

# **IDE Events Handbook 2023**

## Table of Contents

A .....	5
Accessibility .....	5
Aula Congress Centre.....	5
B .....	6
Badges.....	6
Banners .....	6
Bluebox Events.....	6
Briefing.....	6
Booking/Reserving.....	7
Budget .....	7
Building access.....	7
C .....	7
Catering .....	7
Check, check, double check .....	9
Cleaning.....	9
Cloakroom .....	9
Campus Real Estate & Facility Management (CREFM).....	9
Confirmation .....	9
Communication and communication tools .....	10
Collegerama (Lectures) .....	10
Corporate identity.....	10
D .....	10
Drinks.....	10
E .....	11
Education Spaces Viewer .....	11
Electricity .....	11
Equipment.....	11
Audio Visual Equipment .....	11
Exhibition Equipment.....	11
Events on Campus.....	12
Event planner .....	12
Event overtime/run-over .....	12
Event form .....	12
Event Script (draaiboek) .....	12
Events Solutions .....	12
F.....	13
Finance code .....	13

FlexDelft.....	13
Floor and Wall Stickers.....	13
Flowers .....	13
First Aid.....	13
Freezones.....	14
Furniture and space design .....	14
Furniture .....	14
G.....	14
Gifts .....	14
H.....	15
Hotels (overnight stay).....	15
I.....	15
ID Study Association.....	15
Internal Advertising .....	15
Netpresenters Specs.....	15
Newsletter Specs.....	16
L.....	16
Live Streaming (Events).....	16
Logistics Point.....	16
M.....	16
Map.....	16
Music .....	17
N.....	17
Netpresenter (TV screens).....	17
Noise levels .....	17
Network and wifi for Events .....	17
Wi-Fi for visitors (eduroam Visitor Access).....	18
Wifi for day visitors/meetings with more than 20 visitors .....	18
Wi-Fi for events .....	18
New Media Centre .....	18
O.....	18
Opening hours .....	18
P.....	18
Parking.....	19
Permit .....	19
Presentations.....	19
Programme (booklet) .....	20
Photography .....	20

Portrait Rights and GDPR.....	20
Preferred Suppliers .....	20
Protocol.....	21
Printing (Copie-sjop) .....	21
Phone Numbers .....	21
R .....	21
Registration.....	21
Aanmelder.nl .....	22
Requesting permission (events).....	22
Revolving door .....	22
Rooms and Halls.....	22
S .....	23
Service point.....	23
Security.....	23
Social Media .....	23
Signage.....	23
Sound system .....	24
T .....	24
Travel.....	24
Tape.....	24
Trash/Waste Management.....	24
V .....	25
VAT .....	25
VIP .....	25
W .....	25
Website.....	25

## **So you have been asked to organise an event and you're wondering where to start? You're in the right place. Welcome to the IDE Event Manual!**

Events play an important part in the IDE community. Whether it's a group or departmental gathering, an exhibition or a full-blown symposium, our events offer an opportunity to connect, showcase our work, discuss challenges and celebrate. They are also an excellent test of our organisational skills and teamworking skills. Event organisation brings you in touch with many members of the faculty, as well as a network of suppliers. To make things easier for you, the IDE Event Manual gives an overview of key considerations and practical tips to help you plan and run a successful event. Good luck!

## **A**

### **Accessibility**

The university is easily accessible by public transport, by bike, or on foot. To help the attendees of your event find their way around our campus, consider sharing [this link](#) with them. It is also possible to reach the TU Delft campus via vehicle. Please bear in mind that parking on campus is in high demand. It may therefore be difficult to quickly find a parking space. Thus consider advising attendees to travel to the campus by bicycle or public transport if possible.

Be sure to indicate the most up-to-date information regarding parking facilities and regulations during your communication with event attendees. For the latest accessibility and parking information, [click here](#). For questions about the latest parking regulations, check the [Frequently Asked Questions Parking Policy](#) page on the TUD website or email [mobility@tudelft.nl](mailto:mobility@tudelft.nl).

When organising larger events, inquire with TU Delft's Park Management as to whether or not anything may affect accessibility or the number of parking spaces. You can email them at [Parkmanagement-CRE@tudelft.nl](mailto:Parkmanagement-CRE@tudelft.nl).

*Related information: 'Parking'*

### **Aula Congress Centre**

Organizing an event at the Aula Congress Centre will require getting in touch with a few different departments (depending on your event and its needs):

- a. [Events Solutions](#): You can reserve rooms in the Aula up to three months in advance via Events Solutions. Their assistance can also extend to full organisational support and execution.

*Related information: 'Events Solutions'*

- b. Events on Campus: comprised of a team of event producers that can assist in all facility management matters within the Aula. Related information: ‘Events on Campus’
- c. The Aula Balie: Functions similarly to the service desk of a faculty. You can also reserve a stand-alone room in the Aula via the Aula Balie. You can contact them via [Aula-CREFM-balie@tudelft.nl](mailto:Aula-CREFM-balie@tudelft.nl).

