London Summer - Internship - Summer 2016

Predeparture Information

Congratulations on your decision to study abroad! We have no doubt that studying abroad will be a life-changing adventure. We’re glad to have you with us.

Here you will find more details about your program and find out what you need to do next. You should also begin filling out your online predeparture forms that are accessible in your MyIESabroad account.

Feeling lost? Your IES Abroad Advisor is here to help. Just call 800.995.2300 or email study@IESabroad.org.

How will study abroad redefine you? We can't wait to find out!
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Getting Started

WHAT YOU NEED TO DO

Confirm your Place in the Program
Submit the Confirmation Form.

Check, Renew, or Apply for your Passport
If you do not have a valid passport, renew or apply for one immediately.

Read Your Predeparture Information and Student Handbook
Navigate through this Predeparture Information using the tabs above.

Apply for Your Visa
You will need a visa to intern abroad in London! Be sure to thoroughly read the "Passports and Visas" section under the Plan Travel tab to figure out what is required for this process. Please remember that you will not be able to apply for a visa until after you have an internship placement.

Submit your Online Forms
Pro tip: Keep this window open to refer to the detailed Predeparture Information while you complete your forms. Be sure you meet the forms deadlines!

Register for the required Internship Seminar
Submit the Internship Seminar Registration Form to select the required 1- or 6-credit Seminar as soon as you have received more detailed instructions from us. Be sure to meet with your home school advisor to get courses approved.

Plan a Budget
Understand how to pay your bill by reading the "Tuition & Financial Aid"
section under the *Your Program* tab above and talking to your home school study abroad office. Be sure to check out IES Internships' scholarship and aid options.

**WHAT YOU CAN EXPECT TO RECEIVE FROM US**

**Housing Assignments**
If you submit your *Housing Form* and *Medical Report* on time, you will receive your housing assignment and the program participants list at least three weeks before the program begins.

**Final Email with Arrival Information**
Before you go, you’ll receive an email from us that will include emergency contact information and final arrival instructions.

**HOW TO CONNECT WITH OTHER STUDENTS**

Like our London Facebook Page and our main IES Abroad page.

Follow us on Instagram at [@iesabroad](https://www.instagram.com/iesabroad).

Read student blogs.

Contact a past participant.
Plan Travel

We recommend reading this section of your Predeparture Information first to make sure you know right away:

- How to obtain any necessary travel documents
- Which dates to use when booking your international flights
- What to do once you land in your host city, and who to call if you run into bumps along the way

Passport & Visa

Passport

If you have not already done so, apply for your passport immediately!

You must have a valid passport before you can apply for any other required travel documents. Your passport must be valid for at least six months beyond the end date of your program.

The U.S. Passport Application Process

The current passport application process requires:

- A passport application
- A true certified copy of your birth certificate
- Two identical passport photos
- An application fee
- A personal ID
- A photocopy of your ID

Processing your passport application can take up to six weeks. You can expedite this process by paying an additional fee.

For further instructions on obtaining a passport, visit travel.state.gov or call the National Passport Information Center at 877.487.2778. You can also call your local post office to locate passport agencies in your area.

Passports for Non-U.S. Citizens

If you are a non-U.S. citizen, follow your government’s procedures for obtaining a passport. If you are not currently in your home country and you need to renew your passport, contact your country’s nearest consulate or embassy.
To obtain consulate phone numbers, please refer to www.state.gov/s/cpr/rls/fco.

Caring for your Passport

- Sign your passport as soon as you receive it.
- Keep a photocopy of your passport with you at all times, preferably in a money belt or similar carrier that can be concealed underneath your clothing.
- Leave copies of the identification page of your passport and any other governmental travel documents with a responsible third party or saved online in case your documents are lost or stolen.
- Do not carry your passport or wallet in a backpack. These are easy targets for thieves, especially in crowded areas.

Entry Documents

To intern in the UK, almost all students are required to obtain BOTH a BUNAC sponsorship and a Tier 5 visa. The Tier 5 visa is issued by the UK government but will not be issued until you have received sponsorship through BUNAC, which is authorized by the UK Visas and Immigration to sponsor student interns. This is a lengthy process, so carefully read through the steps below and check out the Frequently Asked Questions.

Due to the time constraints on obtaining your BUNAC Sponsorship and Tier 5 visa, we strongly recommend that you do NOT travel internationally before the London summer internship begins. If you already have travel plans, contact your IES Internships Program Advisor immediately, so we can discuss how to obtain your visa on-time.

Students who are EU citizens or have dual citizenship with an EU country are not required to apply through BUNAC or get a Tier 5 visa. These students can do an internship in the UK without a visa.

QUICK VISA BREAKDOWN

- **BUNAC Sponsorship Cost:** $755
- **BUNAC Processing Time:** approximately 10 to 20 days (once application is complete)
- **Tier 5 Visa Cost:** £225 (about $350 as of August 2015)
- **Tier 5 Visa Processing Time:** approximately 3 to 6 weeks (once application is sent to the consulate)
Priority processing is available during some steps of the visa process. We recommend following our timeline for the visa process and using priority processing ONLY for emergencies. Even with priority processing, you are not guaranteed to have your visa on-time if you submit the application late.

WHAT YOU NEED TO DO TO ENTER THE U.K.

STEP 1 - Obtain and check your passport
Obtain a passport that is valid for at least 6 months after the program end date, has 2 blank pages and sign it on the appointed line. If you do not yet have a valid passport, contact your IES Internships Program Advisor to discuss whether you should pay for the expedited service.

STEP 2 - Confirm your place in the program and submit your online forms
Submit the Confirmation Form, the Passport Form, and the UK Visa Preparation Form by the due date posted in your account.

STEP 3 - Apply to BUNAC’s Intern in Britain

1. Submit the online application on BUNAC’s Intern in Britain page and pay the BUNAC fee. Use this information to complete your application:

   • For Placement Company, select IES London.
   • For the Internship Details section, use the contact information for IES Internships. This will be updated once you receive your internship offer.
   • For the Insurance section, select "I do not wish to purchase the BUNAC insurance policy."

2. Upload the required documents to your BUNAC online account. IES Internships will submit certain documents on your behalf (see below). Any documents that do not meet the BUNAC requirements will be rejected, and you will have to upload them again. Be aware that this may take several weeks, as your BUNAC application is not complete until you have finalized your internship placement.

You are responsible for submitting these documents:

   • Proof of Student Status - Upload a copy of your official transcript. BUNAC will not accept an unofficial transcript, and IES Internships cannot upload a copy
for you.

- Passport information page - Make sure that your full information page is clear and readable.
- Recent bank statement showing proof of sufficient funds - You must show that you have at least $2500 in your bank account. BUNAC needs to see a document that includes: the letterhead of your bank, account holder's name, type of account, date the document was generated, and the present available balance. All documents submitted must reflect an account that has funds available for immediate withdrawal; CD's or other investment accounts may not be accepted. All documents should be generated in the last 30 days. Participants may submit proof of support funds from an account that is not in their name as long as it is accompanied by a letter of support from that account holder. Follow these requirements exactly or BUNAC will reject your upload.

- Reference from previous employer or professor - This can be a reference letter or the BUNAC Intern Reference Form.

- A copy of your relevant visa if you are applying outside your country of citizenship

IES Internships will submit these documents:

- Proof of Insurance - As an IES Internships student, you are covered by our CISI insurance policy. We will submit the policy information to BUNAC.
- Employer Application and Agreement - This will be filled out by your internship host and submitted directly to BUNAC. This will not be sent to BUNAC until you have interviewed with and been accepted by a host company.

In addition, you must watch BUNAC's predeparture video (which will be available in your account) before your CoS will be released.

STEP 4 - Receive Certificate of Sponsorship

Once all of the above documents have been accepted by BUNAC, your application will be reviewed by their office in the U.K. This is estimated to take 10 business days.
If your application is successful, BUNAC will issue your Certificate of Sponsorship reference number. You will need this number to apply for your Tier 5 visa.

