

Picking up your keys and the Welcome Service



Picking up your keys

You can collect the keys at the [DUWO office](#). Please bring a valid proof of identity (passport or ID card) with you. Your room is ready after 13:00 on the starting date of your contract. Please be aware that keys are only hand out when your contract is signed.

I have reserved a room in Delft

Arriving on:	Where to pick up the keys	Opening hours
August 1st	DUWO office	regular opening hours
August 2nd	DUWO office	08:30 -17:00
August 5 th – 8 th	DUWO office	regular opening hours
August 9 th	DUWO office	08:30 -17:00
August 12 th – 14 th	DUWO office	regular opening hours
August 15 th	DUWO common room (ISH building)*	09:00 -19:00
August 16 th	DUWO common room (ISH building)*	09:00 – 18:00
August 17 th and 18 th	Not possible during the weekend	DUWO is closed
August 19 th	DUWO common room (ISH building)*	09:00 - 17:00
August 20 th – 23 rd	DUWO Delft office	08:30 -17:00
August 26 th or later	DUWO Delft office	regular opening hours

* The common room is located opposite the DUWO office (across the square).

I have reserved a room in The Hague

Arriving on:	Where to pick up the keys	Opening hours
August 15 th or sooner	DUWO The Hague office	regular opening hours
August 16 th	DUWO The Hague office	09:00 - 17:00
August 17 th and 18 th	Not possible during the weekend	DUWO is closed
August 19 th – 23 rd	DUWO The Hague office	08:30 - 17:00
August 26 th onwards	DUWO The Hague office	regular opening hours

I am arriving outside of office hours

If you arrive earlier or outside opening hours, please make sure to find yourself a temporary place to stay.

Welcome Service

On August 15th, 16th and 19th 2019 a 'Welcome Service' is organised for all new international TU Delft students. This service is organised by the Delft student associations and DUWO.

Schiphol Airport

Volunteers from the Delft student associations will be present at Schiphol Airport to welcome you. You can find them at the train tickets & services counter (see picture below).

The volunteers will help you buy your train ticket and inform you about the train departure times.

Train station (Delft)

Volunteers from the Delft student associations will be present at the Delft train station to welcome you. You can find them in the main hall of the station. DUWO will arrange a bus from the Delft train station to the DUWO common room. The bus will take you and your luggage to the DUWO office. The volunteers at the train station will bring you to the DUWO bus. Please see the estimated bus times below:

Date	First bus	Last bus
August 15 th	10:00	18:00
August 16 th	09:00	17:00
August 19 th	09:00	16:00

Picking up your keys (Delft)

On August 15th, 16th and 19th DUWO will hand out the keys from the common room of the ISH building. The common room is located opposite to the DUWO office (across the square). Please see below for the exact location.

Going to your room (Delft)

DUWO arranged a bus from the common room to different locations in Delft. The bus will bring you and your luggage to the building where you are going to stay. Please see below for the estimated times of this service. Please note: this bus will only drive to the buildings which are not on walking distance from the DUWO office.

Date	First bus	Last bus
August 15 th	12:30	18:30
August 16 th	09:00	17:30
August 19 th	09:00	16:30

Do you have a room in The Hague?

There is no 'Welcome Service' available in The Hague. The DUWO office in The Hague as well as most rooms are located on walking distance from the train station (Den Haag Holland Spoor).

Delft student associations

The service at Schiphol and the Delft train station is organised by the Delft student associations. You can recognize the volunteers by their red shirts. They will also bring a flag or banner. Please look for them so they can welcome you in the Netherlands and help you find your way around the airport/train station.

Please see below a picture of the location at Schiphol Airport, the banner and the design of the shirts.



Frequently asked questions

Do I need to pay for the 'Welcome Service'?

The 'Welcome Service' is free of charge. One of the core values of DUWO is 'feeling at home abroad'. As far as we are concerned: we want to help make your period at the university the best time of your life by offering quality, affordable accommodation with the right services and facilities.

Am I obligated to use the 'Welcome Service'?

No, the 'Welcome Service' is only for those who want to use it. You can also arrange your own transportation to the DUWO office and your accommodation.

Do I need to buy a train ticket myself?

Yes, you will need to buy your own train ticket. The volunteers of the Delft student associations are present to welcome you, to help you buy your ticket and to help you get on the train to Delft/The Hague.

Can my parents also use the DUWO bus?