To submit a request to host an event at the Aula, you must apply via TopDesk. You can do so [here](#). Be advised to book your rooms well in advance and consider that classes take priority. For a full run-down of the Aula, view the “Aula Client Manual” (in Dutch) in the appendix.

## B

### **Badges**

If you would like to use badges at your event, you will need to arrange this yourself. You can buy badge holders via the official [TU Delft shop](#), however, you can usually find cheaper options elsewhere. In addition to the badge holders, you will also need to arrange lanyards and printing the cards that go in the holders yourself. *Please note: if you buy items through non-official TU Delft suppliers, payments may need to be made upfront and claimed back on expenses with permission of your manager*

- Tip: As an alternative to badge holders that either clip onto your clothes or hang around your neck, you can also look into stickers.

### **Banners**

If you would like to order banners for your event, please reach out to Omber Reclame to discuss what is possible and how much it will cost. You can visit their [website](#) to find out more.

- Tip: If your event is in the IDE Main Hall and you want to hang banners from the ceiling, you must contact FM for permission and help.

### **Bluebox Events**

Bluebox Events is a full-service planning department that facilitates the management of scientific conferences (*national & international*), courses, and masterclasses that have ties to TU Delft. They can assist with conference management, branding, online registration and payments, budgeting, contract negotiation, and so on. Bluebox Events can be contacted at +31 (0)15 278 4915, +31 (0) 63 925 1466, [blueboxevents@tudelft.nl](mailto:blueboxevents@tudelft.nl), or [n.fontein@tudelft.nl](mailto:n.fontein@tudelft.nl).

### **Briefing**

When organising events, you will often need to include extra staff, whether that be fellow colleagues, student assistants, or staff of vendors. It is very important that they are well briefed

**prior** to the event. Be sure that everyone is present at the briefing and that everyone understands what is expected of them on the day itself in terms of work, attitude, dress code, hygiene, food, working hours, illness reports, etc.

Related information: 'Script (draaiboek)'.

## **Booking/Reserving**

Ensure you give yourself plenty of time to reserve rooms, rent equipment, arrange catering/outside vendors, and organise the event team and employees. Don't forget to take busy agendas and education into considering.

To book a room at IDE, you have a few options:

- a) **TopDesk:** You can book a room under Reservations > [New Room Reservations](#)
- b) **Rooster-io:** For teaching-related meetings with a course code, reserve a room via the faculty scheduler, [Roosters-IO@tudelft.nl](mailto:Roosters-IO@tudelft.nl)
- c) **Service Punt IO:** For non-teaching related meetings, reserve a room via IDE's service point, [Servicepunt-IO@tudelft.nl](mailto:Servicepunt-IO@tudelft.nl).

Related information: 'Event planner' and 'Event form'

## **Budget**

Prepare a budget for the event well in advance. When determining your budget, remember that it is always better to have budget leftover than to be over on your budget. To do this, be realistic with costs and don't "under budget" in areas just to try and achieve an unrealistic number. Also keep in mind that TU Delft cannot reclaim VAT. This means that when you are keeping track of your budget you must include the price of the service along with VAT.

Related information: 'VAT'

## **Building access**

When organising an event, sometimes you will need to make arrangements for access to the building outside of regular opening hours. To do this at IDE, you must submit a request to Facility Management (FM) via the service point ([Servicepunt-IO@tudelft.nl](mailto:Servicepunt-IO@tudelft.nl)). If extended opening hours are agreed, please consider that there will be extra costs, usually charged at an hourly rate. Therefore, it is important to know what the opening hours are per room, faculty, or building.

Related information: 'Opening hours'

# **C**

## **Catering**

What kind of catering would you like at your event and for how many people? Do you want a supplier that can organise coffee, tea, and desserts? Or do you want to serve finger food like canapés or perhaps an entire meal? It is possible to get caterers for almost any situation, assuming you book far enough in advance and have the right kind of budget.

If you are planning a larger event, then it is wise to request a quote from at least three different caterers. You can use criteria for the selection, such as: price, creativity of the proposed dishes, staff, aesthetics, crockery good references etc.

It's important to have a strong working relationship with the caterer. Events can be hectic, so trust and experience are important. *Note: If the quotation is above a certain amount, you are required to request two or more quotations. Faculty finance officers can advise on this process.*

It is recommended that you work with one of TU Delft 'preferred suppliers' if possible. A list of these suppliers can be found on the '[Banqueting Portal](#)' for secretaries. It is good to note that all 'preferred catering suppliers' have contracts with Cirfood. This means that if you work with one of these suppliers, a small percentage of what you pay goes to Cirfood.