** Priority Processing **

BUNAC offers priority processing for an additional $200. The estimated time for your Certificate of Sponsorship to be issued (once your application is complete) using priority processing is 5 business days.

** STEP 5 - Apply for your Tier 5 visa **

After you receive your Certificate of Sponsorship, BUNAC will send you a PDF with detailed instructions on applying for the Tier 5 visa. Follow those instructions carefully to apply for your visa. The processing time for the Tier 5 visa is estimated at 3 to 6 weeks once your visa application has arrived at the consulate.

** Priority Processing **

IN ORDER FOR YOUR VISA APPLICATION TO BE CONSIDERED "PRIORITY", you MUST buy the priority service before sending your visa application to the Consulate AND write "PRIORITY SERVICE" on both sides of the outermost envelope of your application. Your application will not be processed with priority service if your fail to follow these instructions.

- **Priority Visa Service** (estimated 10 business days): This service costs an additional $192 and places your visa application at the front of the queue once it arrives at the UK Consulate. You must select and pay for priority service when you apply for your visa - you cannot choose priority service after you have sent your application to the consulate. Follow the instructions on the VFS Global website.
- **Super Priority Visa Service** (estimated at 1 business day): This service costs an additional $960 and requires that you attend an in-person appointment at the British Consulate General in New York. You must book an appointment in advance by following the instructions on the VFS Global website. Some non-US citizens may not be eligible for this service.
Visa Agent (estimated 5 to 7 business days): This service usually costs an additional $225 to $300 and MUST be purchased in addition to the Priority Visa Service. You will be connected with a visa agent who has the clearance to walk your visa application into the British Consulate in New York and receive a visa within a day. If you think that you need this service, contact your IES Internships Program Advisor.

STEP 6 - Receive your visa and submit Issued Visa Form

Once your visa has been returned to you, check that all of your information is correct then scan and upload a copy of it to the Issued Visa Form in your MyIESabroad account.

Need help? Check out the Frequently Asked Questions and, if you still have questions, contact your IES Internships Program Advisor at 800.995.2300 or internships@iesabroad.org.

IES Internships advises on Student Visa procedures for travel requirements relevant to the IES Internships program. IES Internships is not responsible for advising students on visa issues should they wish to travel early, stay late, or visit other countries not required by the program. For that information, please contact the embassy of the country you intend to visit.

Travel Dates

Book your flight according to these official program dates:

Consult your IES Pre-departure Guide in IES portal

Program Calendar
As soon as a preliminary program calendar is available (at least a few weeks before the program starts), it will appear above. However, this calendar is subject to change. Please do not make independent travel arrangements (including visits from family or friends) before you arrive on-site, receive any calendar updates from the IES Abroad Center staff during orientation, and finalize your course registration. Remember that you will not be excused from academic obligations, including final exams or required IES Abroad events, in order to travel independently. You can easily make personal travel plans once on-site!

**Booking your Flight**

These discount student travel websites may offer tickets with flexible return dates, usually for a fee:

- www.STAtravel.com
- www.StudentUniverse.com

Here are a few other travel websites that may have competitive fares:

- www.Kayak.com
- www.Expedia.com
- www.Orbitz.com
- www.Travelocity.com

IES Abroad does not endorse and cannot be held liable for any of these travel companies.

**Early Arrival Policy**

You may not move in to your IES Abroad housing early. If you arrive before the official arrival date, you are responsible for your accommodations until you move in to your IES Abroad housing on the first day of the program.

If you plan to arrive early or stay beyond the program end date, we recommend that you purchase additional health insurance coverage through Cultural Insurance Services International (CISI), your IES Abroad health insurance provider during the duration of your program. See the IES Abroad *Student Handbook* for more information.
You are required to arrive at the Nido King's Cross residence hall on the scheduled arrival date in order to participate in the mandatory orientation.

There are many low-cost hotels, bed and breakfasts, and youth hostels in London. For further suggestions, consult the British Tourist Authority: www.visitbritain.com, www.hostelworld.com, www.hotels.com. Past program participants have stayed at the following hostels and low cost hotels near Nido:

- YHA St Pancras
- Journeys Kings Cross
- Premier Inn King’s Cross

Late Arrival Policy

Late arrivals are not permitted unless warranted by a documented medical or family emergency and approved by IES Abroad.

If you are delayed due to flight cancellations or delays before you arrive in your host country, please contact IES Abroad Chicago (800.995.2300 during business hours; 800.766.7793 emergency phone after hours). Our staff will communicate the details of your delayed arrival to the on-site Center staff.

Upon arrival, contact the IES Abroad Center to notify IES Abroad staff of your arrival.

Early Departure Policy

Early departures are not permitted unless warranted by a documented medical or family emergency and approved by IES Abroad.

It is not possible to reschedule a final exam or final paper deadline in order to accommodate early departure for personal travel, including plans to attend events back home like a friend or relative’s wedding, a
Arrival

Arrival

On the arrival date you should **proceed directly to the Nido King’s Cross residence hall** for check-in, where you will be greeted by IES Abroad staff. It is important that you arrive at Nido King’s Cross between **9 a.m. and 3 p.m.** on the official arrival day. There, you will receive program information. Plan on arriving early in the day if you wish to participate in the neighborhood orientation tours and essential shopping tours. Please do not go to the IES Abroad Center unless instructed to do so.

You will receive an arrival document entitled "Print Me" with final details 2 weeks before the official arrival date.

**FROM HEATHROW AIRPORT**
Traveling from Heathrow, you have five main options:

- The Heathrow Express train
- The Heathrow Connect train
- The tube
- A cab
- A pre-booked car service

**Heathrow Express train:** Follow the signs in the airport for the Heathrow Express, or proceed to an information desk for directions.

- Tickets cost about £21 one way and are available for purchase from a machine, at ticket offices at the station, or online at www.heathrowexpress.com.
- Leaving every 15 minutes, the train takes 15 minutes from Terminals 1, 2, and 3 to Paddington Station in Central London — add on an additional 5 minutes for Terminal 4.
- **From Paddington** you can take the Circle line on the tube to Kings Cross Station.
- **From Kings Cross Station**, take the main exit at Euston Road, turn left, and keep going. Continue on to Pentonville Road. Nido is a seven minute walk from there and is located on your left.
• This option will take at least 60 to 75 minutes.

**Heathrow Connect:** The Heathrow Connect will take you from the airport terminals to Paddington Station.

- A one-way ticket price is about £9.50. Please note you MUST buy your ticket before boarding as you cannot buy a ticket on the train. You will be fined if you are found to be travelling without a ticket.
- Trains leave Heathrow every 30 minutes.
- From Paddington, follow the directions above.
- For more information, visit the website: www.heathrowconnect.com.
- This option will take at least 75 to 90 minutes.

**The tube:** Follow the signs in each terminal at Heathrow to the trains and public transportation.

- You will need to purchase a Zone 1 to 6 ticket, which costs about £6. Purchase tickets at a ticket machine or from the ticket office. You can use credit cards or British pounds.
- You will take the dark blue Piccadilly Line from Heathrow to Kings Cross, then follow the directions above.
- You will need to carry your bags down and up flights of stairs as you enter and exit the tube station.
- This option will take at least 75 to 90 minutes.

**Cab:** From the airport, and during the duration of your stay in London, always make sure you take an official London Black Cab (traditional London taxi). These cabs (which are not always black) are licensed to pick up passengers directly on the street, and you can take one from the taxi rank at the airport.

