

# MAIL AND PACKAGE GUIDELINES

Follow these guidelines to ensure that you receive/send mail smoothly while abroad.

## IMPORTANT: Receiving Packages

**We do not recommend having any packages shipped to or from Costa Rica** (especially if important or expensive). It can take upwards of a month for the package to arrive. Once it arrives, packages must go through Costa Rican Customs where restrictions and high importation/processing fees may apply. It is time-consuming and very expensive, and in the end you may never receive your package!

Verto Education **cannot accept FedEx/DHL/UPS deliveries for packages. ONLY flat, mailed envelopes (documents or letters)**, if necessary.

- *Packages from those companies will be refused and will be automatically deferred back to the depot, where they can be picked up and paid for.*

**If absolutely necessary, please ONLY use the US Postal Service (USPS) for packages.** Consult your Care Team if an incoming package is absolutely necessary. Additionally, if you must have something valuable sent to you, make sure that the sender pays for insurance.

## Receiving Flat Mail

For mail, please **ONLY use USPS when mailing flat documents or letters**, if necessary. Direct all flat mail to the Verto Campus in Costa Rica at:

(Your name)  
CATIE  
Sede Central + (Dorm Name)  
Cartago, Turrialba 30501  
Costa Rica

## Where do you pick up mail?

Your mail will arrive at the Verto-CATIE Campus front desk. The staff personally receive and store all items that come through – so no worries about missing deliveries!

## Sending Letters

During Verto Discovery Week (your first week on-site), you may ask your Care Team about the best process for mailing flat letters back home to family and friends.