Currently, all canteens are operated by Cirfood. Therefore all facilities (kitchen, refrigerators, etc) that belong to Cirfood may not be used by external caterers. Cirfood is best for lunches and smaller meetings. To find out more about what they offer, timings for orders, and how to contact them [click here](#).

Within the faculty, it is also important to consider water and/or electricity requirements for catering; assistance and possible additional provision thereof can be requested from CRE and FM.

- **Tip #1:** When registering for events, we often see people registering at the last minute. Ask the caterer when they need to receive the final numbers. For events (especially free ones), there will always be people who register and then don't attend., Consider taking into account a 10% decrease in attendance when deciding on numbers for catering.
- **Tip #2:** Remember to include event organisers, speakers, and staff when figuring out numbers for catering and for your final attendance report.
- **Tip #3:** Even for smaller events, be sure to contact caterers well in advance, especially for events being held during busy periods (e.g. before the winter/summer break).

**Related information:** 'Water' and 'Electricity'



## **Check, check, double check**

Even if you think you have everything is organised and arranged, remember to check, check, double check! Some last minute changes are inevitable but by double checking there are fewer surprises and things are more likely to run smoothly.

## **Cleaning**

During larger events, toilets, trash cans, and the space in general are all used more than usual. It is therefore essential to request for extra trash cans to be set up for the event and for extra cleaning to take place once the event is over. Additional cleaning (for example of the halls or toilets) can be requested via CRE & FM when you first register your event. There are additional costs associated with this.

## **Cloakroom**

It is good to note that there are no cloakrooms available at IDE. Instead, you will need to reserve a classroom and use it as a temporary cloakroom. If you want to provide the attendees with a place to hang their coats, you can request to use IDE's wardrobe racks. This can be done by emailing [exhibitionequipment-io@tudelft.nl](mailto:exhibitionequipment-io@tudelft.nl). *Please note: these can only be used at the faculty, not taken elsewhere.* Related information: 'Equipment'

If the wardrobe racks have already been reserved, then you can rent wardrobe racks via an external supplier (see 'Furniture Rentals').

When offering this service, it is important to let the attendees know that using this service is at their own risk. Otherwise you will be liable for loss, etc. We advise you to hang a sign next to the wardrobe racks. Alternatively, if your team is big enough, you can have also have someone monitoring the area and acting as the cloakroom attendee.

## **Campus Real Estate & Facility Management (CREFM)**

CREFM develops and manages TU Delft's buildings and grounds. Each faculty has its own FM team. It is very important to talk to them when planning any large event at IDE. In fact, it is recommended to set up a meeting with them to discuss event logistics like moving furniture around in the main hall, whether or not you can hang banners from the ceiling, and so on.

## **Confirmation**

If you have decided to have people register for the event, it is also good to send them a confirmation 1-2 weeks in advance by email, with details such as the starting time (as a reminder), route, and parking options. It also works for people who no longer plan to come, as it will remind them to cancel their registration.

## **Communication and communication tools**

It is important to start communication on time (announcements, invitations, website, social media, press release). It is possible to ask the IDE Communication Department for advice. They can advise you on the various options for getting your message to the right target group. You can also contact them for advice on making communication tools (flyers, brochures, program booklets, etc). Realise that developing resources often takes a lot of time, so plan well in advance. Of course it is important to stay within the guidelines/house style of TU Delft and IDE.

Related information: 'Corporate identity'

## **Collegerama (Lectures)**

Collegerama (operated by the New Media Centre) can be used to record and livestream your lectures all over campus. It is a student-oriented service, allowing students to (re)watch lectures. It is no longer a standard platform for hosting livestreams. For more information about Collegerama and how to register a request for it, visit <https://collegeramacolleges.tudelft.nl>. (Note: New Media Centre does charge for this service)

Related information: 'New Media Centre' and 'Live Streaming (Event)'

## **Corporate identity**

If you are planning an event that is tied to IDE and therefore TU Delft, we request that you follow the university's corporate identity guidelines whenever possible. These guidelines can be found at <https://www.tudelft.nl/en/tu-delft-corporate-design>. If you have any doubts or would like advice on this, please reach out to IDE's communication department.

## **D**

## **Drinks**

If you want to close your event with drinks, then you can hire a caterer. Alternatively, if the event is being held at IDE, you can also contact the ID Study Association. ID has its own café and mobile bar. For more information about rates and availability, please send an email to [voorzitter-svid@tudelft.nl](mailto:voorzitter-svid@tudelft.nl).

- **Important note:** As of 1 January 2023, TU Delft updated its on-campus alcohol policy. Drinks, activities, and events are to be alcohol-free until 17:00. If alcoholic drinks are

*served, a maximum alcohol content of 15 per cent applies. Spirits above 15% alcohol are therefore not allowed*

## E

### **Education Spaces Viewer**

For an overview of every generic classroom on the campus, including important details and the facilities present in each one, visit <https://esviewer.tudelft.nl/>. If you want to book a classroom, please keep the following in mind: 1) Education rooms are only available for meetings and events when the scheduling process has been completed. For the 1<sup>st</sup> semester this will be around the end of August and for the 2<sup>nd</sup> semester this will be around the end of January. 2) To reserve rooms contact IDE's Service Point.