- This option can be quite expensive, as it’s a metered fare. If there is a lot of traffic, your journey can cost between £70 and £100.
- Some students have shared the cab cost with others. Make sure that you have enough British Pounds on you. Not all cabs accept credit cards and you will need to check with the driver first. You only need to tip a couple of pounds.
- What to tell the taxi driver: “The Nido Kings Cross residence hall at 200 Pentonville Road, near Kings Cross station.”
- If you cannot find a cab stand, you can hail one. A cab is available if the yellow “For Hire” light on top is on.
Pre-booked Car Service: You can arrange for a car service to meet you in the arrivals hall at the airport with a name board. Your driver will drive you to your accommodation in London.

- This will cost about £65.
- One reputable option is http://www.greentomatocars.com/uk/. Please make sure you research any other pre-booked car services and only choose a reputable car service.
- This option will take at least 60 minutes, depending on traffic and time of day.

FROM GATWICK AIRPORT
Students arriving at Gatwick are advised to take either the 30-minute Gatwick Express train to London Victoria Station.

- It costs about £20 single trip and you can purchase online at www.gatwickexpress.com or from the ticket machine at the station.
- From Victoria Station you can either take a cab to Nido (about £25 depending on the time of day and traffic) or the light blue Victoria Line on the tube.
- To take a cab or the tube, follow the directions above.
- This will take at least 60 to 75 minutes.

Directions for Independent Housing Students
Upon arrival in London, you must contact the IES Abroad Center to notify the staff of your arrival and to receive directions for orientation.

Orientation

The IES Abroad program will begin with a mandatory orientation that provides detailed information about health and safety in London and Great Britain, official course registration, cultural adjustment, housing, and other important topics. There are also a number of activities and presentations to acquaint you with London, your fellow students, IES Abroad staff, and student life in England. Orientation will also acquaint you with the expectations and teaching methods of British professors, as
well as the educational format of the program.
My Program

In this section of your Predeparture Information, it’s time to dive into the nitty-gritty. There’s a lot to do to get ready, and this section will guide you through:

- Packing—with suggestions from IES Abroad alumni
- Learning about and requesting housing
- Requesting courses from the specific academic offerings at your Center
- Calculating your program fee, learning about payment options, and making a personal budget
- Exploring the field trips offered at your Center and whether you need to sign up in advance
- Completing your IES Abroad Medical Report, learning about health insurance coverage abroad, and planning for things like vaccinations and prescriptions

Each page contains a lot of useful information, so be sure to read them thoroughly! You’ll be glad you did.

Packing

Packing and Luggage

- Pack light! Students rarely complain about taking too little, but many have said that they packed too much.
- Bring clothes you can mix and match.
- Leave room for additional possessions you acquire abroad.
- Prepare for overseas closets and storage spaces which are generally much smaller than they might be at home.
- Be able to carry your luggage up a flight of stairs on your own.
- Make sure your luggage will fit inside the trunk of a small taxi.
- Be aware of airlines’ limits to the weight and number of bags.
- Do not pack your passport in your checked luggage. You will need it when you embark and disembark.
- In case your checked luggage is lost or delayed, bring a carry-on bag that includes bare essentials like toiletries, any necessary medications, and a change of clothes.
- Take your laptop on the plane with you as carry-on luggage to
avoid damage and customs fees.

**Packing Tips**  
Check out these packing tips from former IES Abroad students.


The climate in London is usually temperate, neither excessively hot nor extremely cold. The weather is, however, changeable, damp, and often rainy. While each room has its own thermostat, you will find that the British are accustomed to considerably lower indoor temperatures during the winter than you may be. Therefore, sweaters, warm clothes, flannel pajamas, and a heavy outer coat as well as hat, gloves, and a scarf are very practical items. Rainwear is a must during the entire year and umbrellas are always useful. Don’t forget to bring comfortable walking shoes! If you plan to visit the British countryside (highly recommended) you may wish to bring hiking boots. Additionally, air conditioning is not common in British buildings or colleges in the warmer months. You will find that the usual campus clothing in the U.S., including a couple of dressy outfits, is quite acceptable in London.

For your internship, you should bring at least two professional outfits, including a selection of business casual attire.

**Shipping & Storing Luggage**  
Please do not ship luggage to the IES Abroad Center. A customs fee needs to be paid upon receipt, and the Center will not sign or pay for shipped luggage.

Please note that the IES Abroad London Center cannot be used to store luggage. If you are a resident at Nido Kings Cross some luggage may be able to be stored for a few days at the end of the semester. Luggage
storage is also available at the main train stations (i.e., Paddington, Kings Cross, or Victoria Station). If you are traveling before returning to the U.S., consider the luggage services at www.excess-baggage.com.

Voltage and Adapters

Wall sockets/plugs are different in the U.K. You will need an adaptor to plug in your appliance as well as a converter to convert the voltage. The electrical adapter for Britain is unique and is not usable in Continental Europe. Electricity in Britain operates at 240 volts AC, and the frequency of oscillation is 50 Hz (cycles) per second (as opposed to 110 and 60 in the U.S., respectively).

Most modern cell phones, tablets, and laptops don’t need voltage converters when traveling between the U.K. and the U.S., but other appliances such as hair dryers and hair curlers do! As they can explode and destroy the appliance when you plug them into the U.K. mains, we highly suggest bringing a voltage converter or buying these appliances once in the U.K. A hair dryer, for example, is easy to buy and should cost you between £10 and £15. Please note that an adapter only changes the shape of the plug; it does not transform the voltage. We urge you to conduct some research on adaptors, converters, and transformers for England to find out what you need before you leave.

Housing

How to Request Housing

- Check with your study abroad coordinator at your home school for requirements related to your housing placement abroad before you submit your Housing Form. We are not responsible for administering your home school’s policy on housing placements abroad.
- Submit the Housing Form, Form of Agreement and Waiver, and IES Abroad Medical Report in your MyIESabroad account as early as possible.
- We must receive all three documents before we can finalize housing arrangements on your behalf and release your housing
• It is in your best interest to be honest in filling out these documents.

Please be aware that some housing options carry an additional housing fee that will be billed after you arrive at your program location. Be certain to review all costs associated with your housing in advance of making your request.

We will try to meet your preference(s), but cannot guarantee that you will receive your first choice of housing or a housing assignment that meets all of your preferences.

Your specific housing assignment will be sent to you via email approximately three weeks before the program start date, provided you have submitted all three forms.

Housing Expectations
We find housing for our students that reflects typical student accommodations in the host city. You will have the best housing experience if you are open to adapting to your accommodations and trying to understand and respect the cultural context in which you are living.

Changing Your Housing On-Site
To give you time to adjust to your housing, we will not relocate you into a different housing assignment during the first two weeks of the program.

After two weeks, requests to be relocated will be reviewed by the on-site housing coordinator based on availability and valid reason for change.

You should be aware that substantial financial costs can be encumbered by requesting different housing.

King’s Cross Student Residence Hall
Located in Bloomsbury in central London, the King’s Cross Student Residence Hall provides students with city-center accommodation in a highly secure, comfortable environment. The hall’s location allows students to participate fully in the city’s diverse culture and exciting social scene.
Grocers, pubs, gourmet sandwich shops, coffeehouses, public libraries, upscale clothing shops, and other amenities are located in nearby Islington (a ten minute walk away).

**Building Amenities**

- Multi-story building
- Wifi throughout the building
- Wheelchair-accessible
- Reception and offices on the ground floor
- On-site staff
- Two lifts (elevators) that take you to the student bedrooms and kitchens
- Common rooms on various floors, furnished with comfortable seating, some with a television, others specifically for reading and study
- Coin-operated laundry facilities
- Fitness facility (which requires a one-time payment of £10)
- On-site café

**Safety & Security**

- 24-7 security coverage, including front desk reception
- Electronic key-card entry system – one key provides access to front door, bedroom, and kitchen
- Safes for each student in each room

**Rooms**

- Two students share an en suite room
- Carpeted bedrooms
- Single beds with under-bed storage
- Linen Bundle
  - Fitted sheet
  - Pillow and pillow cover
  - Duvet and duvet cover
  - **Does not include a towel**
- Two writing desks
- Two wardrobes
- A self-controlled heating unit
- Bathroom with a shower
Room Size
Real estate in London is among the most expensive in the world, and student housing in the U.K. is generally much less spacious than you may be accustomed to. The location of the hall, access to the shared common rooms and kitchens, and organized social events promote a rewarding experience that, for most students, out-weighs the relatively smaller room sizes. King’s Cross Student Residence Hall's rooms are all the same size but vary in terms of the view and the floor you are located on. You will receive your room assignments once on-site.

