

# 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 England** (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.

Verto Education **cannot accept FedEx/DHL/UPS deliveries for packages as these agencies require any duty to be paid on delivery.** 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 by students directly.

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

## Receiving Mail

You may have your mail sent to either the London Study Centre (please note it is not accessible at weekends) **OR** to your residence address.

In either case please ensure that your **full name** is clearly marked on your packages sent to the Study centre and your **full name and room number** if they are being sent to the residence.

When you pick up your parcel at your residence you will need to show proof of delivery.

**The Verto Study Center address is:**

Your Full name  
c/o Verto Education  
23 Bloomsbury Square  
London WC1A 2PJ

**NOTE REGARDING YOUR HOUSING ADDRESS:** You will receive your student residence address closer to the start date of your abroad experience along with details on your housing placement and further arrival day details.

## Where do you pick up mail at Verto?

Your mail will arrive at the Verto London Center front desk. The staff personally receive and store all items that come through and will advise you by email to come and collect any packages received– so no worries about missing deliveries!

## 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.