

Welcome to TU Delft

Your expat Guide TU-Delft

Technical University Delft



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1. Foreword

There are so many things to be done when you move to the Netherlands. You have to sort out the paperwork, find somewhere to live and maybe even a school for your children, and understand life in a new country.

This guide offers you information that will help you with your move.

We hope this guide is useful to you and wish you (and your family) a pleasant stay in Delft and the TU Delft.

Any comment, questions and suggestions for additions can be sent to HR-services:

Arbeidsvoorwaarden-HR@tudelft.nl



2. Introduction to Delft and the TU Delft



Delft is a compact, historic town between Rotterdam and The Hague in the province of South-Holland. It forms part of the 'Randstad', the urban agglomeration in the western part of the Netherlands and is the nation's main educational and research centre. Today, it revels in the descriptive 'High-tech' due to the abundance of technology-based institutions and organizations close to and often involved with the university. Built on reclaimed marsh land, a 'polder' area, Delft borders the agricultural centre of the Randstad.

TU Delft is a modern university of science and technology. Its eight faculties are at the forefront of technological developments contributing to scientific advancement in the interests of world society. The university's excellent research and education standards are backed by outstanding facilities and research institutes. The university maintains close links with (inter)national industry, a strategic alliance that guarantees the relevance of its many academic programs and ensures rich career prospects for its graduates. All programs encourage creative and independent thinking with a focus on problem solving. At TU Delft are over hundred nationalities studying and working.

For more information about TU Delft:
www.TUDelft.nl



3. Housing

Delft is a densely populated university city with a high number of students and accommodation is scarce. Living in Delft is convenient but it might be difficult to find suitable accommodation.

Short stay accommodation

TU Delft cooperates with housing corporation DUWO. DUWO reserves a number of furnished rooms and apartments especially for international students and TU Delft international staff.

Find more information about DUWO on the website:

<https://intranet.tudelft.nl/live/pagina.jsp?id=c74aa369-0cbd-4260-b97b-9a23f5bed460&lang=en>

An alternative option might be living in one of the neighboring communities where you can often get more space for your money. Homes can be rented furnished, partly furnished or unfurnished. Be sure to ask about appliances, lighting fixtures and utility costs.

Please find below a list of estate agents specialized in short-term rental units, which are often furnished. These rental units are convenient for expats while looking for a home to buy or rent:

- Björnd Makelaardij:
Delft estate agent for rental and sales (description of each home is usually in Dutch and then English)
www.bjornd.nl/
- Rots-vast Groep: national rental agency with office in Delft
<http://rotsvast.nl/en/Home/>

Other useful websites

Access booklet: housing and accommodation in the Netherlands

<http://www.access-nl.org>

AngloINFO: moving to Holland South (see listing bottom right)

<http://hollandsouth.angloinfo.com/>

List of hotels in Delft

<http://www.delft.nl/expats>

Expatica: Dutch property market: should you rent or buy?

http://www.expatica.com/nl/housing/renting/The-Dutch-property-market_11941.html

4. Utilities

You will need to arrange services for gas and electricity, internet, telephone, cable television, etc. There are many options available. Check with your landlord, if you have a rented house, which is included in your rental.

Electricity is 220 V. Two-pin plugs are required for all electrical. Adapters can be found at the local hardware stores or electric stores.

Telephone

If you want to phone the Netherlands from abroad dial:

1. the international access number
2. the international access number for the Netherlands is 31 and omit the 0 of the subscriber's number
3. the subscriber's number
4. mobile number begins with a 6

If you want to phone from the Netherlands an overseas number dial 00, than the country code, this is the international access number

Today there are various means by which the cost of outgoing international telephone calls can be reduced. For example, you can check www.televergelijk.nl (in Dutch). You have to select a country. On this website you can compare the prices of 33 telecom companies. Through these companies you can also call a 0900 number trough a landline at a cheap rate. Sometimes an extra charge is made for mobile call, so please be careful. Another option is to buy a SIM card, pre-paid SIM-card, whose rates are already reduced for country at a lower rate. You can buy a SIM card at one of the outlets in the center of Delft.