We encourage you to consider space and versatility when packing—remember, almost anything you might need from home you can likely find in London. We also suggest bringing soft-sided luggage that will fold down to save space.

Kitchen Access
Meal plans are not available, but you have access to a kitchen where you may prepare your own meals. These kitchens:

- Are shared by eight to sixteen students
- Are equipped with basic cooking equipment, including basic utensils and dishes
- Have access to a cooker (stove/oven), dishwasher, microwave, and a small refrigerator
- Are furnished with a table and chairs and lockable fridge and cupboard units for secure food storage

There is also a café on-site where you may purchase hot and cold meals.

King’s Cross Residents
King’s Cross is an international residence hall that houses up to 1000 students from more than 30 countries, which means you will have the opportunity to meet students from many different cultures and backgrounds.

The British university term dates are different than those of IES Abroad, so expect to see new people arriving during the course of your stay. The hall is not a traditional U.S. residence hall where all the students arrive and leave at the same time. The hall also houses a variety of foreign English language school students adding to the international flavor of the building.

King’s Cross organizes activities throughout the year to help students
experience London and its surroundings, as well as meet fellow residents.

Commuting
Like local students, you will commute daily to your university for courses either on foot or via tube or bus. Commute times vary depending on the location of your university, traffic, and the type of transportation used. There is a bus stop, mainline train, and tube station nearby. Located within Central London (Zone 1), the hall is a 20-35 minute walk or a short 10 minute bus ride to the IES Abroad Center. Students enrolling at City University can expect a 20 minute walk or bus ride to campus from the King's Cross Residence Hall.

Quiet Hours
Quiet Hours in the hall last from 10 p.m. - 8 a.m. Sunday - Thursday and from midnight to 8 a.m. Friday and Saturday.

Guest Policy
At the residence hall, all visitors must be signed out by midnight, nightly. Please note that the tube stops running at 12:30 a.m. Students found with unauthorized overnight guests will be fined and subject to IES Abroad and King's Cross judicial procedures. You are allowed a limited number of overnight guest passes at the King’s Cross Student Residence Hall. If you exceed your limit, and family members or friends are planning to visit, King’s Cross or Center staff can provide you with a list of accommodations that past visitors have recommended. You must complete a form with your roommate’s written approval for ALL overnight guests before your guest arrives.

Housing Calendar
Housing is provided according to the program dates. The following exceptions apply to the housing calendar:

- Academic Year students living in the King’s Cross Student Residence Hall may elect to remain in the hall between terms. Contact your IES Abroad Advisor for more information if you are interested in this option.
- Spring and Academic Year students in direct enrollment programs may stay in their housing in between Spring term and Examination term (if their university has two separate terms).

Address
King’s Cross Student Residence Hall
200 Pentonville Rd
Internet Access

King’s Cross Student Residence Hall is completely WiFi enabled at 100mb/s. A total of 6 devices can be connected to a student account.

Independent Housing

With approval from your home school study abroad office, you may choose to arrange independent housing, subject to the deadlines and other conditions set forth in the IES Abroad Student Handbook. Please note that, for safety reasons, independent housing is not recommended unless you are living with family or friends. Further, IES Abroad will not be available to assist you in any way with securing independent housing. If you choose independent housing, you must accept all associated risks and you are responsible for all expenses and arrangements. We discourage you from trying to sublet apartments using public matching websites due to the high risk of fraudulent postings. If you pay online, be sure that it is a secure site (https).

In order to be eligible for a housing credit, you must submit the Housing Form by the due date and indicate that you would like to live in independent housing. Late independent housing requests will incur a $100 fee, plus any non-recoverable housing costs.

Academics

Academic Overview

Internship Program
Practical experience in the workplace is an invaluable addition to
classroom learning. An internship provides vital insights into a career field, experience in the global workplace, practical exposure to the demands of specific jobs, and development of professional and personal skills. As well as developing your CV, an internship will give you the opportunity to directly experience the many cultures and people who make up the UK. Participating in the IES Internships program offers you a unique opportunity to step outside your educational environment and experience the British at work. Please note that all internships are unpaid. The IES Internships program consists of a practical component and a reflective academic element. It requires a significant personal and professional commitment from you. You need to balance the time you devote to your internship each week with a mandatory IES Internships seminar.

Internship Placements
We have established good working relationships with many organizations in London who participate in our internship program. Internships are offered in the arts, business, education, media, museums, politics, and theater to give a few examples. Your ability to secure an internship depends upon your self-motivation, ability to meet deadlines, maturity, previous work experience, and flexibility regarding organizations and work projects. We work with you to perfect your resume and hone your interviewing skills so that you are well-prepared for your internship interviews and the local work environment.

The IES Internships program seeks to mirror the world of work and therefore securing an internship is a competitive process in the same way securing a job would be. The internship is the best match between the skills you offer and what the organization is seeking. Companies and organizations are sent a selection of interns’ CVs. From these they choose which students they would like to interview. Your ability to secure interviews will depend upon the quality of your CV, so it is important to work closely with the Internship Coordinator at IES London.

Due to visa requirements, with IES Internship’s assistance, you will need to secure your internship placement prior to your arrival in London. After submitting all of your application materials, you will work with the Internship Coordinator at IES London to arrange interviews with potential host companies or organizations over the phone or Skype.

The amount of time you spend at your internship placement will vary depending on the number of credit hours for which you are enrolled. In general, you can expect to spend a minimum of 32 hours working at your placement site per week.
Our Guarantee
We guarantee you a placement in your field of choice, as indicated on the personal statement you submitted with your application. Your internship guarantee can be found online here: http://www.iesabroad.org/study-abroad/internships/guarantee

Required IES Internships Seminar
The required IES Internships course, IN 395 Leading across Cultures Internship Seminar provides an introduction to the cultural context for the internship placement by examining cultural issues in the workplace with a particular focus on preparation for entering the work environment. Writing and discussion topics also introduce the concept of skill-building in cross-cultural competencies including communication, teamwork, and conflict mediation. The course consists of two parts: online pre-departure modules that prepare you for culturally appropriate résumé development and interviewing skills to facilitate proper placements, and on-site classroom discussions to enable you to fully appreciate what you are learning at the internship host organization.

Seminar topics include:

- Resume Writing & Interview Coaching
- Communicating Across Cultures
- Global Leadership Competencies
- Building Trust & Teamwork
- Networking
- Conflict Negotiation & Mediation
- Stereotypes & Cultural Differences
- International Careers & Job Search Preparation

This course is available as either a 1-credit or 6-credit option. The 1-credit course has four online modules and four class meetings on-site. The 6-credit course has five online modules and meets twice per week on-site.

This course is available as either a 1-credit or 6-credit option. The 1-credit course has four online modules and four class meetings during the 8-week internship program. The 6-credit course has five online modules and meets twice per week throughout the 8-weeks on-site. A grade, based on the academic and practical component, is awarded and will be recorded on your IES Internships transcript. Classes are scheduled to have minimum disruption for host organizations’ work schedules and to facilitate attendance by all students. Attendance at each class session is mandatory. The syllabus for this course is

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available on the IES Internships website. You may also have the opportunity to participate in optional field trips to complement your internship program for an additional fee.

