exams.
- Oral exams take place online, except for Practical Education and Managing an Outlet
- Maximum 75 people per classroom

1.5 When do I need to wear a facemask on campus?

You are required to always wear facemasks on campus, even when seated if you cannot keep 1.5m distance. Lecturers are only allowed to remove their facemask when teaching in front of a class and when respecting 1.5m distance. Please always wear your facemask fully covering your nose and mouth when on campus.

1.6 What type of facemask do I need to wear?

The Dutch government strongly advises to use medical disposable facemasks (model II or IIR as featured below) instead of cloth facemasks. Please limit the use of these facemasks to 3 hours before disposing of them and applying a new one. We have a large supply of disposable facemasks available at all our receptions in case you forget yours.



2. Ventilation

Ventilation is an important topic in the face of the pandemic. Here are the answers to the most frequently asked questions about ventilation at Hotelschool The Hague.

2.1 What are the general norms and how does Hotelschool The Hague perform according to these general norms?

All our buildings meet the norms, rules and regulations as stated by the 'bouwbesluit 2012'. This is the official set of guidelines all buildings in The Netherlands are required to meet according to the construction law put in place by the Dutch government in 2012 (bouwbesluit 2012). You can access the official document below (in Dutch)

<https://rijksoverheid.bouwbesluit.com/Inhoud/docs/wet/bb2012>

2.2 Some rooms at HTH seem to be warmer than others. How does the perceived temperature compare to the requirements we are supposed to meet?

The 'bouwbesluit 2012' does not contain specific requirements regarding temperature other than to avoid extreme situations. In the light of COVID-19, the National Institute for Public Health and the Environment (RIVM) stipulated specific requirements regarding ventilation. Hotelschool The Hague does of course make sure to meet these requirements. They are available (in Dutch).

<https://lci.rivm.nl/ventilatie-en-covid-19>

The perceived difference in oxygen levels is subject to the temperature and humidity outside, the number of people in the room, the size of the room, whether a room is being actively cooled or heated, and whether it concerns a lower or higher floor.

With the new ventilation system in place in The Hague, this also relates to finetuning the settings and adjustments. Should you have any questions, complaints or concerns on this topic, please indicate the issue as specifically as possible via Topdesk so we can take action and communicate this towards the installation company.

2.3 Has the situation been measured on both campuses and will measurements be repeated?

Both campuses are equipped with automated monitoring and climate control systems which keep track of temperature, cooling and ventilation. Like the thermostat on the heating system you have at home. Ventilation, heating and cooling activity is adjusted based on this continuous monitoring.

2.4 How does Hotelschool The Hague create a healthy climate?

Our facility services do everything they can to ensure a healthy climate within our buildings. They ensure HTH meets the latest requirements of the Dutch building legislation.

HTH follows the recommendations of the Dutch Institute for Health Services (RIVM), such as importing fresh air from outside instead of recirculating air inside the building. For example, upon most recent government advice, we closed recirculation valves in Amsterdam, which had been put in place from an energy savings point of view. Closing these valves ensures the ventilation system imports 100% fresh air from outside, instead of recirculating the inside air.

HTH took advantage of the recent renovation of campus The Hague to install an entirely new ventilation system. All ventilation systems are properly maintained and in October 2021, a smart building feature is scheduled to be added to both our campuses.

2.5 What can I do to contribute to a healthy climate?

Only come to campus when you are healthy. Stay home when you have symptoms or are sick. Avoid strong transmission of air between one person and the other. We advise to refrain from using (portable) fans and individual ventilation devices.

2.6 Why can't we open certain windows?

Apart from some rooms on the second floor, most rooms on campus The Hague have windows that open. The climate system in Amsterdam conditions the outside air before it enters campus. This requires the windows in Amsterdam not to open. To comply with the RIVM advice on ventilation in times of corona, the climate control system in Amsterdam has been adjusted to import 100% fresh air from outside instead of recirculating inside air.

2.7 What does the maximum of 75 people in larger classrooms mean for the estimate of fresh air?

The more people occupy a room together, the more outdoor air the ventilation system pumps into the room. The amount of people in larger classrooms will therefore not impact the relative amount of fresh air available per person.

3. Vaccination

3.1 Which policy and guidelines does Hotelschool The Hague follow concerning vaccination?

Hotelschool The Hague aims to do everything it can to ensure the wellbeing of over 2500 students and over 300 employees. We follow the guidelines and policies set by the Dutch government. Being one of the most important tools to exit this pandemic, we actively promote vaccination.

3.2 What are the benefits of getting vaccinated?

Vaccination is one of the most important tools we have to prevent mass hospitalization and more restrictive measures for all. It enables on-campus education and a close-to-normal student life. The personal interaction it makes possible has shown to play a crucial role in our mental and social wellbeing, both for staff and students.

3.3 Do I have to get vaccinated?

No. Getting vaccinated is not an obligation. It is a privilege. Because we have the choice. We can take advantage of the opportunity to get vaccinated. But we are also entitled to decline that opportunity. A choice many people on the planet are not as fortunate to have yet. Being given the choice to either accept or decline, the opportunity to get vaccinated is a privilege. Hotelschool The Hague shares this privilege with its entire community. This is how we aim to deliberately include those less fortunate, who may otherwise not have had the privilege of getting (fully) vaccinated before coming (back) to Hotelschool The Hague.

3.4 How do I deal with feeling excluded if I don't get vaccinated?

As mentioned above, getting vaccinated is a choice. And we define ourselves as individuals by the choices we make and opinions we have. The challenge people in the entire world currently face, as a community on a smaller scale and as humanity on a larger scale, lies in respecting choices and opinions that can be different from their own. Even if one does not understand or support different choices and opinions, they can respectfully agree to disagree. From a place of faith in human decency and respect for the sovereignty and free will of all.

3.5 Do I become immune to COVID-19 if I get vaccinated?

No. People who were (fully) vaccinated still get infected with COVID-19. The severity of illness and number of hospitalizations among fully vaccinated individuals is however significantly lower compared to those who are not (fully) vaccinated.

