

Article 1: Definitions

1. **Grand Tour:** a minor programme at a Grand Tour location of NHL Stenden (Thailand, South Africa, Indonesia, China, Italy and the Netherlands) for which students can apply;
2. **Team International Mobility ('TIM'):** a division of NHL Stenden University of Applied Sciences that organises the Grand Tour for students;
3. **Student:** the person that applied to participate in the Grand Tour programme of NHL Stenden University of Applied Sciences;
4. **Study coach:** member of an Academy of NHL Stenden University of Applied Sciences assigned to guide and support one or more students during their study. (S)he provides a handwritten signed approval for the Grand Tour for students who meet the requirements for the minor as set out in the Teaching and examination regulations ('TER');
5. **Event of Force Majeure:** unforeseeable circumstances that prevent someone from fulfilling the agreement. These circumstances are beyond the control of the person(s) concerned. This includes but is not limited to governmental actions, serious illness or death (of e.g. the student or a close relative), strikes or other labour disputes, lockouts, war or national emergency, act of god, protests, acts of terrorism. This does not include financial circumstances or not getting approval from study coach;
6. **Agreement:** a set of arrangements between the student and NHL Stenden (TIM) regarding the Grand Tour;
7. **Personal Data:** Any information relating to an identified or identifiable natural person ('data subject'); an identifiable person is one who can be identified directly or indirectly, in particular by reference to an identifier such as name, an identification number, location data, unique identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social or gender identity of that person;
8. **Serious hindrance:** any activity that provides or causes to provide resistance, delay, or obstruction to something or someone and thereby complicating or preventing the execution of all or parts of the Grand Tour;
9. **Troublesome behaviour:** the way in which a person behaves in response to a particular situation or

stimulus, or the way in which one acts or conducts oneself, especially towards others, causing difficulty or annoyance. In general, this refers to behaviour that transgresses the Code of Conduct as mentioned in the Safety and Wellbeing contract which needs to be agreed upon by the students in the iGo portal. This includes behaviour that:

- Makes it difficult to carry out all or parts of the programme;
- Affects the normal conduct of ancillary services including those such as transport or lodgings;
- Affects the good relationship between third party support providers and NHL Stenden University of Applied Sciences.

10. **Local management:** the management of the respective Grand Tour location of NHL Stenden.

Article 2: Application

1. If a student wants to participate in the Grand Tour, the student must fill out the digital application via the iGo portal (i.e. igo.nhlstenden.com). TIM will send a confirmation of the submission of its application within ten working days to the NHL Stenden e-mail address of the student.
2. The deadline for applying to participate in the Grand Tour during the first semester of the academic year is March 25th (of the previous academic year) and for the second semester is deadline is October 24th of that respective academic year.
3. The student must upload the approval from the study coach in the iGo portal within four weeks after the student submitted its application as mentioned in paragraph 1. The student will not receive a confirmation of this.
4. In case the student fails to upload the approval from the study coach in time, TIM will cancel the application of the student. This cancellation will be communicated to the student by e-mail. In this case the student does not have to pay the Grand Tour fee of 100 (one hundred) EUROS.

Article 3: Formation of the Agreement

1. Based on the number of applications, TIM determines if a Grand Tour minor can definitely be offered/continued. This go/no go- moment for Grand Tour minors that are scheduled for the first semester is before or on April 1st and for the second semester the go/no go- decision is made before or on October 28th.
2. If the Grand Tour minor for which the student applied can go ahead as planned, the student will

receive a confirmation that (s)he is enrolled in this minor by email. With this confirmation the Agreement between the student and NHL Stenden is formed. Once the Agreement is formed, the student owes NHL Stenden the payment of the Grand Tour fee of 100 EUROS.

3. In case the number of student applications for a specific Grand Tour minor is too low to offer/continue this minor, TIM is entitled to cancel the minor and cancel the application of the student. The student will be informed of this via his/her NHL Stenden e-mail address.

If there are still places available in a different Grand Tour minor during the same semester, the student will be offered the possibility to participate in this other Grand Tour minor. The student must decide to use or decline such an offer within five working days. Please note: no guarantees are given by NHL Stenden or TIM that participation in an alternative minor is possible/available.

4. The Agreement will be in force for the duration of the Grand Tour, i.e. from the date of confirmation of enrolment as described in paragraph 2 until the last day of the Grand Tour minor in which the student participates) and ends automatically.