Educational Culture

In the United Kingdom, children begin their schooling at age five. From ages 11 to 16, students prepare for the General Certificate of Secondary Education (GCSE) examination.

After completing their GCSE exams, students generally select three to five courses that they are likely to continue at the university level and study them intensively for two years. These two optional years, known historically as the Sixth Form, are divided into Lower (year 12 of schooling) and Upper (year 13).

The General Certificate of Education Advanced level (GCE A-level) exams are used as admission criteria by English universities. A-Levels are roughly equated with an American student’s first year at a college or university. Consequently, British students begin their specialization, or “major” in their first year at the university.

Most university courses do not employ a system of continuous evaluation; pop quizzes, midterms, and class discussions typically do not exist. The entire grade, if one is given, can rest upon the final examination, a paper, and/or an oral presentation given at the end of the course. Individual classes generally continue throughout the entire academic year, although many institutions have recently decided to adopt a semester system, and this change is having a wider impact on the overall educational structure. For this reason, American students who enroll in Academic Year courses on a semester basis will most likely be given a special examination at the end of the period for which they are enrolled.

The university classroom atmosphere is rather different from what most U.S. students have experienced. The students themselves are held accountable for their own learning. The concept of a course syllabus is often foreign, although the professors will typically give their students a reading list. It is assumed the student is aware of what is to be covered and that it is his/her responsibility to identify appropriate readings or resource materials, to select the relevant sections to be read, and to
become knowledgeable on the subject. Lectures are often based on the assumption that students have some background knowledge on the subject. The professor may or may not speak directly to the subject in his or her lectures. Furthermore, an instructor may mention or recommend certain texts during a lecture, but students generally will not be given specific reading assignments.

Many U.S. students enrolling directly at UK universities report that there seems to be a lack of “academic pressure” in their courses, or that little seems to be expected of them. This impression is often reinforced by the rate of student absenteeism, which is generally higher than at U.S. colleges. However, it is important to take into account what the European university students are doing outside the classroom. Do not confuse a lack of pressure for a lack of rigor. A great deal of self-discipline on the part of the student is assumed. Exams, papers, and all course work are accordingly marked to a rigorous and high standard.

Credit Transfer

How to Verify Credit Transfer with Your Home School
You are responsible for having your courses approved by your home institution. Prior to your departure, verify the transfer of credits (either as general credit or for your major and/or minor) with your home institution by conferring with your academic advisor and study abroad coordinator about which courses you should take while abroad.

Since your course schedule will not be finalized until you arrive on-site, we recommend that you have alternative courses approved by your home school, as well. We are not responsible if your courses are not approved. See your IES Abroad Student Handbook for important Academic Policy Guidelines.

Partner university schedules and course offerings (where applicable) may not be available prior to your arrival, so you might not receive a final commitment from your home school on credit transfer. Discuss a range of possible courses with your academic advisor and study abroad coordinator so you have a clear idea of which courses will easily transfer.

You may be asked to provide a course description, syllabus, reading lists, written assignments, and other supporting materials from your
courses upon returning to your home school; therefore, it is important to keep copies of all such documents.

Also, if you opt to switch from an approved course to another course after you've begun your study abroad program, you should be prepared to justify a credit transfer to your home institution with the documentation mentioned above, as well as any other supporting materials that may be necessary.

Transcripts & Grades

Viewing Your Grades
Final grades are posted online via your MyIESabroad account.

- IES Abroad grades are typically posted online within six to eight weeks of the final day of the program and are made available for approximately 6 months.
- Grades can be viewed regardless of having a financial hold.
- Non-reported “NR” grades indicate that your professor has not yet reported your grades.

Obtaining Your IES Abroad Transcript

- After all of your grades are reported, an official IES Abroad transcript will automatically be sent to your home school if there is no financial hold on your account. A financial hold will be placed if there are any outstanding charges, some of which may be placed at the end of the term.
- Normally, we send your transcript to your home school approximately six to eight weeks after the end of each program.

If you have any questions about your transcript after your program ends, email Steven Schuler, Assistant to the Registrar at sschuler@IESabroad.org.

School of Record

For the purpose of transferring credit, you are required to confirm with your school whether they accept the IES Abroad transcript or if they require a School of Record transcript. If your school accepts the IES Abroad transcript, no further action is needed. To request a School of
Record transcript, complete the School of Record Form in your MyIESabroad account.

IES Abroad grades are posted within 6 to 8 weeks of the end of term. Once your financial account is clear, your official IES Abroad transcript will be sent directly to the University of Rochester for processing which takes approximately 3 weeks. Once the University of Rochester has processed your transcript, they will automatically send it to your home college using the address that was provided on this form.

The deadline for submitting these forms are as follows:

- July 1st for fall semester and academic year
- December 15th for spring semester/calendar year
- April 20th for summer

The fee for a School of Record transcript is $375 and is non-refundable.

**Tuition & Financial Aid**

**Paying IES Abroad Directly vs. Paying Your Home School**
Whether you pay IES Abroad program fees directly (including the $500 non-refundable confirmation deposit) or pay program fees to your university is based on your home school’s policies. Ask your home school’s study abroad and financial aid offices how this is managed.

**Confirmation Deposit**
Depending on your home school’s policies, you will either pay the confirmation deposit to IES Abroad or to your home school.

The form in your account reflects your school’s policy on deposits. Note that the $500 is not refundable if you withdraw from participation, regardless of whether this amount is paid directly to IES Abroad or to your home school.

What you should know about confirming your place in our program:

- To secure your place, submit the Confirmation Form with your $500 non-refundable deposit.
This form is due within three weeks of your acceptance to the program or by three weeks after the application deadline passes, whichever comes first.

The due date is listed next to the form in your account.

Contact your IES Abroad Program Advisor to discuss your options if you are unable to meet the stated deadline for any reason.

If you decide to defer your enrollment in the program after paying the deposit, we will hold it for up to one calendar year. After one calendar year, you will need to pay a new $500 deposit to confirm your place on a future IES Abroad program.

IES Abroad Financial Aid
We offer $2.5 million in IES Abroad scholarships and aid to our students each year, including:

- Need-Based Aid
- Merit-Based Scholarships
- Public University Grants
- Diversity Scholarships
- Boren and Gilman Scholarship Support Grants
- Donor-Funded Scholarships
- Disability Grants
- Other Study Abroad Scholarships & Aid

Visit www.iesabroad.org/study-abroad/scholarships to learn about our eligibility requirements and application deadlines.

Consult your home school study abroad coordinator and financial aid officer to determine in advance how your school handles IES Abroad aid.

As the recipient of any IES Abroad aid, it is your responsibility to determine how this award might affect any other aid you receive.

- All IES Abroad financial aid will be applied as a credit to your program fees.
- If you pay your home school for your study abroad program, the aid will appear as a credit on the invoice we send to your school.
- If you are billed directly by IES Abroad, funds will be applied to your portion of the program fee as a credit on the invoice mailed to your home address.
- IES Abroad aid cannot be deferred to a future term, but you may reapply for IES Abroad financial aid for a future term if you defer
Home School Financial Aid
If you plan to use financial aid from your home institution to pay for part or all of your IES Abroad program fees, send us an award letter stating how much aid will be awarded for the program and when it will be disbursed. Email your letter to our Accounting Department at accountsreceivable@IESabroad.org, or send a fax to 312.944.1448.

We understand that financial aid is often not disbursed until after the term begins. Once we receive your award letter, we will defer the amount you will be receiving in financial aid until disbursement is made. Upon receipt of your invoice, you are responsible for paying the amount not covered by aid before your program begins.

Before leaving for your program, make a plan for paying the remainder of your balance once the funds are released, using one of the options below. If your home school will not send the funds directly to IES Abroad, make sure someone has the ability to pay the balance due on your account once you are on-site.