3.6 Can I still infect others when fully vaccinated?

Yes, you can. Fully vaccinated people can still infect others. To prevent from unintentionally infecting the people you care about, it is advised to do a self-test twice per week, even if you are fully vaccinated. The self-tests are available to pick up for FREE at the reception desks. If you get symptoms, please stay home, get a PCR-test done and do not come to campus until after you get the test-result.

3.7 When am I considered fully vaccinated?

You are considered fully vaccinated 2 weeks after the second shot of either of the MRNA vaccines Moderna or BioNTech Pfizer or 4 weeks after the single shot of Janssen vaccine.

3.8 Where can I get more information on vaccination?

The National Institute for Health Services RIVM has more information published on everything about the vaccination for COVID-19. Read everything there is to know about it here:

<https://www.rivm.nl/en/covid-19-vaccination>

3.9 Where and how can I get vaccinated?

If you want to get vaccinated and did not have the opportunity to do so yet, we advise you to either get your shot at one of the walk-in locations.

- call GGD (Municipal Health Service) to schedule an appointment: 0800 7070 or
- Schedule your appointment [ONLINE HERE](#)
- [Use THIS link if you do NOT have a DigiD](#)
- [Click HERE for WALK-IN VACCINATION OPTIONS](#) (also without BSN or DigiD)

4. Corona Check App

4.1 Where is the Corona Check App required at HTH?

Our restaurants welcoming *external guests* follow the regulations as stipulated for the hospitality industry. Fine dining in Le Début, breakfast for our hotel guests and in case of the Heineken bar after 5pm, are only accessible using the Corona Check App. All non-educational, commercial events and public cultural events are also subject to the use of the Corona Check App at Hotelschool The Hague.

4.2 Where is the Corona Check App NOT required within Hotelschool The Hague?

Practical Education (PE) and Managing an Outlet (MO) students performing their duties as part of their practical education in the outlets are NOT required to provide a QR-code via the Corona Check App. This also applies to instructors supporting the students with their duties in these outlets. La Mangerie, Les Saveurs, Roots, terraces and private cultural events do not require the use of Corona Check App.

4.3 Are other venues and events at Hotelschool The Hague required to use the Corona Check App?

All other events and venues than stated in paragraphs 4.1 and 4.2 are required a case-by-case evaluation by event office. If you wish to organise an educational or non-educational event, please submit your request to the event office.

4.4 How do foreigners get access to restaurants and bars?

EU-residents can use the valid QR-code within the Corona Check App from their own country. The Dutch Corona Check App is not able to process QR-codes from outside the EU.

Non-EU residents: If you arrive in the Netherlands as a foreign student from outside the EU, you cannot use your home country's Corona Check App. You will have to request a BSN and DigiD to get a valid QR-code within the Dutch Corona Check App. We advise you to get your proof of vaccination validated by GGD in Utrecht. Or you can get yourself vaccinated at no extra cost in the Netherlands. You will only need to bring your ID and stop by one of the drop-in locations: <https://prikkenzonderafpraak.rijksoverheid.nl/en/locaties/>

When you get your BSN, you can request a DigiD and the Dutch Health Authorities (GGD) can link your vaccination to your newly acquired BSN. Now you can get a valid QR-code for the Dutch Corona Check App.

5. COVID-19 symptoms, testing & quarantine

PE/MO students please note:

If you have symptoms, receive a positive test-result, or were in close contact with someone who tested positive, please follow the guidelines below AND follow the reporting-ill-instructions described in your course syllabus 'Practical Education' or 'Managing an Outlet'.

5.1 As of when is someone contagious?

Please be aware that someone who is infected with COVID-19 is already highly contagious 2 days PRIOR to showing symptoms. This is what makes it so difficult to contain the virus and why adhering to the preventive measures, self-quarantine and PCR-testing are so important.

5.2 What to do when I have COVID-19 symptoms, or my self-test turns out positive?

1. **Self-quarantine immediately** at least until you get the results. Under no circumstances leave your house. Students living in Skotel must follow the instructions from school with regards to self-quarantine.
2. **Schedule a PCR-test** Call GGD at **0800 1202** to make an appointment or **+31 850 659 063** if you're calling from a foreign phone. The number can be reached 7 days a week between 08:00 and 20:00. You can find more information on testing on the website of the National Institute for Public Health and Environment (RIVM).
<https://www.government.nl/topics/coronavirus-covid-19/coronavirus-test>
3. **Inform CRT** immediately by sending an email to coronavirus@hotelschool.nl, include your name, phone number and student number. They will contact you.

5.3 Close contact with someone who tested positive

Were you in contact with someone who tested positive for more than 15 minutes at less than 1.5m? The action required depends on the level of close contact and whether you are fully protected or not.

Housemate(s) tested positive for COVID-19? -> Quarantine!

Regardless of your vaccination or booster status, you are required to self-quarantine if (one of) your housemate tests positive for COVID-19. Please self-quarantine and contact coronavirus@hotelschool.nl immediately. If you get a negative test-result for COVID-19 upon doing a PCR-test at GGD on day 5 of your quarantine, you are relieved of further quarantine.

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NOT fully vaccinated and/or no booster-shot? -> Quarantine!

If you were not fully vaccinated and did not receive your booster vaccination-shot at least 7 days prior to the time of the close contact, you need to self-quarantine immediately unless you are under the age of 18. Under no circumstances should you come to campus. Please inform the CRT by sending an email to coronavirus@hotelschool.nl. Include your name, phone number and student number. The CRT will contact you. The GGD might also approach you based on the information given by the positive tested person as part of the source and contact research. If needed, the GGD will also ask Hotelschool The Hague to assist with approaching you.

Fully protected, including the booster vaccination shot -> No quarantine

You are considered fully protected only if you received the booster vaccination shot (on top of your full vaccination), more than seven days before the time of the close contact. If this is the case, you are not required to self-quarantine unless you have symptoms. Should you develop symptoms for COVID-19, you should make an appointment for a PCR-test at GGD.