### **Electricity**

There are several power points located throughout IDE, including several extra power points in the hall and the "Kuil". If you will need to access extra power points, please talk to FM in advance as some power points need to be activated ahead of time. It is also possible to request three-phase power from CRE & FM (for example for catering).

### **Equipment**

#### *Audio Visual Equipment*

A lot of audio visual equipment can be borrowed from the IDE Service Desk. Reserve this equipment well in advance to ensure it is available during the event and be sure to check whether they are functioning and/or have enough batteries if needed. For a complete list of available equipment, contact the Service Point via [servicepunt-io@tudelft.nl](mailto:servicepunt-io@tudelft.nl).

#### *Exhibition Equipment*

IDE has a variety of items that can be borrowed and used for exhibitions and events being held at the faculty. For a list of what items are available and how to request to borrow them, visit: <https://intranet.tudelft.nl/en/-/exhibition-equipment-ide?>.

**Please note:** You will have to arrange your own team to pick up, set-up, take down, and return all of the items borrowed. And if table clothes are used, you will need to have those professionally cleaned in a timely manner. When reserving the table clothes, we will share the steps you need to take to have them cleaned.

## **Events on Campus**

The Events on Campus team is comprised of a team of event producers that can assist in all facility management matters within the Aula. They can assist with access to the facility, equipment, set-up, cleaning, and other matters. They can be contacted via: [eventsoncampus@tudelft.nl](mailto:eventsoncampus@tudelft.nl)

### *Event planner*

To see what events are taking place at IDE, view the shared Outlook calendar 'eventplanner-io'. This helps ensure that there are no overlaps between events or, for example, that there is no renovation work taking place at IDE. You can add this calendar via Outlook > Calendar > \*right click\* Add Calendar > Open Shared Calendar > \*type\* eventcalendar-io.

### *Event overtime/run-over*

No matter how tightly planned, keep in mind that your programme may run over the time you had originally planned. If you see this happening, let others know (for example, let catering know so you don't have cold food; security in connection with building opening hours; other speakers or visitors).

### *Event form*

To submit a request to host an event at IDE, you must apply via TopDesk. You can do so [here](#). Be advised to book your rooms well in advance and consider that education take priority. At busy times of year, you may be asked to look for locations beyond the faculty.

## **Event Script (draaiboek)**

On the day itself, it is practical if everyone on the event team has a script. You can make a simplified version for those who don't need the complete script. The script outlines all the details that are necessary to make the day run smoothly, from timelines, to contact information to roles and responsibilities. To ensure that everyone in your team is aware of what is happening when, be sure to talk through and discuss the script roughly two weeks before the event. Don't rely on people simply reading it.

Tip: Print out a few hardcopy versions of the event script, so that it is easier to read and make notes on.

## **Events Solutions**

Events Solutions is the Corporate Events Department of the TU Delft Central Communications Department. This department supports TU Delft employees with the organisation of major

events such as Dies Natalis. They work closely with the following teams: Events on Campus, TU Delft Visual Communications, and the Media Centre. They can be contacted via [events@tudelft.nl](mailto:events@tudelft.nl).

## F

### **Finance code**

It is advisable to request a separate finance track code, known as a 'baancode' for large projects. This way, all project costs can be booked on one code and it is clear how much budget remains. You can request this from the IDE Finance department.

In the event of multiple income streams, you can request a project code instead.

### **FlexDelft**

FlexDelft is an employment agency which deals with the contracts and payment of TU Delft student or teaching assistants. If you hire TU Delft students to work at your event, you can have them paid via FlexDelft. To register a student assistant, please visit the FlexDelft website: <https://flexdelft.nl/>. FlexDelft can be contacted via: [flexdelft@tudelft.nl](mailto:flexdelft@tudelft.nl).

### **Floor and Wall Stickers**

If you would like to order floor and/or wall stickers for your event, please reach out to Omber Reclame to discuss what is possible and how much it will cost. You can visit their website <https://omber.nl/> to find out more.

- *Tip:* If you wish to use the stickers at IDE, then you must contact FM for permission. If you wish to use the stickers elsewhere on campus, please talk to that building's events team and/or FM.

### **Flowers**

Flowers (for example as a thank you for the speakers) can be ordered from a range of suppliers. It is recommended you talk to your department secretariat to find out what options are available. For floral table decorations, you can see if your caterer is able to offer this service.

### **First Aid**

It is mandatory to have emergency response officers/first aiders at larger events. On average, the following applies: 1 first aider for every 50 people; **however**, this is dependent on various factors and therefore please contact CRE & FM well in advance to find out more. In the Aula, Events Solutions or Events on Campus can advise on this.