You can find more shops in Delft on the website below:

http://places.tomtom.com/nl_nl/rubriek/telefoonwinkels/delft

5. An introduction to Dutch Healthcare

General practitioner / Family doctor

In contrast to many other countries, the first person to consult in the Netherlands for almost all medical assistance is a general practitioner (GP) or family doctor ('huisarts'). It is not customary to make an appointment directly with a specialist. If necessary, the GP will refer you to a specialist. When staying for a longer period in the Netherlands, it is advisable to register with a GP. This could take some phoning around, as certain GP's may not take new patients if their practice is full.

Some GP's have an open consultation ('spreekuur') hour at fixed times. You do not need an appointment for this. Appointments for other times can be made by telephone. Be aware that a GP's office usually has fixed times for telephone contact and that only in very urgent cases a GP makes a house call.

An English speaking GP:

Huisartsenpraktijk Hartel

Beukenlaan 4-G

2612 VC Delft

(015) 2121507

www.sgz.nl

On the website will find a list of General Practitioners.

You also can find more information on the website below: <http://www.gezondheidscentradelft.nl/en/samen-beter>

Delft GP Centre

The Delft GP Centre is open outside the normal opening hours of your own GP's surgery and is for emergencies only. It is for medical problems that need to be attended to urgently and for which you cannot wait until your own GP's surgery is open. If there is a medical emergency between 17.00 in the evening and 8.00 in the morning, during the weekend or on a public holiday, or if you have another medical problem that cannot wait until you can see your own GP, you can call for advice or to make an appointment.

Tel: (015) 251 19 30

The Delft GP Centre is located next to the hospital in Delft.

Address Delft GP centre: R. de Graafweg 3a, 2625 AD Delft

Life threatening emergencies

In case of life-threatening emergencies call the general emergency services number 112, the operator will ask you whether you need the police, ambulance, and/ or fire brigade, where you need them and then ask you for details. These services should arrive within a few minutes. This number is only for very serious emergencies.

For emergencies at work, please follow the instructions for your specific building, which should be posted in labs and rooms.

First aid service

Dutch hospitals generally have emergency rooms for first aid. However, hospital staff is allowed to

refuse help in a non-life threatening emergency if you are not referred by your local general practitioner. Therefore, always call your GP first. He or she will help you decide what you should do and arrange an ambulance if necessary. Just going to the first aid post (SEH) at the hospital may result in long waiting times or in not being helped at all.

Pharmacies and medication

If you are given a prescription, you need to collect the medicine from one of the pharmacies. You don't have to register with a specific pharmacy but it makes life easier if you do, as in most cases they will then send the bill for prescription drugs direct to your Dutch health insurance provider.

Please note:

- Medicines bought without prescription are usually not covered by your insurance;
- Not all medicines (even if prescribed by a doctor) are covered by your insurance. Please check your health care insurance for more information.

You can find the pharmacies in Delft on the website below:

<http://www.delft.nl/expats>

Out-of-hours pharmacy

If you need particular medicines urgently during the evening or at night, at the weekend or on a public holiday, you can go to the out-of-hours pharmacy. For the Delft area, this is the Apotheek Buitenhof in Delft.

The out-of-hours pharmacy is open outside the opening times of your regular pharmacy:

- Monday to Friday from 17.30 to 8.30
- Weekends and public holidays, day and night.

The out-of-hours pharmacy has a modern computer system which is linked to all the other pharmacies in Delft and the surrounding area. This means they are able to look up your details when you come to pick up prescribed medicines. They will also inform your regular pharmacy which medicines or products they have supplied you with. You will remain registered with your own pharmacy.

Contact details for out-of-hours pharmacy

Apotheek Buitenhof

Rosinistraat 1

2625 AP Delft

Telefoonnummer 015 2565000

Dental care

Dental treatment is often not covered by standard medical insurance. The price of dental treatments is fixed, please ask your insurance company for more information.