If you do NOT develop symptoms, you are still strongly advised to perform a PCR-test 5 days after the moment you were in close contact with the positive tested person.

Should the test turn out positive, immediately self-quarantine and under no circumstances come to campus. Inform the CRT by sending an email to coronavirus@hotelschool.nl including your name, phone number and student number. The CRT will contact you.

The GGD might approach you based on the information given by the positive tested person as part of the source and contact research. If needed the GGD will also ask Hotelschool The Hague to assist with approaching you.

5.5 Close contact with someone who has symptoms.

If you do not have symptoms yourself, you do not need to quarantine yet. Do a self-test, which is available for FREE at reception. Follow the health and safety preventive measures. If the test-result of the person you were in close contact with turns out positive, we refer you to the article listed above in 5.4

5.6 When is someone considered healthy after testing positive?

Individuals who do not show symptoms but test positive for COVID-19 are placed in isolation. If they show NO symptoms for at least 5 days after the positive test, they are considered healthy and are relieved from further isolation. If they DO start showing symptoms within these 5 days, they need to isolate for at least 7 days, counting from the first 'sick' day. When they are free from symptoms for at least 24 hours, they are considered fully recovered.

- Minimum 7 days isolation after the first 'sick' day **OR**
- Minimum 5 days symptom-free in isolation after the positive test **AND**
- 24 hours symptom-free (sneezing, fever, difficulty breathing, coughing)

NB After testing positive, there is no point to keep testing until you test negative, because residual virus-particles are likely to cause a positive test result, even if the person is no longer contagious.

5.7 How does quarantine differ from isolation at Skotel?

Isolation: When students at Skotel **test positive for COVID-19**, they are placed in isolation either in a hotel room at Skotel or they chose to go home.

Quarantine: When students at Skotel **show symptoms for COVID-19**, they are requested to self-quarantine in their room, and schedule an appointment for a PCR-test at GGD. They should await the test-result and under no circumstance come to campus. No specific restrictions apply to the roommate unless the PCR-test results comes back positive. In that case the roommate can be considered a close contact, for which we refer to the paragraphs below.

Lifting Quarantine: You will be relieved from quarantine and considered healthy in case:

- they complete 5 days of quarantine before taking a COVID-19 test **AND**
- they do NOT experience any symptoms **AND**
- the test result is negative.

Should the test-result turn out positive, you will be requested to go into isolation until fully recovered (5.6). Always wait for approval from the CRT to be released from quarantine or isolation.

5.8 When can I leave quarantine?

- Positive test result -> 7 days isolation
- Travelling from a very high-risk area -> 10-Day Self-quarantine*
- +18 No booster-shot close contact -> 10 Day self-quarantine*

*Only if you test negative after 5 full days of quarantine, will you be relieved from the remaining 5 days. Please contact the Corona Response Team (CRT) in case you go into isolation or quarantine and keep them updated. Wait for approval by CRT to come out of isolation or quarantine. For

more detailed information on the quarantine requirements, please consult the information issued by the government: <https://www.government.nl/topics/coronavirus-covid-19/visiting-the-netherlands-from-abroad/self-quarantine>

5.9 What is Pile-Up Quarantine?

Despite showing no symptoms for 5 days, one of the quarantined students at Skotel tested positive. To illustrate the example of pile-up quarantine, we will call this student 'Alpha'. Alpha's a-symptomatic positive test result, can mean one of two things:

- Either Alpha had been infected weeks ago without noticing it and is now at the end of the official period of disease. This would mean Alpha is only slightly contagious. OR:
- Alpha is at the very start of the disease and has yet to start showing symptoms, which usually occurs within 5 days. In this case, Alpha is highly contagious

To determine which of the two it is, Alpha is transferred from quarantine into isolation for at least 5 more days. Because of this uncertainty, the housemates with whom Alpha was in quarantine, also need to prolong their quarantine with another 5 days, despite their own negative test result. That is called Pile-up Quarantine.

SITUATION A: 5 days no symptoms = not contagious

If Alpha does not show symptoms in the following 5 days of isolation, he/she will be considered healthy and no longer contagious. There is however no point for Alpha to be tested again, as the residual virus particles are likely to cause a positive test result.

All students with whom Alpha was previously quarantined do need to get tested again on day 5 after Alpha tested positive. If they do not develop symptoms and receive a negative test result again on the new day 5, they will be considered healthy, not contagious and the CRT will relieve them from quarantine.

SITUATION B: COVID-19 Symptoms do occur.

If Alpha does develop symptoms within the 5 days after the test result, the day these symptoms develop is considered his/her first sick day. Alpha is then to remain in isolation until fully recovered, meaning:

- at least 7 days of isolation counting from the first sick day and
- Alpha is free from symptoms for at least 24 hours.

Pile-up Quarantine / Stapel Quarantaine

Alpha's quarantine-mates having to add another 5-day period to the initial quarantine is what GGD calls 'Stapel Quarantaine,' translating to 'Pile-up Quarantine'. If one of Alpha's quarantine-mates tests positive on the next 5-day testing-point, he or she will have to go in isolation and another quarantine period is added to the previous ones. This pile-up quarantine is an affront we want to avoid and the only way to do so is when everyone strictly follows the preventive measures.

6. Travel

6.1 Do I need to self-quarantine upon entry of the Netherlands?

Quarantine? PCR-test? Rapid test? Vaccination? Booster shot? High-risk area? Find the regulations that apply to your specific situation when entering or returning to the Netherlands on the Dutch government travelsite: 'Reizen-Tijdens-Corona'. Fill out the details of your trip to see what applies to your travel here:

<https://reizentijdenscorona.rijksoverheid.nl/en>

Before finalizing your travel plans, we strongly advise to check the safety code of your country of origin published by the Dutch Ministry of Foreign Affairs. For more detailed information, we advise you to consult the following webpages:

- Check for entry ban and exemptions [HERE](#)
- Check if you require a negative test result upon entry [HERE](#)
- Check if you need to self-quarantine upon entry [HERE](#)
- Check the rules for transit and short stay [HERE](#)

6.2 I am a 'cross-border' student and therefore do not have to quarantine, right?

NO. You are NOT a cross border student. For The Netherlands, the cross-border situation only applies to residents of Germany and Belgium who travel from their house in one country to their school in another country every day (commute). For example, if you live in Germany, just over the Dutch border, and commute to a university on the other side of the border daily.