## **Freezones**

Freezones are marked places on the campus with power and water (water supply and drainage). You can reserve Freezones for various outdoor activities between 08:00 and 21.00. Booking a Freezone can be done through TOP desk's Self Service Portal. Before booking a Freezone, we recommend reading the Freezone rules and regulations. Doing so will help you determine whether this is right for your event and what extra steps you will need to take if you decide to do so. They can be found [here](#).

## **Furniture and space design**

Furniture in the IDE Hall is flexible and can be moved into different configurations when organising an event, but this must always be discussed in advance and approved by FM. Make sure you do this in good time.

*Related information: See 'Furniture rental'.*

## **Furniture**

If you need extra furniture for your event (e.g. tables, chairs, table clothes, etc.), you can rent a variety of items from various external parties. For example, TU Delft often works with:

- Van de Maarel: <http://www.vandermaarel.nl>
- EBG rental: <http://www.ebgverhuur.nl>
- Rozema Rental: [www.rozemaverhuur.nl](http://www.rozemaverhuur.nl)
- **Tip:** If you are planning an event at IDE, you can borrow material from the Exhibition Equipment Cellar. For more information, see 'Exhibition Equipment'

## **G**

### **Gifts**

If you have guest speakers, presenters, hosts, etc. at your event, it can be a nice to give them a small gift to say thank you. As an alternative to flowers, consider presenting them with a small token that aligns with your event, the faculty, or the university. The TU Delft Shop has a range of branded gifts available: <https://shop.tudelft.nl/>

## H

### **Hotels (overnight stay)**

TU Delft has several agreements with hotels in Delft. The secretariats can provide these lists via the ZieSo (the TU Delft secretarial network). Make sure you reserve rooms well in advance and keep in mind cancellation policies.

## I

### **ID Study Association**

The ID Study Association is the active student association of IDE. They are keen on strengthening contact between our students and staff. They also have their own café and bar which can be utilised for events. To reach out to members of the current board, visit <https://studieverenigingid.nl/contact/#board>.

*Additional information:* See 'Drinks'

### **Internal Advertising**

If you would like to let IDE staff and/or students know about your event, there are a few different channels that can be used. For more information about what channels are available for your event (e.g. netpresenters, newsletter, etc.), please contact the IDE Communication department ([communication-io@tudelft.nl](mailto:communication-io@tudelft.nl)).

#### *Netpresenters Specs*

Netpresenter slides should be of interest to most people in the faculty and there should be a clear association with TU Delft. Send your slide to [communication-io@tudelft.nl](mailto:communication-io@tudelft.nl) at least one week in advance. You may submit a maximum of one slide per event or announcement. Slides appear on screen for just 10 seconds, so focus on creating a slide which is eye catching and readable in short time. Text should be limited to 40 words or less. Consider adding a QR code that people can scan to find out more information. Please deliver your slide as a 1920x1080 pixels PNG file. We are unable to edit your slide or create your slide for you. We may send it back to you if improvements need to be made.

### *Newsletter Specs*

The IDE newsletter lands in the inbox of all IDE staff and students bi-weekly on Thursday. To submit news about your event, email [communication-io@tudelft.nl](mailto:communication-io@tudelft.nl). To ensure it is included in the newsletter on Thursday, submit your text and images by no later than Monday. Your text should consist of a short introduction of no more than 280 characters (inclusive of spaces), which will appear in the body of the newsletter. Any additional text will be published on a related webpage or intranet page. Texts should be supplied in English, ideally with a Dutch translation.. Please provide at least one good quality picture with your text (minimum 1MB) which can work as a thumbnail in the newsletter. Finally, don't forget to include any important links.

## L

### **Live Streaming (Events)**

If you would like to Live Stream your event, there are a few different options available. The first being The NewMedia Centre (NMC) of TU Delft Library. NMC is able to record and live stream events. For more information about their services, visit their [website](#). Other external companies include: [Streaming Guys](#) and [Studio Convex](#) (both of which have worked with TUD in the past).

### **Logistics Point**

The Logistics Point (Leeghwaterstraat 5) is responsible for IDE & 3ME's mail and other logistics surrounding shipping and receiving goods. If a package is sent to you, you will receive an email from the Logistics Point. *Please note that C.O.D. shipments will not be accepted.* For more information, please call the following number: +31 (0)15-27 82493 or email [Logistiekpunt-3mE-IO@tudelft.nl](mailto:Logistiekpunt-3mE-IO@tudelft.nl).

Generally speaking, the logistics point only processes incoming parcels. To send out parcels or mail, please speak to the department secretaries and ask for further assistance. For more information about post and parcels at TUD, [click here](#).

## M

### **Map**

A basic map (floorplan) of IDE building can be found [here](#). This floorplan provides a good overview of all the rooms that are available.