Consortium Agreements
If your home school requires a consortium agreement or other documentation to release financial aid funds to IES Abroad, send these documents to our Enrollment Management Department at enrollments@IESabroad.org.

We will complete and return these documents to your home school’s financial aid office along with a copy of the fee sheet for your IES Abroad program.

Enrollment Certification
If you need letters certifying proof of enrollment in an IES Abroad program for any reason (scholarship, medical prescription, etc.), email your request to registrar@IESabroad.org.

Paying your IES Abroad Program Invoice
IES Abroad Program Invoices for program fees (tuition, housing, and health insurance) are generated on the following schedule:

- Summer and early-starting Fall programs: mid-April
- Fall programs: mid-June
- Spring, January Term, and Winter Quarter programs: mid-November
If we are billing you directly for your program fees, a paper invoice will be mailed to the permanent home address you indicated on your application. An up-to-date version of your IES Abroad Program Invoice is also available in the Optional Forms section of your MyIESabroad account throughout your experience with us.

Keep in mind that charges may be incurred before you leave, while you are abroad, and after you have returned. See “Fees Incurred On-Site” below for examples of the type of charges you may incur. Your invoice will be updated as charges are added, and a new paper version will be mailed each time this occurs.

You can submit full or partial payment via the following options.

**Online Payment Options**

- **Direct Account Debit** (also known as e-check or ACH) - submit a payment directly from your checking or savings account *(includes 1% additional fee)*.
- **Credit Card** – submit a payment with a credit card *(includes 2.5% additional fee)*.

**Alternative Payment Options**

- **Phone** - call the IES Abroad Billing Assistant at 800-995-2300 to pay by direct account debit *(includes 1% additional fee)* or credit card *(includes 2.5% additional fee)*.
- **Wire Transfer** - transfer funds to:

  **Account name:** Institute for the International Education of Students  
  **Account No:** 886-079-151  
  **Bank:** JP Morgan Chase Bank N.A.  
  **ABA:** 071000013  
  **SWIFT:** CHASUS33  
  **Address:** 10 S Dearborn, Chicago, IL 60603  

  - **Mail** - send a personal check, certified check, or money order to our office in Chicago. Checks must be in U.S. dollars, drawn from a U.S.-based branch, and made out to “IES Abroad” or “The Institute for the International Education of Students.” Note the student name and invoice number on the check. Send your payment to:

    IES Abroad - attn: Billing
Fees Incurred On-Site
Additional invoices may be generated after your arrival on-site. Charges may include, but are not limited to:

- Optional field trips
- Housing options carrying an additional fee
- Course readers and copyrights
- Cell phones and/or SIM cards
- Failure to return library resources upon departure
- Housing damage
- Failure to return keys

You may pay these fees by the same methods described above.

Refund Policy

Confirmation Deposit
The $500 confirmation deposit is not refundable. Confirmation deposits can be deferred for up to one calendar year. After one calendar year, the deposit is forfeited and must be made again for any future enrollment with IES Abroad.

Withdrawal or Deferral Before the Program Begins
We make significant financial commitments on behalf of students well before the start of each IES Abroad program. Students who withdraw or defer to a future term after the issuance of the initial IES Abroad Program Invoice but before the program start date are responsible for payment of unrecoverable costs incurred by IES Abroad. A refund is issued only on recoverable costs and only after notice of withdrawal or deferral is received in the Chicago office.

Withdrawal After the Program Begins
On or after the published arrival date no refunds will be issued. Appeals for partial refunds will be considered only in cases of serious illness or emergency requiring a student’s withdrawal and in consultation with the Chicago office. The amount of any possible refund will be determined individually on recoverable costs, and will be made at the sole discretion of IES Abroad at the time of withdrawal. Please note that these costs vary considerably and cannot be determined in advance.

Any student who is dismissed after beginning any IES Abroad program
for any reason forfeits the possibility of any refund for used or unused expenses as well as the comprehensive fee.

Field Trips

Please complete your field trip pre-registration form. Final registration occurs onsite.

London - Summer 2016 - Brighton

Tour this beachside city and explore the historic quarter's intricate maze of twisting alleyways. Later, visit the Royal Pavilion (the Prince Regent's seaside palace), one of Europe's most exotic royal palaces due to its Indian domes, minarets, and Chinese-style interior, or enjoy an ice cream on Brighton's famous pier.

Trip Length: 2 day Trip fee: £110

London - Spring 2016 - Stratford-Upon-Avon and Kenilworth Castle

Best known as Shakespeare's place of birth, Stratford is a charming example of a traditional English town. While here, visit Shakespeare's house and place of birth, and experience one of England's finest examples of a Norman castle, Kenilworth Castle.

Trip Length: 1 day Trip fee: £35

London - Spring 2016 - Stonehenge, Salisbury and Bath

Take a tour of Stonehenge, one of England's most iconic sites. Visit Salisbury's stunning medieval cathedral, home to an original copy of the Magna Carta, and visit the ancient Roman hot spring baths in the historic town of Bath.

Trip Length: 2 days Trip fee: £110

- Fees for optional field trips cover transportation,
accommodations, tours and entrance fees, and some meals.

- Field trip enrollment may incur a non-refundable charge which you must pay even if you do not attend the trip.
- All field trip locations are subject to change.
- You are prohibited from bringing guests on IES Abroad-sponsored field trips.

Health & Safety

Health Insurance

Your health and safety are our highest priority, therefore we require all students to be adequately covered by our prearranged comprehensive international student health insurance plan. Once you have confirmed your place on the program, we will automatically enroll you in the required Cultural Insurance Services International (CISI) international health insurance on your behalf. The mandatory insurance is included in your program cost and cannot be waived for international programs.

You will receive an insurance confirmation/registration email prior to departure. The insurance plan is intended to cover all IES Internships participants while on their program, but certain limits apply. The plan is not intended to replace your existing plan.

More information about your insurance:

- After completing the online insurance registration, you can print your insurance cards and brochures.
- IES Abroad Center staff will provide you with information on local hospitals and doctors during orientation.
- Your coverage will begin on the first day of your program and expire on the last day of your program.
- On-site staff will provide additional information regarding the in-country health insurance plans during orientation.

Students interning in Sydney will be enrolled with the CISI Australia/New Zealand/Japan/Turkey plan (Policy #: GLM N04964998). Students attending programs at all other centers will be enrolled with the CISI standard plan (Policy #: GLM N04964986). This information can also be found in the IES Abroad Student Handbook.

The CISI standard plan policy number is GLM N04964986.
Domestic Program Insurance

If you are studying on an IES Internships summer program in the United States you are not required to purchase the CISI insurance if you are already insured by another provider.

Prescription Drugs

If you plan on taking any type of medicine or prescription drug while on your program, we strongly advise you to consult with your physician prior to departure regarding any need for monitoring.

You may also consult with your doctor regarding on-site referrals, though the IES Abroad Center staff will have a list of physicians available for consultation as well.

It is important that you disclose any health conditions and note any medications on your IES Abroad Medical Report so that we can support you as best we can.

In addition:

- We recommend bringing enough medication to last the duration of your stay.
- If you plan to purchase a particular medication while on the program, you should make certain that it is available in your program location. If so, you will need to see a local physician to obtain a new prescription.
- Do not mail medicines or vitamins; they will be held up in customs, and a prescription from a local doctor must be shown to pick them up.
- Always carry prescription drugs in a drug store bottle with a label showing your name, the generic name, the dosage of the drug, and instructions for use.

Vaccinations

We recommend that you speak with your doctor and/or consult the
Centers for Disease Control’s international travelers’ hotline to review up-to-date vaccination requirements for any region or country you select.

Contact the CDC at 800.232.4636 or visit www.cdc.gov.

Travel Safety

Cell Phones & TravelTracker™
Our longstanding commitment to student safety means we work very hard to establish and maintain avenues of communication and information tracking between students and staff.