When you return to Hotelschool from an 'orange zone country' and are not able to provide a valid QR-code within the Corona Check App, you will be required to go into quarantine for 10 days.

Please check the latest travel advice published by the Dutch government here:

<https://www.government.nl/topics/coronavirus-covid-19/visiting-the-netherlands-from-abroad>

6.3 Can I be exempt of Quarantine when visiting a loved one in Belgium or Germany?

Yes, if you are visiting a parent, child, spouse or partner in Belgium or Germany you are not required to self-quarantine for 10 days. This also applies the other way around, if your parent, child, spouse, or partner comes to visit you from Germany or Belgium. This does NOT apply to any other countries. For more information on this exception, please consult the publication by the Dutch government via the link below:

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<https://www.government.nl/topics/coronavirus-covid-19/visiting-the-netherlands-from-abroad/self-quarantine/exemptions>

6.4 I have been vaccinated and got a booster-shot. Can I skip quarantine?

Please note that being fully vaccinated and having had the booster shot can protect you from severe illness and hospitalization when you get infected. However, it does not prevent you from spreading the virus and infecting others.

Travel regulations to and from the Netherlands are frequently updated. For the most updated information on traveling to and from the Netherlands, we refer the Dutch government travel site: 'Reizen-Tijdens-Corona'. Fill out the details of your trip to see what applies to your travel here: <https://reizentijdenscorona.rijksoverheid.nl/en>

We kindly ask you to please respect the travel-, test- and quarantine restrictions in place when returning to Hotelschool from your placement and/or holiday.

6.5 No quarantine in Skotel

If you are required to self-quarantine, you may be relieved of quarantine after 5 full days, provided you show a negative PCR test after the first 5 days of quarantine. Please also note that, when traveling from abroad, you cannot self-quarantine at Skotel. You must foresee in quarantine accommodation elsewhere and at your own expense. Please note that no online alternative classes will be offered for year 1, year 2 and year 3 students. This means that if you arrive late, you will miss class, possibly causing a study delay.

6.6 Quarantine 5 days or 10 days?

Even if you are fully vaccinated, received a booster shot, and can provide a negative PCR-test upon arrival, when entering the Netherlands from a country listed *very high risk*, the Dutch government requires you to go into a 10-day self-quarantine. Only if you receive a negative result of a PCR-test after 5 full days of quarantine, will you be relieved from the remaining 5 days. For more detailed information on the most recent quarantine requirements, please consult the information issued by the government:

<https://www.government.nl/topics/coronavirus-covid-19/visiting-the-netherlands-from-abroad/self-quarantine>

6.7 I quarantined in a different country, but not for 10 days. Can I subtract those days?

No, you cannot subtract the days quarantined in another country from the quarantine requirement in The Netherlands. Your count begins upon arrival in The Netherlands. However, should you test negative for COVID-19 after 5 full days of quarantine, you will be relieved from the remainder of the quarantine.

7 Access to campus

Following the regulations announced by the Dutch government for higher education, you are welcome to work and study on campus during regular opening hours. Classes are limited to a maximum of 75 people and wearing a facemask is required when you cannot keep 1.5m distance, also when seated. Should you wish to reserve a specific classroom, you can do so via webroom booking. <https://hotelschool.topdesk.net/tas/public/ssp/>

7.1 What time is the HTH campus open?

Location The Hague	Days	Opening hours
Skotel	Mon – Sun	9:00 – 22:00
Mediacentre	Mon – Fri	9:00 – 17:00
Hotelschool Brusselsesteenweg	Mon – Fri	9:00 – 21:00

Location Amsterdam	Days	Opening hours
Skotel / School	Mon – Fri	9:00 – 23:00
Mediacentre	Mon – Fri	9:00 – 17:00

7.2 Am I allowed on campus if I come from [country/region]?

Please be aware that, even if you are fully vaccinated and can provide a negative PCR-test upon arrival, when entering the Netherlands from a country listed very high risk, the Dutch government requires you to go into a 10-day self-quarantine. Please also note that 'safe' countries, travel-, test- and quarantine restrictions remain subject to change. The safety code of the country you are coming from can change overnight. When planning your arrival or return to Hotelschool The Hague, we advise to check the details to see what applies to your specific travel situation using the travelsite: Reizentijdenscorona. <https://reizentijdenscorona.rijksoverheid.nl/en>

We kindly ask you to please respect the travel-, test- and quarantine restrictions in place when returning to Hotelschool from your placement and/or holiday. If you are required to quarantine, you will need to make arrangements for this yourself.

7.3 Are there online alternatives for on-campus classes and exams?

No. Oral exams take place online. But all written exams and courses take place on campus. There are no online alternatives available for on campus classes and exams. In case you need to request your exam chance(s) back, you can do so until 6 weeks after the exam(s) by providing proof of illness/quarantine to examcommittee@hotelschool.nl. The exam committee will need the

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exam codes and your proof should clearly state your name, the date of i.e., the PCR-test and the name/location of the testing facility.

Students abroad who are unable to return to campus for exams, can request to sit their exams remotely, at for example a local university or embassy. According to the EER, students will have to submit their request for this to the exam committee and ensure arrangements for this are in place no later than 20 days prior to the exam(s).

8. Education

8.1 What are the guidelines for higher education?

The Dutch Ministry of Education has put the following guidelines in place:

- Stay home if you have symptoms
- Maximum of 75 people per classroom.
- Self-test twice per week. Available for FREE at receptions
- Keep 1.5m distance where possible.
- Wear a face mask over nose and mouth when walking and standing, unless lecturing or presenting, in which case you must keep 1.5m distance
- Wear a face mask over nose and mouth when seated, unless you can keep 1.5m distance or when you are eating or drinking.
- Exams, practical education and support of vulnerable students are exempt and allowed to take place on campus

8.2 Do I need to make housing arrangements for next block?

Yes, you will need to make housing arrangements. Make your travel plans in time and if coming from a very high-risk area, you will need to prepare to self-quarantine before starting next Block.

