The Hague Centre
for Strategic Studies

HCSS - Course Disclaimer and Terms of Participation

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These terms apply to participants registering for courses organised by HCSS. By registering for a course, participants acknowledge and agree to the applicable terms outlined below.

1. Registration and Payment

Registration for a course is subject to confirmation by HCSS. For paid courses, the applicable course fee must be paid in accordance with the payment instructions provided by HCSS.

2. Cancellation and Refund Policy

For paid courses, participants may cancel their registration free of charge up to 14 days before the course start date. Any refund due will be processed within two weeks. Cancellations made less than 14 days before the course start date will be charged the full course fee.

Cancellation requests must be submitted in writing to info@hcss.nl.

3. Course Changes and Cancellation by HCSS

HCSS reserves the right to make reasonable changes to the course programme, schedule, instructor or format where necessary. HCSS also reserves the right to postpone or cancel a course due to circumstances beyond its reasonable control (force majeure), whether temporary or permanent, or in the event of insufficient registrations to run the course.

If a course is cancelled, participants will be notified as soon as possible and offered either a full refund of the course fee paid or the opportunity to attend a rescheduled session.

In the event of postponement, participants will be informed of the revised arrangements and given the option to accept the new date or receive a refund of the course fee paid.

4. Contact and Response Times

We aim to respond to enquiries within 2 working days. We will do our best to assist participants with any questions or issues related to the course. To contact HCSS you can email to info@hcss.nl or via phone on +31(70) 318 48 40.

5. Copyright and Intellectual Property

All course materials, including presentations, documents, exercises, and other resources, are protected by copyright and remain the intellectual property of HCSS or the respective rights holders. These materials are provided exclusively for educational purposes as part of the course and may not be copied, reproduced, distributed, shared with third parties, or used for other purposes without prior written permission from HCSS.

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6. Complaints Procedure

HCSS is committed to providing a high-quality learning experience. Participants who wish to submit a complaint regarding the course, its organisation, or its content may do so by contacting via info@hcss.nl or directly contacting the Course Lead.

All complaints will be handled confidentially and reviewed carefully, HCSS aims to acknowledge receipt of complaints within 3 working days and to provide a substantive response within 7 working days. If more time is required, the participant will be informed of the expected timeframe for a response.

If a participant wishes to appeal the outcome of a complaint, the appeal may be submitted in writing to info@hcss.nl. Any such appeal will be reviewed and handled within two months of receipt. The participant will be informed of the outcome in writing.

Complaints and related correspondence will be treated confidentially and retained securely for a period of one years after the complaint has been resolved, after which they will be securely deleted, unless a longer retention period is required by law.

7. Privacy and Personal Data

HCSS processes participants' personal data in accordance with its Privacy Statement and applicable data protection legislation. For further information about how personal data is collected, used and protected, please refer to the HCSS Privacy Statement: Disclaimer & Privacy - HCSS.

8. Certificates of Participation

Where applicable, certificates of participation may be issued subject to the course-specific requirements communicated by HCSS. Participants should refer to the relevant course information for details.

Contact information:

For questions regarding these terms, course registration or cancellations, please contact:

Telephone: +31(70) 318 48 40
E-mail: info@hcss.nl