## **Music**

In the event that music cannot be played via the system in the room you booked, you can reserve a sound system from the Service Point.

In the Aula, Events on Campus can advise on the location of speakers within the building and how music can be played.

*Related information: See 'Sound System' and 'Noise levels'*

## **N**

### **Netpresenter (TV screens)**

At IDE, you can request to have an “advertisement” for your event shown on the screens around our faculty. The screens are located in the hall, near the lifts, and in the (coffee) pantries. Slides can be shown for a maximum of two weeks. In order for a slide to be displayed at IDE, it must meet the following requirements:

- Maximum of one slide per event/announcement
- Less is more (visually & text wise, as slides only appear for 10 seconds at a time)
- Text should be limited to 40 words or less
- Dimensions: 1920x1080 pixels PNG
- Be relevant to the staff and/or students at IDE

You can email your request and the slide to [communication-io@tudelft.nl](mailto:communication-io@tudelft.nl).

If you would also like to promote your event at the other faculties, you can email their communication departments. You can find a list of their emails [here](#). For a higher rate of success: when asking other faculties to display the slide for your event ensure your email clearly explains why this event is relevant to that faculty. If you do not do this, there is a high chance your slide will not be shown.

## **Noise levels**

The acoustics of IDE's open-plan central hall can be challenging. Keep this in mind when planning and organising an event (also in terms of set-up and breakdown). Please inform the design drawing staff to the open rooms on the first floor in advance, as they are most affected by noise in the hall. If an event takes place (partly) outside, please contact [eventsoncampus@tudelft.nl](mailto:eventsoncampus@tudelft.nl) to find out what steps you must take (including whether or not you need to get a permit from the municipality). Related information: 'permit' for more information.

## **Network and wifi for Events**

The buildings of TU Delft are equipped with fixed and wireless network connections.

### *Wi-Fi for visitors (eduroam Visitor Access)*

With Eduroam Visitor Access (EVA) it is possible to provide visitors with temporary access to the eduroam Wi-Fi network. TU Delft employees can manage up to 20 visitor accounts at a time. You can remove your visitor(s) again after their visit. To request Wi-Fi access for a visitor, staff members go to <https://eva.eduroam.nl/>. For more information, click [here](#).

### *Wifi for day visitors/meetings with more than 20 visitors*

Visitors who are only on campus for one day can request access to the eduroam Wi-Fi network themselves. The telephone number and the day code for requesting access can be found on the Netpresenter screens at the servicedesks, or can be requested at the service desk. For more information, click [here](#).

### *Wi-Fi for events*

For events, visitors can also use Eduroam Visitor Access. An SMS event can have up to 1500 visitors. If you have further questions, please contact the IDE Service Point.

## **New Media Centre**

The New Media Centre (NMC) of TU Delft Library is a multimediahub for media production, research, education, live performance, and learning. They are located in our building and offer a number of different services (e.g. XR, podcast recording booth, photography, etc.). The NMC consists of a variety of creative departments from video to graphic design and from immersive technologies to digital events. To find out more about the NMC, click [here](#).

## **O**

### **Opening hours**

The opening hours of the IDE building are Monday – Thursday (08:00 to 22:00) and Friday (08:00 – 19:00). The building is closed on Saturdays and Sundays. Security is available from 07:00. During the summer and winter holidays, the faculty will be open Monday – Friday from 08:00 – 19:00. If your event falls outside of the opening hours of the IDE building, you must request this in advance via CRE & FM. Opening the building for longer, will result in extra costs (e.g. security, heating, etc.).

## **P**

## **Parking**

It is possible to reach the TU Delft campus via vehicle. Please bear in mind that parking on campus is in high demand. It may therefore be difficult to quickly find a parking space. Thus consider advising attendees to travel to the campus by bicycle or public transport if possible.

Be sure to indicate the most up-to-date information regarding parking facilities and regulations during your communication with event attendees. For the latest accessibility and parking information, [click here](#). For questions about the latest parking regulations, check the [Frequently Asked Questions Parking Policy](#) page on the TUD website or email [mobility@tudelft.nl](mailto:mobility@tudelft.nl).

When organising larger events, inquire with TU Delft's Park Management as to whether or not anything may affect accessibility or the number of parking spaces. You can email them at [Parkmanagement-CRE@tudelft.nl](mailto:Parkmanagement-CRE@tudelft.nl). See more under 'Park Management'.

- **Tip:** Since the front of the building cannot be reached by car, we often refer to the rear of 3mE or the Aula for parking. Disabled spaces and/or VIP parking spaces must be requested in advance via CRE & FM (see VIP).