8.3 What will education look like for MBA/MA?

Respecting the preventive measures and restrictions in place, helps ensure your and others healthy and safety. Education for MBA and the new MA Leading Hotel Transformation will be predominantly on campus, possibly with elements online.

8.4 What about Practical Education?

Practical outlets will open following guidelines for hospitality starting Tuesday 15 February 2022. Our F&B and RD outlets will be operational. Outlets receiving external guests, such as Le Début, Les Saveurs and the Heineken bar after 5pm must follow the governmental guidelines for the hospitality industry.

They are required to use the Corona Check app to allow guests to enjoy our fine dining at Le Début and the breakfast of our hotel guests. Guests will have to show a valid QR-code. Students performing their duties for PE/MO and staff in the outlets do not require to provide such a QR-code. Outlets which do not receive external guests such as La Mangerie and the Heineken bar before 5pm are subject to educational guidelines, which does NOT require the use of Corona Check App.

8.5 Do I need to wear a face mask or have a valid Corona Check app QR-code during PE/MO?

When walking and standing you are required to wear a facemask. Only lecturers teaching in front of a classroom may remove their facemask if they can keep 1.5m distance. Following the guidelines for the hospitality industry, students and staff performing their duties as part of education (Practical Education and Managing Outlet) in our outlets are not required to provide a valid QR-code within the Corona Check App.

8.6 I have MO but can't travel to the Netherlands, what do I do?

PE and MO take place on campus starting Block C. The outlets will open Tuesday 15 February 2022. There will be no online alternative for on-campus education and exams. Should you be an MO student and travel restrictions prevent you from returning to the Netherlands, please contact the Bachelor Management Team, who decides on individual cases separately.

8.7 I had MO/PE and was sent home due to symptoms. What should I do?

Self-quarantine immediately and schedule a PCR-test at GGD (see paragraph below) at least until you get the test results. Under no circumstances leave your house. Students living in Skotel must follow the instructions from school with regards to self-quarantine.

Get tested! Call GGD at 0800 1202 to make an appointment or +31 850 659 063 if you're calling from a foreign phone. The number can be reached 7 days a week between 08:00 and 20:00.

Inform CRT immediately by sending an email to coronavirus@hotelschool.nl, include your name, phone number and student number. They will contact you.

More information on testing is available on the website of the National Institute for Public Health and Environment (RIVM). <https://www.government.nl/topics/coronavirus-covid-19/coronavirus-test>

NB PE/MO students: If you have symptoms, received a positive test result or are not fully vaccinated and were in close contact with someone who tested positive, please also follow the reporting ill instructions described in course syllabus 'Practical Education' or 'Managing an Outlet'. As per normal procedure, you will get the opportunity to catch up any missed shifts due to illness, quarantine, or isolation.

8.8 Education Year 1

Education for YEAR 1 students is mainly on campus. Conform the guidelines of the Dutch health authorities GGD, and respecting the preventive measures in place, Skotel remains open. It is considered housing facility for our first-year students, including two students sharing one room.

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We ask students returning from placement and holiday to please respect the travel-, test- and quarantine restrictions in place when returning to Hotelschool. Please be aware there are no online alternatives available for on-campus education and exams in Block C.

8.9 Education Year 2&3

Education for YEAR 2 and YEAR 3 students takes place on campus. There are NO online alternatives for on-campus classes and exams. Please note that there are a few exceptions for large groups and some classes are given online only. We are optimally utilising the space and time we have at our disposal.

Preparatory sessions for Placement:

It is crucial for the planning of placement that students attend the preparatory sessions which are planned in their schedules. Questions will be addressed, and information shared which is vital for going on placement. If a student did not attend the session in their schedule, they are advised to contact the placement office asap as they still may be able to help you.

Quarantine or not?

Please be aware that, even if you are fully vaccinated and can provide a negative PCR-test upon arrival, when entering the Netherlands from a country listed *very high risk*, the Dutch government can require you to go into a 10-day self-quarantine. Please also note that 'safe' countries, travel-, test- and quarantine restrictions remain subject to change. The safety code of the country you are coming from can change overnight. When planning your arrival or return to Hotelschool The Hague, we advise to check the details to see what applies to your specific travel situation using the travelsite: Reizentijdenscorona. <https://reizentijdenscorona.rijksoverheid.nl/en>

We kindly ask you to please respect the travel-, test- and quarantine restrictions in place when returning to Hotelschool from your placement and/or holiday.

8.10 Education Year 4

Education for YEAR 4 students is as much on-campus as possible, with options online for our YEAR 4 students who are not able to join YEAR 4 on campus classes for the whole of the block. YEAR 4 students also have time available on campus for groupwork, studying and coaching/tutoring sessions.

8.11 Is there an alternative for off-site education?

No. In case of fieldtrips or off-site classes, both lecturers and students are required to adhere to the preventive measures, rules and regulations which apply to that specific off-site location. This may require you to provide a valid QR-code within the Corona Check App. If you were not yet fully vaccinated or received a booster-shot 7 days prior to the fieldtrip, you will have to arrange to get a COVID-test done yourself. There is no alternative for this type of fieldtrip or off-campus activity or class.

8.12 What about the Leadership Lab / Outdoor?

To prevent hurdles such as crossing national borders, we are preparing an adjusted hybrid outdoor programme in the Netherlands. Should you or your students have any questions regarding the upcoming outdoor programme, please kindly reach out to leadershiplab@hotelschool.nl

8.13 Can I request online education for next Block?

No. There is no online alternative for on-campus education. Interpersonal skills and activities are fundamental pillars within the hospitality industry. On-campus education greatly supports growth, personal development, and study progress. We very much appreciate this regained privilege.