DentalWays BV has an English website:

www.dentalways.nl

Beukenlaan 4/N

2612 VC Delft

015-2154080

www.detandartsengroep.nl has also an English website.

6. Education

In the Netherlands school is compulsory for children between the ages of 5 and 16. There are several different schools. Education at public schools is free, however, most schools charge fees for special activities.

Unfortunately, there are usually waiting lists for the most popular schools, so register as soon as possible.

Delft Mama (for international moms and moms-to-be) www.delftmama.nl

Children between the ages of 4 and 12 attend primary school (basisschool). Listing of schools in Delft: <http://www.delft.nl/expats>

There is a primary school (Bilingual Montessori school) in Pijnacker, called Casa:

For more information: www.casaschool.nl

This website is available in the English language.

Secondary education (middelbare school) is at various levels. There is a secondary school in Delft that offers a bilingual programme in Dutch and English. [Http://www.grotiuscollege.nl](http://www.grotiuscollege.nl)

Until information is available on the website in English, please ring the school for more information: 015 800 0000

For very young children there are play grounds, day-care and nursery school facilities.

For more information: www.delft.nl

Visit for general information about the Dutch education system: <http://hollandsouth.angloinfo.com/countries/holland/schooling.asp>

Language courses

The faculty TBM of the TU Delft offers language courses Dutch, English and more. See for more information:

<http://www.tbm.tudelft.nl/live/pagina.jsp?id=d4f190ff-5742-48f7-87ef-c4e3db9b477c&lang=en>

The Volksuniversiteit also offers Dutch language courses. See for more information: www.vudelft.nl
this website is only available in the Dutch language.

7. Transport

In the Netherlands there is a system for public transport, the 'OV chipkaart'. The OV chipkaart, a smart card that can be loaded with credit, can be used on all the public transport.

Check www.ov-chipkaart.nl for more information.

See for more information about public transport in the Netherlands:

http://www.expatica.com/nl/leisure/travel_travel_tourism/guide-to-public-transport-in-the-Netherlands-17782.html

Planning your trip with public transport: if you know the addresses of your departure and destination points, this website will do the rest! <http://journeyplanner.9292.nl/>

Trains

You can reach almost any town by train. There are three types of service. 'Intercity' trains only call at the largest cities, 'Sneltrain' trains skip the smallest stations, and 'Stoptrains' call every station on the way. You can buy tickets for 1st and 2nd class seats. Train tickets have to be purchased beforehand at one of the Tickets machines on the stations or (at the bigger stations) at the ticket counter. Delft has two stations: Delft and Delft Zuid (South). As an alternative you can use your OV chipkaart.

Information about tickets, prices, and times of departure and arrival can be obtained at the railway stations or from the website www.ns.nl .

Trams and buses in Delft



Tram no.1 offers services from Delft to Rijswijk, The Hague and Scheveningen. Tram no. 19 offers service from Leidschendam to Delft station, in future continuing to TU Delft's campus. For more information go to <http://htm.nl/Pages/DEF/245.html>

Delft has an extensive network of local and regional buses, most of which stop at the Delft Station (Centre). See for timetables <http://www.veolia-transport.nl/reisinformatie/reisinformatiehaaglanden>

Bus line 40 to Rotterdam is operated by the RET, the Rotterdam Transit Authority. See for more information: <http://www.ret.nl>

How to get to Delft

There are several trains you can take to Delft from Schiphol airport. Take an Intercity or Sneltrain to Leiden CS or Den Haag HS (the Hague) station. In Leiden CS or Den Haag HS take any Stoptrain or Sneltrain direction Rotterdam which calls at Delft Central Station. Travel time approximately 40 minutes. From Delft Central Station, several buses serve the TU Delft campus. Take line 62 (direction Nootdorp), line 121 (direction Zoetermeer) and line 69 to Delft. The ride takes about 3 minutes. Each of these buses leaves twice every hour during the day.

