
Last update: 1 September 2020

Frequently Asked Questions

COVID-19 measures and procedures

1. What preventive measures are followed on campus?

- Always keep 1.5 m distance
- Wash your hands-on arrival, and regularly when on campus.
- Sneeze and cough in your elbow
- Avoid busy areas
- Feeling sick? Then stay at home – and get tested.

Please watch [this video](#). It explains the measures that we all need to respect, for everyone's health and safety, when visiting our premises.

2. Do I need to fill out a health declaration form before entering HTH premises?

Yes, you do and it is mandatory for all students, staff and guests. This form is available on intranet and [here](#).

3. I am an employee/student. How can I report if I have been tested positive with COVID-19, if I have COVID-19 symptoms, or have been in contact with a positive tested person or if I have to self-quarantine?

Please follow the instructions detailed in the intranet coronavirus information page.

4. I have already quarantined myself in a different country, but not for 10 days. Can I add up those days to my self-quarantine in the Netherlands?

No, the days quarantined in another country cannot be subtracted to the quarantine days in The Netherlands. You need to self-quarantine for 10 days.

5. I come from an orange/red area, what should I do?

You need to self-quarantine for 10 days. If you do not have any symptoms after this period, you are welcome on the HTH premises. Do not forget to fill out the [health declaration form](#).

In case of symptoms such as a cold, fever, coughing, you are advised to do a corona test. This procedure is subject to change, please make sure to keep yourself informed and 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](#).

6. Is it mandatory to wear a face mask?

Wearing a face mask is not mandatory at Hotelschool The Hague, except for practical education. In this case, it is a mandatory measure: all instructors, PE and MO students are required must wear nonmedical face masks in all outlets. Wearing a face mask is not a substitute but an addition to the existing preventive measures.

7. Which recommendations does Hotelschool The Hague follow?

In accordance with the Higher Education Approach for Safety & Security ('Community Integrale Veiligheid Hoger Onderwijs') 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.

8. Where can I get information to test myself on the coronavirus?

This information is available via website of the Dutch government (click [here](#)).

Education

1. When Hotelschool The Hague will reopen its doors?

We are delighted to welcome back our staff, students and visitors as of 24 August. Only come to the campus for scheduled classes, or if you have reserved a study space or workspace. Once your classes or studies have finished, please leave the premises. Classes and activities have been spread throughout the day to minimise crowds on campus, and on public transport. Please come by foot, bike or car whenever possible.

Before entering the premises for the first time, please make sure you have filled in [the health declaration form](#). Please note that if you do not fill in the form, your access to the campus can be denied.

2. Restaurants and hotels are now open. Are HTH restaurants and Skotel open too?

These measures do not apply to the Hotelschool The Hague restaurants and Skotel, as they are part of an educational institute. As our outlets are real-life learning environments ("class rooms"), we must follow the measures that apply to higher education.

- Le Début campus Amsterdam and The Hague welcome guests since 26 August. Reservations can be made via reception or regular online reservation system.
- Skotel Amsterdam and The Hague re-opened their doors for hotel guests and practical education on 26 August 2020.

Skotel

1. Is Skotel open?

Skotel students have checked-in on 22 August. All information regarding the check-in including the exact check-in times was sent to the student on the 16th of July. Both Skotels were inspected and approved by the GGD (the Dutch health authority) for re-opening. Health and safety measures are applied, including the 1.5m distance rule.

Skotel Amsterdam and The Hague re-opened their doors for hotel guests and practical education on 26 August 2020.

Tuition fee/Skotel fee

1. Do I need to continue paying the same fee, or will it be lower?

What is important and binding is the fact that we are not allowed to lower the tuition fee from a government point of view. The tuition fee is set by the national government, also because about 75% of all costs of any funded university in The Netherlands are not covered by tuition fee but by government funding (taxpayer money in essence).

The tuition fee is defined by the Dutch Ministry of Education, Culture & Science. The 2,9% increase of the Hotelschool The Hague tuition fee 2020/2021 is in line with the government recommendations.

2. Why did the tuition fee increase?

The tuition fees are indexed annually.

Other topics

1. I am a parent and I 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

2. Does Hotelschool The Hague have a compensation programme for travel costs that are made?

Unfortunately, there will be no compensation for costs made for tickets or travelling. This is a situation that is outside our scope as a school. We as a school are also confronted with costs e.g. booked tickets that will not be refunded by the airline or conference organiser. Please refer to 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.

3. I have other questions than the ones stated in this FAQ

Please do not hesitate to email us with questions or concerns at coronavirus@hotelschool.nl