If you are not on campus in time to start next block, you will miss important classes and meetings, which can possibly result in a block ***delay***. The alternative would be temporary disenrollment, which should be discussed with a student counsellor.

We realize this message comes across very strict. But we want to avoid unpleasant surprises. Together with vaccination, quarantine when coming from very high-risk areas is the most effective way, we can all help prevent the spread of current and possible new variants of the COVID-19 virus. As member of the HTH community, we trust you also want to contribute to a safe and responsible return to campus for all.

For the most recent information on traveling and quarantine, we strongly advise you to frequently check the information provided by the Dutch government website and on their 'reisapp': <https://www.netherlandsworldwide.nl/>

The health of the entire HTH community is our top priority, we therefore cannot permit students on campus who have entered The Netherlands not having respected the designated travel-, test- and quarantine regulations.

9. Launching Your Career

9.1 I could not take exams, causing me a block delay. Will I still be able to start LYCar?

Check in with your tutor to discuss how to best tackle your situation.

9.2 Can I miss the gECs? Can I start my LYCar with phase 2 and 3 still open?

No. If there are any specific personal circumstances only the student counsellor can give an exemption to start LYCar with outstanding ECs open from phase 2.

9.3 What is the plan of approach to find an internship later?

We have seen that most students find an internship. If you have not, please reach out to your LYCar coach or if you do not have one yet, your placement coordinator and look for a solution together to finish your LYCar.

9.4 Who can I reach out to, if I do not go on internship and the research component covers my entire thesis?

For LYCar, you are required to have a company experience, this can be remote. Most students have found such a company experience, either themselves or with the help of their LYCar coach and Placement Coordinator. Please reach out, as it is a valuable part of LYCar. You need to show that you have made management decisions within an organization and added value this way.

9.5 Are the 30 weeks still applicable to LYCar execution?

Yes, the 30 weeks apply to the execution of LYCar. If you start a research project, it is also the starting date of your LYCar execution. It is important to have the signed contract from your commissioner/research client.

9.6 Will there be any flexibility on the international aspect of an internship?

If you cannot work for an international company, you can still consider the international aspect, which needs to be somewhere in your professional products. It does not necessarily mean that you need to work for an international organization if it is not possible. Please refer to the LYCar syllabus to understand what the international aspect entails.

9.7 Can I start LYCar, even if I do not have the 183 ECs?

No, you cannot officially start your LYCar execution. We advise you to catch up on your other courses.

9.8 My internship got postponed, do I have enough time to start the research component for the Research Centre?

For now, the external component still entails an in-company experience and in-company deliverable(s). This means you need to participate/be involved in the company's (department) daily business processes.

We understand though that it might be difficult for you to secure a placement within a company due to the current situation and therefore we are expecting that most of you will start with the for-company (research component) first. Afterwards you can continue with your in-company deliverable.

9.9 Will there be more teachers available to host research classes?

We have peer group coach sessions plus consultation sessions available. All LYCar coaches can support you in setting up your plan of approach. For specific quantitative analysis we will offer consultation classes by research lecturers. Please keep an eye out for announcements.

9.10 Will I be able to have my Lycar defence on campus next Block?

Due to the volatile situation, we cannot provide a definite answer to this. We realise that having an on-campus defense is the preferred option, but as for every activity on campus, we will adapt depending on the preventive measures in place.

9.11 Will the graduations take place on campus? How do I get my diploma?

Starting Block C, we are starting to organise events such as the graduation ceremony on campus. We will communicate this as soon as we know more. If you need your diploma/proof of graduation prior to the graduation ceremony, please reach out to Student Affairs.

10. Skotel

10.1 Are students allowed to live at Skotel?

Yes, The student rooms of both Skotels remain open for first-year students. Both Skotels were inspected and approved by the GGD (the Dutch health authority) provided all preventive health and safety measures are respected.

Skotel is an integral part of the Hotelschool study and experience. Year 1 students are therefore required to be part of this experience. We have taken all possible health and safety precautions to make everyone feel safe.

10.2 How does the air in Skotel circulate?

As stipulated by the national Institute for Public Health and the Environment (RIVM) the air pumped into our buildings is 100% outside air. It does not recirculate. More specific details about ventilation in the buildings of Hotelschool The Hague are stated in chapter 2 of this FAQ.

10.3 How many students are in one room in Skotel?

Following consultation and approval by the Dutch Health Authorities, two students can be in the same room. For your own health and safety, we ask you to respect your own and each other's personal space.

10.4 I would like to go on holidays. If I need to quarantine upon return, can I do so in Skotel?

No, you cannot. You must arrange to self-quarantine at another location, at your own expense. [Travel restrictions and quarantine regulations](#) are aimed at restricting travel movements when necessary. Hotel rooms at Skotel are reserved for external guests and positive tested students who are required to go in isolation. The rooms cannot be provided for self-quarantine.

10.5 If the Dutch authorities decide to close schools, would students need to leave Skotel?

We unfortunately cannot answer this question, as this decision will depend on the situation in our community, and the measures taken by the Dutch authorities.

10.6 Is it mandatory to live in Skotel for Year1 students?

Yes. We believe education is more than merely conveying theoretic knowledge and practical skills. Personality and character are formed by developing social skills and overcoming challenges. The Skotel experience is therefore an integral, mandatory part of the curriculum. At the end of the academic year, students receive credits for staying in Skotel. Skotel has been approved by the Municipal Health Services provided preventive measures are respected. Should you be absent from Skotel longer than 5 days, we ask you to follow the procedure we have in place:

- Speak to your student counsellor. He or she will discuss the possibilities with you and offer suggestions such as temporary disenrollment, adjusting your study program, etc...
- The student counsellor registers the students' request in Osiris.
- The student counsellor submits the request to BMT, who makes a final decision.
- BMT informs the Exam Committee and Skotel Management and requests for an alternative assignment if required.