Cycling

The bicycle (fiets) is a very popular means of transport in the Netherlands. The popularity of the bike is also reflected in their rate of theft. It is best to buy a second hand bike and secure it with a lock. Most bicycle shops sell secondhand bikes.

Visit the following website for more information about cycling:

<http://hollandsouth.angloinfo.com/countries/holland/cycling.asp>



Visit for information to register a foreign vehicle in the Netherlands the following website:

<http://hollandsouth.angloinfo.com/countries/holland/motoregister.asp>

Information about parking in Delft: <http://www.delft.nl/expats>

Information about traffic rules in the Netherlands:

<http://www.government.nl/ministries/ienm>

8. Banking

Money

The single currency for the Netherlands is the Euro (€).

Somewhat confusing might be the Dutch notation of the comma instead of, as in the English speaking countries, the dot. For example: € 1, 23 is one euro and twenty three cents.

Banks

Opening a bank account in the Netherlands is not easy. First of all you need a BSNumber, if your stay is less than 4 months you need a sofinumber. You will receive a BSNumber some weeks after your registration at the Town Hall. The International Office of the University of Delft assists you in getting a sofinumber from the tax office.

Below are the names of some banks in Delft:

- ABN-AMRO
- ING
- RABO
- SNS

Cash dispensers

To use a cash dispenser you need a bank account and a corresponding bank pass with a PIN (Personal Identification Number) code. You also can use this pass and PIN in many shops.

Cash dispensers are located in every bank, railway stations, shopping centre and other public places.

Note: when you use a cash dispenser to collect money makes sure not to be distracted and nobody look on with you.

9. Sport, Culture and Leisure

A lot of Dutch people are very active in their free time. Whether it is sports, the arts, a hobby or an active social life. There are many opportunities for expats to enjoy themselves and get to know Delft and its people.

International Societies in Delft

- International Neighbourgroup (affiliated with TU Delft)
<http://tudelft.nl/live/pagina.jsp?id=3e155029-59a2-4077-9daf-972ac31cd01b&lang=en>
- Delftians (social group for expats in Delft and region)
<http://www.delftians.blogspot.com>

You can find more international societies on the website of Delft. www.delft.nl/expats

TU Delft Sportcentre and Culture Centre

The Sport- and Culture centre of the TU Delft offer a vast selection of opportunities for activities, personnel development, relaxation and social interaction.

Mekelweg 8-10

2628 CB Delft

www.snc.tudelft.nl

Tourist information points

For information about your new city, or any other city in the Netherlands, a good option is the tourist information point or VVV. They will tell you everything about tourism, entertainment and public transport in the Netherlands.

For more information about Delft www.delft.nl

The 'museum jaarkaart' (museum discount card)

The museum jaarkaart gives free entrance at over 400 national museums.

It is valid for one year from the date of purchase and is available from participating museums or through www.museumjaarkaart.nl (in Dutch). www.museumjaarkaart.nl gives an overview of all participating museums.

Restaurants and cafeterias

Few restaurants in Delft serve traditional Dutch food, but you can find cuisines from around the world like French, Italian, Indian, Chinese, Mexican, Greek, Indonesian, Spanish and Surinamese. The Dutch traditionally have their evening meal between 17:00 – 18:30; most restaurants close at 22:30 and some earlier.

Most TU Delft buildings have their own cafeteria, where cold lunches and hot meals are served. Down town are some cheap student restaurants (mensa/eettafel)

Which offer complete dinners (many student restaurants are closed in the summer).

Cheap meals can also be found in snack bars and grillrooms (the great Dutch specialities are kroket, patatje met, etc). Some Chinese restaurants offer special (cheap) student dishes. For take-away food we recommend most Chinese and Indonesian restaurants and pizzerias. Many have a delivery service.

Smakelijk eten! (The Dutch phrase when you start your meal.)

