

WIJWONEN BUS

#WijVerhuizen

Manual

Tenant Organisation

WijWonen
Delft



WIJWONENDELFT



BEFORE YOU LEAVE

1. Signing the contract



Read the agreement for borrowing the van to see if you agree to all the terms and conditions. Please fill out and sign the agreement and send it back to verhuisbus@wijwonendelft.nl by **Tuesday at the latest**. Give the document the following name:

Contract Bus [last name] [date of your reservation]

2. Paying the deposit



Ensure that you, **by Wednesday at the latest**, transfer the deposit of **200 euros** to bank account number **NL64 INGB 0002 2363 67** with ascription **Huudersorganisatie Wijwonen**. Include the following in the description:

Deposit Bus [last name] [date of your reservation]

3. Picking up the key



As soon as we notice that the contract has been signed, and that you have paid the deposit, you will **receive an email informing you of where and when** you can pick up the key for the van. This will always be with one of our board members; you will also receive his or her phone number by email. You will receive this information at least 24 hours prior to the day you want to borrow the van (so no later than 1 day in advance).

There is more...

4. Picking up the van



At the time that you have agreed on with the board member who was assigned to you, you can pick up the key, and then you can pick up the van. The van will always be located at the parking lot at the **Mijnbouwplein in Delft (DUWO's office)**. Additionally, you agree on where and when you will return the key for the van.

not really familiar with Delft yet?
Click [here](#)

5. Checking for damage



Before you leave, first check the van for any damage. This way, you can prevent us from charging you for this damage, while it may already have been there a long time ago. If you discover any damage, take **a photo** immediately, so that you can later prove that you were not the one who caused the damage.

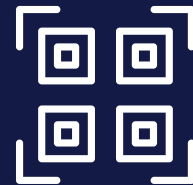


6. Google Forms #1

This is the last step before you can leave.

PLEASE NOTE that failure to complete this step before departure means that we **WON'T** refund your deposit.

This is because we want you to fill out a Google Forms **before you leave**, which includes questions about the mileage, the fuel tank, pictures of the van and materials inside the van. Scan the **first QR code in the van** with your phone, and everything will explain itself!



#1

Now you're completely ready to start moving! Please feel free to lay the seats inside the van flat, so you have more space for all your belongings. The seats could even be removed, which is allowed too, as long as you make sure that they are all neatly placed back as soon as you return the van, just as they were before the move. This is another important requirement for refunding the deposit.

Ready to go! Do check in
advance how to return the van

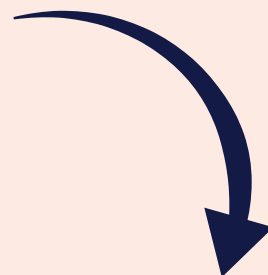
ARE YOU READY?

1. Filling the fuel tank



Finished with moving? We operate on a **full = full** policy, which means that you receive the van with a full tank, and that you should also return the van with a full tank. This is another important requirement for refunding the deposit, so we closely monitor this. Therefore, we ask you to take a **picture of your fuel receipt**, so that, afterwards, you can prove that the van was indeed returned with a full tank.

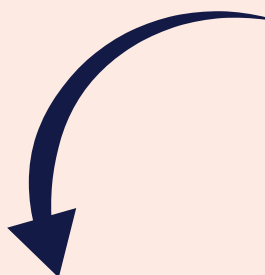
PLEASE NOTE that the bus runs on **DIESEL**



2. Parking the van



After fueling and adjusting the chairs inside the van to their original position, park the van again at the parking lot at the **Mijnbouwplein in Delft (DUWO's office)**. The spot does not necessarily have to be exactly the same, but it is very important that the van is returned to that parking lot again. If the **parking lot is full**, please **contact the board member** from whom you received the key. He or she will then provide you with further instructions.



3. Google forms #2



#2

This is the last step before you leave the van at the parking lot.

PLEASE NOTE that failure to complete this step before you leave the van means that we **WON'T** refund your deposit.

This is because we want you to fill out another Google Forms, which includes questions that are similar to the questions in the first Google Forms that you filled out before departure (see "before you leave" step 6). You will also have to **upload a picture of your fuel receipt here**. Scan the **second QR code in the van** with your phone, and everything will explain itself again!



4. Bringing back the key



After completing the second Google Forms, lock the van and return the key **to the board member that was assigned to you at the time you have agreed on**, as discussed when you picked up the key (see “before you leave” step 3). PLEASE NOTE that the deposit will not be refunded immediately; we do aim to do this within **10 working days**. This has to do with the fact that we will have to verify whether you have complied with the terms and conditions as stated in the agreement. In summary, it is especially important that you:

- a. Fill out the first Google Forms before departure
- b. Do not cause any damage during the move
- c. Fill the fuel tank of the van completely
- d. Park the van at the parking lot again
- e. Leave the van as you found it (and clean as well!)
- f. Adjust the chairs in the van to their original position
- g. Fill out the second Google Forms before you leave the van
- h. Bring back the key

We hope that we have sufficiently informed you with this manual! If you still have any questions or comments, please let us know by sending an email to verhuisbus@wijwonendelft.nl!

Do you also think that the WijWonen van is a great success? Be sure to share it on social media using the hashtag **#WijVerhuizen**, tag us (!!!) and tell all your roommates or friends who also rent at DUWO in Delft!

 **WIJWONENDELFT**