We require you to have a cell phone during your time on the program to encourage and simplify communications with both the IES Abroad Center and your parents in the event of an emergency.

You will be required to provide your Center with your cell phone number and to keep your phone turned on and charged at all times for the duration of enrollment.

You are also required to submit an electronic independent travel itinerary through TravelTracker™ and/or a paper independent travel itinerary form to Center staff any time you are away overnight.

This information is vital in the event of an emergency and students need to be reached when their cell phones are not functioning.

Travel Tips
When planning travel during your time on the program, be sure to keep the following basic health and safety provisions in mind. We recommend that you:

- Travel with a companion whenever possible and avoid walking alone at night, even if you are familiar with the area.
- Stay alert, confident, and aware of your surroundings. Walk purposefully and make eye contact with people around you. Trust your instincts.
- Use helmets, seat belts, life jackets, and other relevant safety devices.
• Always keep your door locked in any facility where you are staying.
• Investigate what emergency medical services are available in the region or country where you will be traveling.
• Choose safe, reliable transportation.
• Don’t rent or buy a motorized vehicle.
• Don’t swim after drinking alcohol.
• Pack a basic first aid kit.
• Leave jewelry and expensive watches at home.
• Carry money, tickets, and passport in body pouches; do not leave them in your hotel room or luggage.
• Carry photocopies of passport, credit cards, and airline tickets.
• Make sure luggage has identification inside and out.
• Keep luggage locked and securely stored.
• Be mindful when withdrawing money from an ATM when you are alone.
• Keep a low profile in public areas. Avoid displaying any object of value (jewelry, cameras, cell phones, electronic devices) that could attract the attention of bag snatchers and pickpockets.
• In addition, you must have your cell phone turned on and with you at all times so that you can be contacted in case of an emergency. You should also inform yourself of any unique situations in specific cities that might necessitate taking additional special precautions.
• When traveling outside of your host country, in addition to leaving an itinerary with your Center, we encourage you to register with the U.S. Embassies/Consulates (or the Embassy/Consulate of the country whose passport you are carrying) in each of the countries you are visiting. In the event of an emergency, disaster or crisis in a country you are visiting, local consular officials will be better able to locate you if you register with them in advance. It is especially important for you to register if you are visiting a country “that is experiencing civil unrest, has an unstable political climate, or is undergoing a natural disaster, such as an earthquake or a hurricane.” As you make travel plans, you can easily register online at step.state.gov/step. Consular registration information is kept private and is not released to anyone without required permissions.
Daily Life

This section of your Predeparture Information delves into what daily life will be like for you in your host city.

This section will answer questions like:

- How will I communicate with my family and friends back home?
- What’s the feel of the city and what are the best ways to meet locals?
- How diverse is my host country and how can my needs be accommodated?
- What are some of the expectations of me as an IES Abroad student?

Be sure to read through this entire section of your Predeparture Information so you feel as prepared as possible when you first step foot in your host country!

Center

Center Overview

The IES Abroad London Center, situated in the central London neighborhood of Bloomsbury, is a two-minute walk from the British Museum.

Features include:

- 18th century Georgian building
- Classrooms
- Library resources
- Wireless Internet
- Printing facilities
- Outdoor patio
- Staff offices
- Student lounge
Library

A small reference library is available for students at the IES Abroad Center, which houses a core collection of required books for IES Abroad courses. The IES Abroad library also functions as a quiet study space for students. Additionally, you will have borrowing privileges at Senate House, the University of London Library.

John Ockey
Center Director

John brings over 12 years of experience with IES Abroad, including seven years with IES Abroad Milan and nearly three years with IES Abroad Siena before coming to IES Abroad London. During his time in Siena, John developed and implemented a banner program with a strong focus on cultural immersion and academic rigor. In Milan, he played a key role in improving and developing the Milan program, notably in the areas of student housing, student activities, orientation, and supervision of the student services staff. Prior to working for IES Abroad, John received his undergraduate and graduate degrees in Italian Literature and Art History from Brigham Young University and worked in Geneva for the United Nations.

Staff

IES Abroad Staff
International Calls

International calls directly from your cell phone may be very expensive. We suggest purchasing an international phone plan that provides
cheaper calls back to the U.S. before you leave, or arranging to use online communication tools like Skype, Facetime, or Viber. If you intend to bring your smart phone with you and combine it with a UK sim card, you must triple check that your phone has been unlocked by your cell phone provider before leaving for London.

You may also buy a local U.K. SIM card and communicate through international calling cards.

Various international calling plans can be researched on the web at sites such as www.lowermybills.com, www.smartprice.com, and www.callingcards.com or are available to buy locally once you are in the U.K.

The following will provide you information on cell phones in the UK before you arrive:

- Cell phones are known as mobile phones in the UK. Deals for mobile phones and SIMs are sold either as a Contract or Pay As You Go (which means you top up the money on your phone whenever you need to).
- Contract deals WILL NOT BE available to you. Contract deals are only available to people with a UK Bank Account.
- Smart Phones, such as the iPhone, Samsung Galaxy etc. can be used with a UK SIM Card, but ONLY if they are UNLOCKED.
- Please check with your US Phone Network Provider to make sure your phone is unlocked before you leave. For example, all Verizon phones will be locked.
- Please Note: If your phone has not been unlocked, it is difficult to unlock it in the UK, as the main cell phone stores will not provide this service. It also can be very expensive to do and can also nullify the warranty of your phone if it is lost or stolen. Please note some of our previous students have been told by their cell phone providers that their phones have been unlocked only to arrive in the UK to find this is not so. In this case you may need to buy a cheap UK phone/smart phone for UK calls and use your U.S. smart phone when Wi-Fi is available only. It’s very important that every student has a UK telephone number so that we can get hold of you on in an emergency and we will be checking each student has this.
- If your phone is unlocked, you will need to buy a UK SIM card. If your phone is locked you will need to buy a cheap unlocked phone/smart phone and SIM card locally. In either case, we
highly recommend ordering a **GiffGaff SIM Card** before you arrive, as this is **free to order (use the ‘invite’ link below to receive a £5 credit upon activation)** and it offers the best deals available on both normal phones and smart phones. The deals start from as little as £5 a month and you can change each month to different packages (‘Goodybags’ and ‘Gigabags’) depending on your estimated monthly usage. Visit this website to learn more: [http://giffgaff.com/goodybags](http://giffgaff.com/goodybags)

- **Important:** Please note that it may take **at least 7 working days** for your SIM to arrive and with the festive break slowing down the postal service, it may take even longer.
- Our London Director, John Ockey has set up an invitation page which not only make this process easier; but will give you also **A £5 CREDIT WHEN YOU ACTIVATE YOUR SIM:**

  https://www.giffgaff.com/orders/affiliate/winn1964

**Do not use your US address** - Use your name, email address and the IES London Centre address, as follows:

- **Postcode:** WC1A 2QP
- **Address:** IES, 5 Bloomsbury Place, London

- If you order the GiffGaff SIM early enough we will have it for you on the first day when you arrive.
- Please note that if your GiffGaff SIM card is not here on the first day or two of your Orientation or you would prefer not to order one, you will have the opportunity to go to a local phone shop to buy a non-GiffGaff SIM card or a cheap local unlocked phone.
- For your reference, it will cost about £20 for cheapest entry level unlocked phone (around £50 for a basic smart-phone) when bought with a (non-GiffGaff) Pay As You Go SIM card and at least £10 for a local (non-GiffGaff) Pay As You Go SIM card if bought on its own. The usage rates (calls, texts, data etc.) on these SIM cards may be higher than on GiffGaff’s packages. Note that Giffgaff offers extremely low/competitive rates for calls to the USA (2 cents a minute to both landlines and cell phones).
- For more information on non-GiffGaff phones and SIM cards available in the UK, browse: [www.ee.co.uk](http://www.ee.co.uk) (Other UK-based websites and phone stores are also available.)
Keeping in Touch Online

Internet-based communication is an easy and free way to maintain contact with family and friends back home and abroad. Check out:

- Skype for free internet-based audio and video calling and messaging
- Viber for audio calling and messaging
- Whatsapp for messaging
- Google Hangout for audio and video calling and messaging

Even if you purchase a basic cell phone abroad, you can use your smartphone’s Internet-based communications when you are connected to WiFi.