The capacity of the busses is based on the amount of students arriving. We did not calculate any extra persons. However if the bus is not full, you can of course take your parents/siblings etc. with you on the bus.

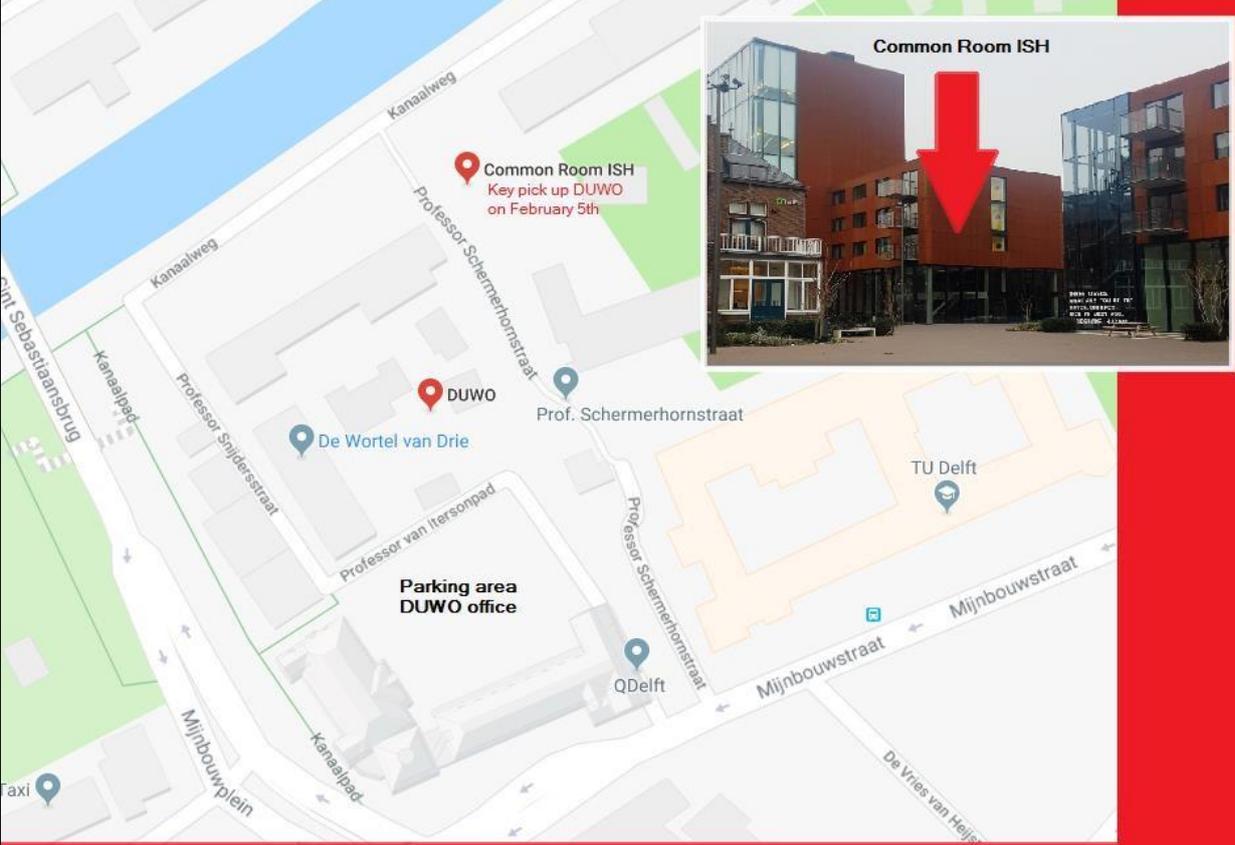
I am not arriving during the days of the 'Welcome Service'. How do I go to Delft? Check this nice [video](#) made by TU Delft.

Can I authorise someone else to pick up the keys?

Yes, you can authorise someone else to pick up the keys on your behalf. Please login to your DUWO account and send a contact form with the request. The request must include the full name and date of birth of the person you authorise. The person who picks up your keys needs to identify him/herself when he/she picks up your keys. Key pick up is only possible during DUWO openings hours.

Where is the common room (ISH building) located?

The common room (ISH building) is located opposite the DUWO Delft office (across the square). Please see below for a map of the exact location.



Common Room ISH
Key pick up DUWO on February 5th

DUWO

Parking area DUWO office

TU Delft

Travelling by car?

You can park next to the DUWO office.

Navigation address:
Professor Schermerhornstraat 4
2628 PZ Delft