*Related information: See 'Accessibility'*

## **Permit**

An event permit is required for large (outdoor) events. This can be requested via [eventsoncampus@tudelft.nl](mailto:eventsoncampus@tudelft.nl) (in consultation with CRE & FM). Be sure to submit your request with plenty of time to spare. Requests can take 2-4 weeks to be processed internally and permit applications must be submitted to the Municipality of Delft at least 8-16 weeks before an event (time depends on size of event). For more information, click [here](#).

## **Presentations**

Make sure that all presentations and videos are available prior to the event, so that you have time to view and test them in advance. If people are presenting from an Macbook, ensure you have an adapter cable for the beamer (also check what kind of Mac it is, as there are different cables needed depending on the model). To download IDE's corporate PowerPoint template, click [here](#). To download TU Delft's corporate PowerPoint template, click [here](#).

- **Tip:** Give people a deadline in advance of the final date that you will need it, to ensure that the content is ready in time.

## **Programme (booklet)**

At larger events, especially those with many speakers, it is useful to provide visitors with a physical copy of the programme. We recommend handing it out at the reception/registration desk.

*Related information:* See 'Registration'

## **Photography**

If you would like to have a professional photographer present at your event, it is important to arrange this well in advance and ensure that you have sufficient budget. . Firstly consider what shots you need and how they will be used. Consider hiring a photographer for the most relevant parts of the event to create photos that will be used rather than having him/her there for the duration. . Communication IDE can bring you into contact with a number of photographers including a student photographer and professional photographer who are on the TUD approved supplier list.

When hiring a photographer, be sure to have an agreement in place, including a clause that states that TU Delft, has the right to use the visual material. This means that we are allowed to use the visual material for TU Delft (communication) purposes and/or other concrete purposes.

## **Portrait Rights and GDPR**

When photographing (or filming) at a large event, it takes a disproportionate effort to ask all participants for permission in advance. Thus, you do not have to get written consent (in the form of an Indemnity Agreement) from all those attending. Instead you must communicate to the visitors/attendees in writing beforehand that filming/photography will be taking place at the event, explain what the images will be used for, and ensure the images do not violate a reasonable interest of the person portrayed. For more information, please click [here](#).

## **Preferred Suppliers**

TU Delft has a list of preferred suppliers for a variety of products and services including catering, technical equipment and/or assistance, security, video production, etc. You can ask for an overview of this list from your department's secretaries or through TU Delft Contract Management ([contractmanagement@tudelft.nl](mailto:contractmanagement@tudelft.nl)) which falls under legal services.

## **Protocol**

If you are inviting very special guests such as a minister or a CEO of a large multinational, there are certain protocols (security and otherwise) that need to be taken into account. Campus security as well as Events Solutions can advise on this.

## **Printing (Copie-sjop)**

The Copie-Sjop is a print and copy shop located within the Faculty of Architecture and the Built Environment (with a second outlet opposite Delft Station on Phoenixstraat.) It offers a wide range of services including printing flyers, programme booklets, etc. You can contact them via: [info@copie-sjop.nl](mailto:info@copie-sjop.nl). It is possible to charge relevant costs to TU Delft budget codes. More information can be found here: <https://www.csinbkcity.nl/> and <https://copie-sjop.nl/>.

## **Phone Numbers**

Before the day of the event, be sure to compile and share the phone numbers of those contributing to the event (e.g. caterers, presenters, team members, etc) with your event team. Add the most important numbers to your phone, so you can find them quickly if necessary. It can be useful to create a separate WhatsApp group for the event team, but be sure to remind everyone to put their phones on silent (with vibration turned on).

## **R**

### **Registration**

For large events, it is important to know how many people will attend for practical matters such as catering, room capacity, security and emergency response personnel, and so on. There are a number of systems that can be used, such as [aanmelder.nl](http://aanmelder.nl). For more information, including what system to use if attendees need to pay, please reach out to Event Solutions.

In addition to having a system to register response prior to the event, we also recommend having a registration desk at the start of the event. This is where you can hand out badges and programmes, provide additional information to guests, and keep track of real-time attendee numbers.

Tip: For your registration desk, use a table cloth that reaches the floor to create extra storage space under the table/desk.

### *Aanmelder.nl*

Aanmelder.nl is a guest registration tool for events for university-wide use. You can create an account and your own registration page at [www.aanmelder.nl/nl/sso-login](http://www.aanmelder.nl/nl/sso-login). This platform is available to all staff. There are certain costs associated with paid events.. In Aanmelder.nl you will find a comprehensive manual and a number of tutorials which are available in English and Dutch. You can also find more information about aanmelder.nl on the [intranet](#).

Related information: ‘Registration’ and ‘Events Solutions’ in this handbook

## **Requesting permission (events)**

Be sure to request permission for your event well in advance (3 – 12 months depending on the location, time of year, and size of the event). In addition to requesting permission, consider booking rooms, equipment, suppliers, as well as, obtaining any licenses or permits.

