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Frequently Asked Questions

Admission

1. How can I apply for the Bachelor Programme and when?

As of 1 October 2020, you are more than welcome to apply for our regular Bachelor or IFT programme via our online application system. If you wish to apply for the possible start in August 2021 or for our IFT programme, the application deadline is 1 May 2021.

NON-EEA/EU passport holders applying between 1 April and 1 May will be placed in February 2022 when being accepted after attending a selection day.

Due to the COVID-19 situation, there was a surplus of accepted students which are placed in February 2021 intake, hence the intake for Feb21 is full. We advise you to apply for August 2021 or the February 2022 intake.

2. How do you currently organise your selection?

Usually, we invite you for a Selection Day at our campus or abroad, after you have applied and meet the entry requirements. As the COVID-19 situation is evolving day by day, we are evolving the way we recruit/select our candidates. Currently we are looking into the various possibilities with regards to our selection process. We have moved to a full online selection process but in the meantime we are investigating the possibilities to host physical selection days on campus as well as abroad again.

3. What can I expect of the online selection process?

During the online selection process, you are given the opportunity to demonstrate your motivation and affinity with the world of hospitality and our school.

As part of the online selection process, you will be asked to complete online written tests at home to assess your English proficiency, numerical skills and knowledge of the hospitality industry. During the online selection interview, you will be asked to give a 2-minute pitch and you will be doing a role-play based on a case study that you have prepared before the interview.

4. How long will it take to hear if I will be invited for an online selection interview?

The regular processing time for all applications can take up to 4 weeks.

5. Can I still visit the campus during an open day?

In light of the current situation regarding COVID-19 (coronavirus), all events organised by Hotelschool The Hague on campus, will either be postponed or organised in a different way.

This means that currently we are only hosting online open days. At the moment we are looking into the possibilities of organising open days on campus again, however the exact details of this are still to be confirmed.

6. How long will it take to hear if I will be invited for an online selection interview?

The regular processing time for all applications can take up to 4 weeks.

7. Will my VISA application be impacted?

At this time, the visa/residence permit application procedure has not been changed as a result of the COVID-19 outbreak. If you need a visa and/or residence permit to study in the Netherlands, our colleagues from Visa Affairs will contact you directly with instructions.

We cannot predict whether there will be any changes to matters such as travel regulations or the availability of Dutch embassies/consulates in affected areas. Should we become aware of precautions that can impact the visa/residence permit procedure, they will inform you as soon as possible.

For the most updated information on travel regulations and availability of Dutch embassies/consulates, please make sure to regularly check the following official government website: <https://www.netherlandsandyou.nl>.

8. What does the current Academic Year look like?

Over the past months we have experienced that we can offer all our courses online. However, we have also experienced that motivation, engagement and on the longer run, study results are negatively affected if we only offer digital and distance education. Education is much more than solely conveying knowledge. Studying at HTH is a unique experience, because of the combination we offer between learning, living, working and socializing.

Based on the latest governmental measures regarding COVID-19 we need to offer a mix of on-campus and online education. Yet, we will be able to offer a true HTH experience during the courses we do offer on campus:

- Practical education will take place on campus for both first- and second-year students.
- Educational activities taking place on campus will focus on skills classes, interactive workshops, course introductions, master classes, remedial meetings for the more challenging courses.
- Possibility for on-campus teamwork and self-study will be offered; both scheduled and unscheduled (via reservation system).
- Social activities among students and staff whenever possible.

9. What happens if I accept the offer and pay the deposit but cannot start in February 2021 or August 2021 due to travel restrictions or other COVID-19 related issues?

If this is the case, you are able to postpone your start at Hotelschool The Hague.

10. I am unable to submit all the required application documents because my school/university is closed. What do I do?

When applying, please provide as many of the required documents as you have available. Our Admissions Office will contact you if further information is needed.

Hotelschool The Hague will do its utmost to take your circumstances into consideration and offer flexibility in terms of documents and deadlines. However, please be aware that in some situations the only option may be for you to delay your studies until a later date.

11. Can I apply for Hotelschool The Hague while I'm abroad?

Yes, you can. We will have international online selection days available.

12. Can I choose to study in The Hague or Amsterdam?

Our Bachelor Programme is offered at both our campuses in The Hague and Amsterdam. You can state your preference when applying. However, we cannot guarantee that you will be able to study in the city of your choice.

13. How can I apply for the International Fast Track Programme and when?

As of 1 October 2020, you are more than welcome to apply for our IFT programme via our online application system. The application deadline is 1 May 2020.

14. Who can I contact if I have more questions?

If you have a question that is not answered in the above, please reach out via e-mail to servicedesk@hotelschool.nl.

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?

It is mandatory to wear a face mask in our buildings.

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](#)).

HTH restaurants

1. Are the HTH restaurant open?

Our restaurants are closed for external guests.

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 The Hague remains open for hotel guests, Skotel Amsterdam will re-open for hotel guests as of 9 November 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

Hotelschool The Hague
COVID-19 (corona) FAQ