10.7 I went home for quarantine or isolation and my house at Skotel is now in Quarantine. Is it safe for me to return?

Skotel, and our measures for safety have been approved by the Municipal Health Services. If you respect all preventive measures in place, Skotel is safe to return to, even when your house is in quarantine. We prefer you return to Skotel with your schoolmates, but do not want to force you into an environment you do not feel safe in.

Therefore, we leave it up to you to decide to return or not. Should you be absent from Skotel longer than 5 days, we kindly ask you to follow the procedure mentioned in the item above. Please also keep in mind that, in case you decide not to return to Skotel, no financial refunds will be made.

10.8 Hotels are open, what about Skotel, and HTH restaurants?

Our hospitality outlets follow the hospitality sector, but education is leading. Hotel rooms at Skotel The Hague and Skotel Amsterdam are always subject to government restrictions and require adhering to the general and specific corona rules and regulations. Our F&B and RD outlets operate respecting all preventive and restrictive measures in place.

Fine dining, visiting the Heineken bar after 5pm, and breakfast for our hotel guests is subject to showing a valid QR-code within the Corona Check App. We kindly refer to the more detailed information on the use of Corona Check App at Hotelschool The Hague in chapter 4.

11 Finances

11.1 I am having financial difficulties, what to do?

It is sad to discover how financial struggles cause anxiety and depression. But it is nothing to be ashamed of. Please know that it's OK not to be OK. The first step is to acknowledge the problem, talk about it and then have the courage to ask for help.

Please reach out to one of our Student Councillors via the service desk. They can offer support, guidance, and advice in a solution-based approach. But most of all provide the personal attention you need to feel heard and get the burden off your chest. You can also consider the following options:

- As per 21 January 2021, the government announced extended support by DUO. Check the (Dutch) government website for more information on the [financiele tegemoetkoming studenten](#).
- Please have a look at the Dutch page for [loan options with DUO](#) or [English page of DUO](#). Please contact the student counsellor if you need assistance.
- Develop a payment plan that would fit your situation. Please send it to servicedesk@hotelschool.nl for approval.
- **HTH Profiling Fund:** The profiling fund has the objective of offering financial support to students who have incurred or are expected to incur a delay in studies, in connection with a special circumstance. Please have a look at the Appendix 1 of the [student charter](#).
- **The Hendrik Tuinema Regulation:** this fund was established to provide grants to students who face specific and severe financial difficulties. You can process an application through our student counsellors. Please contact them via the service desk and see if this could apply to your case. Note that the fund offered is of a maximum of approx. € 1,000 per academic year. For further information, please refer to the Appendix 1 of the [student charter](#).

11.2 What is my discount on tuition fee 2021/2022?

The overall tuition fee at Hotelschool The Hague consists of two parts. One part is the statutory tuition fee, which is set by the Dutch government. For legal reasons, Hotelschool the Hague is not allowed to change the amount of this part of the tuition fee.

However, as part of the 'Nationaal Programma Onderwijs', the Dutch government has announced a 50% discount of the statutory part of the tuition fee for the academic year 2021/2022. This amounts to a discount of €1,084.- which applies to students enrolled at an educational institution in The Netherlands who follow a programme for which they pay statutory tuition fee. It applies to all nationalities Dutch, EU and non-EU students.

NB: The discount does NOT apply to privately funded education programmes, such as the MBA, IFT and the private part of the overall tuition fee of our Bachelor programme.

On top of the 50% discount on the statutory tuition fee, within the 'Nationaal Programma Onderwijs', students in their first year (12 months) receive an extra 50% discount on the remainder of the statutory tuition fee.

Our finance department applied the discount to your overall tuition fee. The discount for the academic year 2021/2022 depends on when you started at Hotelschool The Hague. We stated the three possible situations for your remaining discount:

1. If you started before February 2021 your discount for 2021/2022 is: €1,084
This is 50% discount on the statutory tuition fee for the academic year 2021/2022, announced by the Dutch government as part of the Nationaal Programma Onderwijs.
2. If you started in February 2021 your discount for 2021/2022 is: €1,355
You already received the first part of the discount for first-year students (six months: 50% of €1,084 = €542) in your first semester, which still leaves you:
 - the 50% discount of the statutory tuition fee for the academic year 2021/2022, announced by the Dutch government as part of the Nationaal Programma Onderwijs (€1,084) +
 - The second part of your first-year student discount (six months: 50% of €542 = €271)
3. If you started in September 2021 your discount for 2021/2022 is: €1,626
This discount consists of:
 - the 50% discount of the statutory tuition fee for the academic year 2021/2022 announced by the Dutch government as part of the Nationaal Programma Onderwijs (€1,084) +

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- the entire (12 months) 50% discount for first-year students
(50% of €1,084 = €542)

The other, private part of the tuition fee set by Hotelschool The Hague cannot be lowered for the following three reasons:

1. Hotelschool The Hague is accredited as a small-scale University of Applied Sciences. Because of the small-scale feature that requires better facilities, more staff members and ambitious learning outcomes, Hotelschool The Hague has higher overall costs compared to a large-scale school.
2. Because of regulation imposed by the Dutch authorities, and to prevent further spread of COVID-19, not all classes can be held on campus and therefore, some must be online.
3. The switch to digital and hybrid education did not reduce cost. On the contrary, Hotelschool The Hague was required to make extra investments to offer students the best blended learning experience as possible. Thanks to the investments made related to online education, Hotelschool The Hague was able to maintain the delivery of high-quality education, even in the online environment.

11.3 My graduation is delayed. Can I get a refund of tuition fee for that delay?

Before you decide to delay your studies, please reach out to your tutor or Study Progress Coordinator to see the different options for you. We will put everything in motion to help you not be delayed and graduate on schedule.

Also, the government has announced lenience and financial support within the Nationaal Programma Onderwijs. A discount in tuition fee and investing in offering support on finding internships are a few of the focus points of the programme. Dutch students who take longer to graduate due to COVID-related issues can receive additional support from DUO. For more information, please check the [financiële tegemoetkoming studenten](#).