Dutch Events

Carnival

The Dutch love or hate it! Celebrating carnival is most popular among people living to the south of the rivers in the provinces 'Noord-Brabant' and 'Limburg'.

This does not mean that carnival is not celebrated in other parts of the Netherlands. During carnival celebrants dress up and go from café to café, singing songs, participating in parades and drinking large quantities of beer.



April 30: The Queen's birthday (Koninginnedag)

The Dutch Royal Family has always been very popular and the Queen's Birthday has always been enthusiastically celebrated. The present queen is Queen Beatrix whose birthday is on January 31st. Queen Beatrix decided that, in honor of her mother the late Queen Juliana, Koninginnedag should continue to be celebrated on her mother's birthday, April 30th. On Koninginnedag, festivities are held throughout the Netherlands. For example, Amsterdam and Utrecht have flea markets (vrijmarkt). The streets are full of stands manned by people of several ages, young and old, selling everything imaginable. When buying something at these markets, don't forget to bargain! It's a part of the fun!!



May 4: Remembrance Day (Dodenherdenking)

On May 4th, (not really a festivity), the Netherlands remembers those who died during the Second World War (WWII), soldiers, people of resistance and those who died in concentration camps in Europe and in Asia. At 8.00 in the evening, a 2-minute silence is held, and people gather in many municipalities for silent marches. On this day, flags are flown at half-mast from many houses and buildings. Locally, a memorial service takes place at a military cemetery, where heavy fighting took place during WWII.

May 5: Liberation Day (Bevrijdingsdag)

On May 5th, the Dutch celebrate their liberation from the German occupation in 1945.

Flags are flown at full-mast, and many open-air liberation festivals (bevrijdingsfestivals) take place throughout the country. Delft also has a bevrijdingsfestival which happens in the city centre.

For more information, please check the website: www.4en5mei.nl

Sinterklaas (5 December):

The story goes that Sinterklaas, an old saint who has been alive for centuries, arrives in the Netherlands by steam boat. He is accompanied by plenty of servants called Zwarte Pieten (Black Petes). Children's parents tell Sinterklaas whether their children have been good or naughty. The children who have been well-behaved are rewarded with presents and treats. The children who have behaved badly are beaten with a broom handle or put in a sack and taken away to Spain (where Sinterklaas lives). The Black Petes deliver the children's presents by climbing down the chimney into the house.



The children leave a shoe containing a carrot by the fireplace. The Black Petes take the carrot with them to feed to Sinterklaas's horse, and leave the presents for the children in its place.

For many Dutch people, Sinterklaas is even more important than Christmas. This is why in the Netherlands, presents are usually exchanged on Sinterklaas (December 5) instead of at Christmas.

10. Shopping



Shoppingcentre 'De Hoven'

Delft is a popular tourist attraction. Many shops, restaurants and museums can be found in and around the old town centre ('In de Veste'). There is another commercial centre in Delft 'De Hoven', situated on the crossing between Papsouwse laan and Martinus Nijhofflaan. For those with a more impressive shopping appetite, the large cities offer an abundance of shops at walking distance from the central train stations.

Supermarkets

Aldi and Lidl are the least expensive supermarkets, but the range is limited.

C1000 and Albert Heijn (AH) supermarkets are slightly more expensive, but they offer a larger range.

General opening hours for shops

Mon	13:00 – 18:00
Tue-Thu	9:00 – 18:00
Fri	9:00 – 18:00
Sat	9:00 – 17:00

Sun Delft every 1st Sunday of the month, in the afternoon

Evening opening in Delft: till 21:00 on Fridays

Depending on where you live: most Supermarkets are open every day of the week.

Farmer's markets

An entertaining and economic shopping option is the weekly farmer's market ('markt') on the Delft 'Marktpllein' square on Thursdays and at the Brabantse Turfmarkt on Saturdays. These are good places to find fresh vegetables and fruit at prices generally lower than in supermarkets.



Market in Delft