

# MAIL AND PACKAGE GUIDELINES

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

## IMPORTANT: Sending and Receiving Packages

**We do not recommend having any packages shipped to or from Spain** (especially if important or expensive).

- Packages are costly to mail and you will likely have to pay an additional (sometimes significant) fee and import tax upon arrival.
- Depending on the package's contents or value, it may be stopped by Customs, which means your package may be delayed or even lost. Furthermore, Verto participants do not possess valid Spanish tax IDs, which are required in order to import any package retained by Customs.

Verto Education **cannot accept FedEx/DHL/UPS deliveries for packages**. Packages from FedEx/DHL/UPS will be refused and will be automatically deferred back to the depot, where they can be picked up and paid for. Additionally, if you must have something valuable sent to you, make sure that the sender pays for insurance.

## Receiving Flat Mail (Letters and Cards)

**Please send all mail to either your residence hall or homestay** – NOT to the Verto Study Center. You will receive your housing address closer to the start date of your abroad experience.

## Receiving Packages from Online Shopping

While it's tempting to order everything online, we strongly encourage you to shop locally whenever possible. Seville has a wide range of stores where you can find essentials—from school supplies and electronics to toiletries and clothing. Shopping locally is:

- Often faster and more convenient
- Avoids the risk of missed deliveries or customs delays
- Helps you get to know your neighborhood

That said, if you do need to shop online, please:

- **Do not** order items to arrive before you're on site
- Use reliable Spanish retailers
- Ship items to your residence address provided to you before you arrive

- Pick up packages promptly during your residence reception open hours when shipper has notified by email

Please note that it is **not allowed to send packages to the Study Center**. Packages will be returned as Verto Staff will not be responsible for their collection or follow-up.

## Where do you pick up mail?

If you reside in the residence hall, you will pick up mail at the reception office, which is open 24/7.

If you reside in a homestay, you can let your host family know that you're expecting mail. They'll let you know exactly where you can pick it up.

## Sending Letters

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