12 Placement

12.1 Can students go on and return from placement?

The Dutch [travel and quarantine restrictions](#) may make it difficult for students to leave on placement and return from their placement. Where possible, we ask you to please always consider how the most recent travel restrictions and quarantine regulations affect your personal situation. Should you encounter difficulties concerning placement, please contact placement@hotelschool.nl.

If Hotelschool The Hague grants permission to travel, the student will be asked to sign the 'Travel Advice Disclaimer'. Hotelschool The Hague takes NO responsibility; all risks lie with the individual traveler. Apart from COVID-19 related issues, the code orange procedure is always in effect if students perform a placement in an orange rated country. The procedure is posted on My Hotelschool – Placement Office – Resources – Code Orange (Travel Advice).

12.2 I am currently abroad. Where can I get help?

Students can always (24/7) call the Placement Office Emergency Number +31(0)6 30511292. Please note this number does not accept WhatsApp messages or SMS.

The Dutch embassy can be reached by telephone 24/7 via +31 247 247 247. The Dutch ministry of Foreign Affairs can be reached via WhatsApp on the number +31 682 387 796 or via Twitter on @24/7BZ.

12.3 Who should I contact regarding Placement questions?

The Placement Office is available during Office hours. Please feel free to reach out to us by phone or email (placement@hotelschool.nl) or through Microsoft Teams. If students are in the placement application process, they can reach out to their placement coordinator at the coordinators personal email. If students are currently on placement, they should keep their dedicated tutor updated.

Students who are in the process of finding an internship can schedule a meeting with their personal placement coordinator by using the booking tool: intranet-department-placement office-make an appointment.

12.4 What kind of companies are allowed for practical placement?

All 3,4, or 5 star hotels are allowed, both chain affiliated and independent hotels. Also stand alone Michelin star restaurants are an option. Please always check with your placement coordinator for approval of the placement and company.

13 Exams/Assessments

13.1 Assessments on campus

To assure the quality level of all assessments (and the value of your and everyone's diploma) all sit-down assessments of Block C 2021-2022 will be arranged on campus for all study years. HTH is testing the software that will give a secure method of doing exams digitally on campus with an own device. The alternative will be assessments on paper on campus. You will be informed whether the sit-down assessments are offered:

Digital: on your own device (so you need to bring your own device) on campus, **OR**
Paper: on campus.

13.2 In case exams are proctored online, how should I prepare?

Complete the Onboarding! The most important implication of exams being proctored online, is that everyone must have completed the onboarding procedure prior to their first exam. For students who already completed the onboarding procedure, nothing changes as it remains valid for 180 days upon initial completion.

The onboarding process is therefore especially important for students who recently started. As identification for the onboarding, it is possible to either use your student ID card or the Osiris app student ID-card. May we also remind you of the need for your Hotelschool smartcard during the online proctoring itself? Should you require a new smartcard for the upcoming assessments, please order it [HERE](#)

You will find more specific details concerning the online proctoring in the document you can find following the link [HERE](#). Or visit the intranet:

<https://intra.hotelschool.nl/wp-content/uploads/2021/04/Digital-assessments-OFF-campus.pdf>

If you still have questions about the onboarding procedure or the online proctoring itself, please contact proctoring@hotelschool.nl

13.3 I have an argued objection to online proctoring. Can I be exempt of proctoring?

Should you have an argued objection to online proctoring or experience practical issues preventing you from being proctored, it is possible to request an exemption based on the opt-out option on proctoring in the EER. If this is the case, you are requested to please submit your

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argumented request for exemption to the Exam Committee per email via examcommittee@hotelschool.nl no later than Wednesday of week 3, the deadline for the assessment registration.

13.4 I have a question regarding my assessment. Who can I contact?

In case of general questions, please contact the Servicedesk. Depending the situation, the Servicedesk can advise you to either contact the Exam Committee, your lecturer or proctoring@hotelschool.nl

13.5 How will the minor pilot be assessed?

The course syllabus for the minors will be developed and communicated. However, things like assessments, learning goals, study hours/workload will not change. The core team is looking into creating possibilities to combine online classes and on-campus activities. More information about this will be communicated.

13.6 How can I enrol or disenroll for an exam?

During the registration period of the block (Monday week 1 until Wednesday week 3) students can register and de-register for their assessments in Osiris. Students will receive specific details via email about how to register in Osiris on Monday week 1 of the new Block.

13.7 What if I cannot attend an exam due to illness, isolation or quarantine?

If you cannot attend an exam due to illness, you are entitled to receive your exam chance back, in accordance with EER 6.4. You need to submit your request to the Exam Committee examcommittee@hotelschool.nl within six weeks after the assessment and provide proof of illness, or proof that you took a covid-test clearly showing your name, the lab and the date. The result of the test itself may be blacked out, as this is private, medical information.

14 Other topics

14.1 Are the opinions of students being taken into consideration?

All the questions and or suggestions you have shared with us are considered. Please realise the difficulty to have personal contact with all students. Apart from approaching us by email, please get in touch with your Student Council and CDC student representatives if you have a suggestion for us to consider.

14.2 I am a parent and have a question, whom can I contact?

Hotelschool The Hague is in frequent contact with all its students. We do our best to provide our students with the latest news and decisions. If you have a question, please make sure to first reach out to your son/daughter. For any emergencies, please contact our reception desk:
+31 88 02 81 800

14.3 Will Hotelschool The Hague compensate for travel costs made?

No. Unfortunately, Hotelschool The Hague does not compensation for costs made for tickets or traveling. This is a situation outside our scope as a school. Please contact your travel insurance to see what they can do for you. If you were on practical placement or LYCar abroad, different rules apply. Please contact the Placement Office for additional information.

14.4 Who can I turn to for support?

Students' first contact with school is always their tutor, who can help them in case they run into individual, study-related issues. For study progress issues, the tutor will redirect students to one of our study progress coordinators. For personal issues, students can reach out to one of our Student Counsellors via the service desk and to studentwellbeing@hotelschool.nl

14.5 My question is not listed in this FAQ. Who can I contact?

Please address your corona-related question or concern via email at coronavirus@hotelschool.nl