Related information: See “Permit”

## **Revolving door**

If large groups of visitors are arriving and departing from IDE, please speak with FM so that they can instruct the Service Point to open the revolving door completely around certain times. This will help ensure no large queues form outside or inside of the building.

## **Rooms and Halls**

Rooms can be reserved through the Servicepunt. If it is a large event, you will want to book your space at least six months in advance. Although education always comes first, the people overseeing the timetables will do their best to take your requests into account. For more information please reach out to the IDE Service Point. Below you will find an overview of the most used rooms for events at IDE:

<b>Name</b>	<b>Capacity</b>
Bernd Schierbeekzaal	90 persons
IDE Arena	120 persons
Emile Truijenzaal	55 persons
Hans Dirkenzaal	40 persons
Joost van der Grintenzaal	315 persons
Kuil	(dependant on education)
Norbert Roozenburgzaal	22 persons
PEL	15 persons
Studio 23/24	58 persons
Wim Crouwelzaal	60 persons

## S

### **Service point**

To request various services/resources or for more information about certain topics, please reach out to the IDE Service Point. They can be reached via telephone (015-27 86754) or email ([servicepunt@tudelft.nl](mailto:servicepunt@tudelft.nl)). The Service Point is the central point where, among other things, keys for reserved rooms and reserved equipment can be collected.

### **Security**

At events with many attendees or VIPs, it is necessary to hire more security guards. CRE & FM can advise on this and help you arrange for more security if necessary. Additionally, if the building has to remain open outside of normal office hours (e.g. to set up for the event), then at least one security guard is required. The cost of hiring extra security will be charged to the event/department.

### **Social Media**

For advice on social media, you can contact the IDE Communication department. They can advise on what channels might be used to promote your event.

### **Signage**

To ensure your guests are able to navigate the event smoothly, we recommend creating signs to indicate locations, toilets, and the route to the locations. When deciding where to place the signs, be sure to think about this in advance. Poster stands (A3 format, both portrait and

landscape) can be borrowed from both the Service Point and the Exhibition Equipment Cellar ([exhibitionequipment-io@tudelft.nl](mailto:exhibitionequipment-io@tudelft.nl)).

## **Sound system**

There are standard sound systems available in most of the lecture halls (see 'Rooms and Halls' for more information). Be sure to familiarise yourself with these systems prior to the event. If you need to borrow more microphones, please submit a request to the Service Point. There is also a permanent system set up in the Kuil, which FM can turn on for you.

If you need sound systems in other parts of the faculty, you will probably need to rent this equipment from an external vendor.

## **T**

## **Travel**

When arranging international travel for yourself, foreign guests, or student, a travel number is required. In order to receive this number, an [application form](#) must be filled and submitted to SSC finance via the following email: [reisaanvraag-fc@tudelft.nl](mailto:reisaanvraag-fc@tudelft.nl).

Please note that it typically takes a few weeks to generate a new travel number, so the earlier the form can be submitted, the better. Once you have your travel number, your finance or project code (also known as a 'baancode'), and your preferred flight or train details, you can book your trip via BCD Travel (TU Delft's partner for booking international business trips, hotels and hire cars). Their email address is: [tudelft@bcdtravel.nl](mailto:tudelft@bcdtravel.nl).

For more information about international travel, please click [here](#).

## **Tape**

When taping rooms or attaching decorations, it is important to pay attention to what type of sticky tape you use. A lot of brands leave glue residue on the floor. Inquire about the type of tape types that are approved at FM.

## **Trash/Waste Management**



For large events with a lot of waste (e.g. disposable dishes, cutlery, or food) please be sure to either request: a) extra trash cans from CRE & FM, or b) a large waste container to be able to throw everything away immediately afterwards.

*Related Information:* See “Cleaning”

## V

### **VAT**

For event costs, you have to consider VAT (known locally as BTW) in your budgeting. VAT percentages vary according to the product or service in question. For example, for food and non-alcoholic drinks a 9% VAT rate is taken into account as opposed to the usual rate of 21% for the majority of goods. Moreover, there are certain services that can be VAT exempted. For example, if you are selling tickets for a not-for-profit educational event, you do not need to charge VAT nor will income be deducted. Ask the finance department or TU Delft procurement for more guidance..

### **VIP**

If VIPs are present at an event, the Integral Security Procedure of TUD must be followed. As soon as you know a VIP is coming to Delft you have to inform ‘the Guest Centre’ ([guestcentre@tudelft.nl](mailto:guestcentre@tudelft.nl)) and the TU Delft safety team ([safety-ud@tudelft.nl](mailto:safety-ud@tudelft.nl)). The Guest Centre will, together with you, take care of all the logistics and protocolaire zaken. We will take care of the security part.

## W

### **Website**

Pages can be created within the TUD website for an event with event-specific information such as programme, contact details, location, registration, etc. You can make an appointment for this with the content manager of Communication IDE via [web-io@tudelft.nl](mailto:web-io@tudelft.nl).