Article 4: Participation in the Grand Tour

1. Participation in the Grand Tour must fit within the Bachelor programme and requires a signed, written approval from the study coach stating that the students meets the requirements for the Grand Tour minor as set out in the TER. (Please see the TER of your study programme for these requirements.) The approval of the study coach must be uploaded by the student in the iGo portal within four weeks after submission of the application (see article 2).
2. Students take part in the Grand Tour at their own expense and risk. NHL Stenden cannot be held liable for losses suffered (e.g. theft or injury) during or as a result of student's participation in the Grand Tour;
3. During the participating in the Grand Tour, students are obliged to stay in the accommodation that has been arranged for this purpose by the local management and oblige to the applicable local house rules.

Article 5: The student's obligations

1. The student must provide TIM with all relevant travel information (such as flight and transfer details),

before the deadline established for this by TIM. Any alterations of the travel information must be reported as soon as possible to TIM by e-mail;

2. The student is highly recommended to attend all meetings of the preparation phase organised by TIM. These meetings are the guest lecture about Medical risks abroad and the pre departure meetings (VISA, workshop intercultural sensitivity and practical matters). If the student has not attended one or more meetings, (s)he must arrange and collect the necessary information, documentation and preparations before departure on his/her own, without any assistance from TIM;
3. The student is obliged to comply with all instructions given by TIM before and during the Grand Tour to promote the correct implementation of the Grand Tour. The student is liable for damages caused by failure to act in keeping its Agreement with NHL Stenden for the Grand Tour (article 3.2);
4. The student must provide TIM and the student counsellor with all relevant information regarding a (study) disability which can affect their stay at the campus site at least 5 weeks prior to arrival at the Grand Tour location.
5. The student is obliged to behave correctly, shall not cause any serious hindrance or troublesome behaviour and shall act in accordance with the Safety and Wellbeing form of NHL Stenden.

Article 6: Payment

1. The invoiced amount for the Grand Tour Package as mentioned in article 8.1 as well as the Grand Tour fee (article 3.2), must be paid before the deadline as stated on the invoice and as communicated by TIM. The account information can be found on the invoice sent to the student by e-mail;
2. If the invoiced amount has not been received on time, TIM is entitled to and will cancel the Agreement. All extra costs arising from this cancellation as well as the costs for the Grand Tour package (see article 8) and Grand Tour fee shall be borne by the student;
3. The student will be informed of the cancellation and arising costs by e-mail as soon as possible.

Article 7: Travel documents and insurances

1. The student is responsible for being in possession of the necessary travel documents such as a valid visa, residence permit, passport with sufficient validity for

the country to be visited (as established by the embassy concerned). Student must also take out appropriate, adequate insurances regarding but not limited to travel, cancellation, liability, accidents and health. These insurances must have worldwide coverage. TIM strongly advises students that their liability insurance provides worldwide coverage up to an amount of at least 2,500,000.- Euro's;

2. If necessary, the student will provide TIM with a copy of his/her insurance papers. This, at the discretion of TIM.
3. The student must abide by the applicable travel advices from the relevant Ministries of Foreign Affairs and the associated measures (e.g. Covid-19 testing and quarantine obligations). In case applicable travel advices contradict, the student must abide by the most strict travel advice. If the student is unable to travel owing to the absence of any valid document, student is accountable for all arising expenses and risks.

Article 8: Grand Tour Package

1. The Grand Tour Package includes accommodation (for the duration of the Grand Tour), airport pick-up and drop off and F&B arrangement (different depending on the Grand Tour location);
2. The costs of the Grand Tour Package are based on current prices, exchange rates, levies and taxes;
3. Current prices can be obtained from TIM and are published on the intranet;
4. The Grand Tour Package does not include:
 - Flight tickets;
 - Any insurances;
 - Visa;
 - Any vaccinations;
 - Meals (this may differ per Grand Tour location);
 - Daily living costs;
 - Personal expenses;
 - Grand Tour fee.

Article 9: Student Privacy and Personal Data

1. TIM will only collect personal data from Progress or directly from the student, to the extent necessary for the functions of Grand Tour and is committed to ensuring the confidentiality and security of this data;
2. TIM will only process the personal data for the purpose of a successful Grand Tour. These data may be given to different units within NHL Stenden for processing and use if necessary;

3. Personal data about the student may be shared with the concerned Grand Tour location (i.e. Bali, South Africa, Thailand, China, Italy or the Netherlands) and designated authorities in accordance with the notification to the Data Protection Officer of NHL Stenden University, which can be found on intranet, and in accordance with the General Data Protection Regulation (EU);

4. TIM will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected and is up to date and complete.

- Without prejudice to paragraph 3, this information will not be given to third parties outside NHL Stenden unless the student's written consent has been obtained;

5. TIM ensures that all personal data of the student collected for the Grand Tour are held for the period as defined in applicable archiving regulations and ensures that the data will be destroyed after this period;

6. The student permits the local management to contact his/her emergency contact person as specified by the student in case of a medical emergency (ICE-details in iGo portal).

Article 10: Cancellation by the student

1. The student's written request to cancel the Agreement must be sent by e-mail directly to io@nhlstenden.com explaining the reason why to cancel;
2. If the student cancels owing to an event of Force Majeure, which is at the discretion of the Team International Mobility, only the costs that have already been made for the student by the local management or NHL Stenden at the time of cancellation and cannot be reimbursed will be charged to the student;
3. If the student cancels after formation of the Agreement (article 3.2) for reasons other than an event of Force Majeure, the following cancellation costs will be charged to the student:
 - a. The Grand Tour fee (one hundred EUROS);
 - b. All the costs that have already been made for the student by the local management or by NHL Stenden at the time of cancellation.

Article 11: Cancellation by the Team International Mobility

1. The Team International Mobility can cancel in writing owing to events of Force Majeure. The student must be informed of these events of Force Majeure prior to the cancellation. For cancellation caused by events of Force Majeure that preclude the continuation of the Grand Tour and where TIM decides to repatriate the student, NHL Stenden will bear the additional costs of travel;
2. Students causing a serious hindrance or troublesome behaviour or acting contrary to the Safety and Wellbeing form, can be excluded from the Grand Tour by TIM. This paragraph is applicable to behaviour anywhere (e.g. at and outside the campus, during fieldtrips and in accommodation) before or during the Grand Tour;
3. If TIM becomes aware before or during the Grand Tour that the student has engaged provable troublesome behaviour in his/her home country in respect of any educational activities, TIM is entitled to cancel the Grand Tour participation of this student;
4. In case a disability dislocates the daily life of the student and/or involved staff or fellow students during the Grand Tour, and the safety of the student cannot be guaranteed, TIM is entitled to cancel the Grand Tour participation of this student;
5. All costs arising from paragraph 11.2, 11.3 and 11.4, which can include but are not limited to the costs of the Grand Tour Package, the Grand Tour fee and costs arising from study delay caused by cancellation/dissolving, shall be borne by the student.

Article 12: Complaints

1. Complaints during the Grand Tour must be reported at the Grand Tour location as soon as possible so that

a solution can be sought. For that purpose, the student must report to the appointed contact person at the location. TIM cannot treat a complaint before it has been reported at the Grand Tour location;

2. Students with a complaint before or after returning from the Grand Tour can file their complaint in accordance with the Student Complaint Regulations of NHL Stenden.

Article 13: General

1. All information supplied by TIM can be subject to typing and printing errors. No rights can be derived from such errors;
2. The amounts stated in these general conditions are in EUROS and include Value Added Tax;
3. TIM will support the student to the best of its ability during the Grand Tour and shall provide necessary help and assistance when possible and applicable;
4. The Grand Tour will be based on the information published by NHL Stenden ;
5. The student will be deemed to have acquainted him- or herself with the cultural standards, values and rules of behaviour of the appropriate Grand Tour country;
6. TIM cannot guarantee preferences for room or accommodation division.

Article 14: Proviso

Any adverse effects of unforeseen circumstances shall be assessed by TIM on a reasonable basis.

Article 15: Dutch Law

These General Terms and Conditions of the Grand Tour are governed by Dutch law.

Disclaimer

By ticking the box in the registration system of Grand Tour (iGo portal), I declare to have accepted these General Terms and Conditions as part of the Agreement with NHL Stenden University of Applied Sciences for participating in the Grand Tour and also to have read, understood and agreed with the above-mentioned obligations.