Be sure to check with your cellular provider to ensure that you may access the Internet on your phone without incurring mobile data costs. You’ll probably want to set your phone to Airplane Mode or turn Mobile Data OFF.

Keep in mind that high bandwidth services like Skype may not function as expected in areas with slow Internet connections.

Laptops

We strongly encourage you to bring your laptop computer to access the Internet and to complete coursework. Don’t forget to insure it!

Technical Support

Our on-site staff is not trained to offer technical support for personal laptops or to assist with hardware or software malfunctions or incompatibilities, though we will be able to direct you to local resources.

We cannot guarantee or support Internet in your housing, but Internet access is available at the IES Abroad Center and we will help you find convenient places that do provide Internet.

Data Usage

We do our best to maintain enough bandwidth for everyone at the Center to complete their academic work. We thank you in advance for limiting your internet data usage while at the Center and your housing,
especially in regards to downloading non-academic files such as movies and music since this type of usage compromises the ability of other students to complete their online academic work. If you have questions about appropriate internet usage, the Center staff will gladly assist you.

Internet Access

Wireless Internet access is available throughout the IES Abroad London Center. Students can also access the Internet via Center computers, although priority will be given to those students doing academic work.

Mail

All mail should be addressed to you at your housing.

Students electing university housing through a host institution will receive the complete mailing address at a later date. Housing is assigned by the university, and IES Abroad cannot expedite the process.

IES Abroad London will not pay duty on packages received for students; however they will act as an intermediary between the post office and the student.

Letters sent via airmail from the U.S. usually take five to seven days to reach London. Mail is priced by weight so it is advised that you use airmail paper. This can be purchased from post offices and stationary stores and does not need additional post.

IES Abroad is not responsible for returning packages and/or correspondence to you or to the sender if mail arrives for you after you have departed your IES Abroad program. Please notify friends/family to factor in shipping time as well as your program departure date to ensure that mail does not arrive for you after you have departed.

Customs

Shipping Precautions

- Shipping internationally can be very expensive.
- Packages aren’t guaranteed to arrive, and IES Abroad cannot influence local custom rules.
- As fun as it may be to get packages from home while abroad, be prepared for potentially restrictive foreign customs and long delays.
- If friends and family want to send you packages, we recommend they use online retailers that deliver to your host country. For example, Teleflora and FTD both have international flower delivery options.
- If someone sends you a personal care package from the U.S. or elsewhere abroad, they should indicate that the contents are “used personal items” and give them a low customs value to reduce the risk of high customs fees, though fees are always possible and often unpredictable.
- Most students find it’s easier to take everything they’ll need for their term with them, or plan to buy items they need abroad.

Items Often Seized by Customs
We do not recommend shipping the following items overseas because they are often seized by customs:

- Prescription items, including medications, glasses, and contact lenses
- Toiletries
- Electronics, including parts and accessories
- Homemade food items

Mailing Replacement Credit/Debit/ATM Cards

- Replacement credit/debit/ATM cards should be sent in a flat envelope delivered by a private carrier like FedEx or DHL.
- Do not include a replacement credit/debit/ATM card in a care package with other items. We don’t recommend one carrier over another—as long as the envelope is sent with a tracking number,
the delivery should occur without significant problems or delays, though you may have to pay a customs fee.

Life in your City

City and Culture

London has long been the center of the English-speaking world. It is a city always evolving while at the same time preserving the rich cultural heritage of its eventful history. Of course, London is renowned for its famous landmarks--Buckingham Palace, Trafalgar Square, The Royal Albert Hall, Tower Bridge, and St. Paul's Cathedral.

However, London is also a city of radical modernity: the Lloyds building in the City of London and Canary Wharf in Docklands offer some of the best illustrations of postmodern architecture in Europe. Pubs are still a centerpiece of social life where Londoners from all walks of life go to chat, drink, listen to music, eat, make friends, etcetera.

The vibrant diversity of London is readily expressed in a vast and cosmopolitan range of restaurants, art galleries, its world-famous theatre scene, street art scene, music, and first-class clubs. London is home to approximately 8.3 million people. It is a booming metropolis with an astonishingly international population.

The city is comprised of 32 boroughs, each with individual characteristics and unique flavor. Joseph Chamberlain’s remark in 1904 that “London is the clearing-house of the world” is truer today than ever as people from all cultures continue to pass through or settle in the metropolis. In short, London is a fascinating nexus of history and culture.

Intercultural Competence

What you gain on your program will likely go beyond friendships, travel savvy, and academic achievement.

Study abroad also provides you the unique opportunity to develop intercultural competence, the set of skills required to work and communicate successfully and appropriately with people from other
Here are a few ways you can develop intercultural competence abroad.

- Be aware of your own cultural orientation and how it impacts your experience of and behavior in your new surroundings.
- Pay attention to the people in your host city, and try to recognize how their cultures impact their behaviors, communication styles, and reactions.
- As you get to know people in your new environment, ask them about behaviors and language that are appropriate in various situations.

Gaining intercultural knowledge and skills can help you to solve everyday problems more easily, to develop a deeper understanding and appreciation for your experience abroad while you're there, and to interact with diverse groups of people after you return home.

Culture Shock
As you know by now, study abroad is extremely rewarding, but it can also be emotionally, psychologically, and even physically challenging. To help you navigate your experience, it may be helpful to familiarize yourself with the stages of culture shock that you may experience while abroad and reverse culture shock that you may experience after your return home as seen here: www.iesabroad.org/study-abroad/alumni/re-entry

CORE
Developing intercultural competence is not always easy, but we are here to support you! After you arrive, IES Abroad staff will help you to set appropriate goals for intercultural learning through our Comprehensive Orientation and Re-Entry Experience (CORE), which starts during on-site orientation. Take advantage of CORE to debrief the experiences you have in your new environment, and to learn from our staff and from other students about ways to engage the cultures that you encounter.

Meeting the Locals
Due to its multicultural nature, people in London are used to walking down the street and hearing a variety of languages and accents. Moreover, about 5 million Americans visit London each year. In this
sense, as an American you will not be as much of a novelty in London as you may be in other cities in the U.K. Let this be to your advantage! Integrate yourself as much as possible by going to the theater, attending student functions, or shopping in Camden Town, Hampstead, or Islington. If you put yourself in the position to meet people and allow yourself to relax, you won’t be disappointed. Clearly some people will be more amiable than others, so try not to draw rapid conclusions about the British people in general.

In the past, IES Abroad students have found church groups, sports clubs, and various university-sponsored organizations very conducive to meeting new people with common interests. IES Abroad London students can also participate in the HOST Program, where students can stay in a British home for a weekend anywhere in the U.K., and only need to pay for their travel. Time will seem to pass very quickly while you are abroad. Don’t wait too long to seek out contacts with the British if you hope to get to know someone reasonably well before you return home.

The IES Abroad staff will help point you in the right direction, but your degree of integration into British life is entirely dependent upon your own initiative and willingness to explore.

Public Transportation

Oyster Photocard
For travel to classes (except if you are living on campus at Queen Mary University) and around London you will need to use public transportation.

The Oyster card is a ‘smartcard’ to which you can add a weekly or monthly ticket or top up with ‘pay as you go’ credit. It can be used on the tube, trams, buses, Docklands Light Railway, London Overground, and some National Rail services in London. Weekly and monthly travel cards for students are issued on Oyster cards.

As a full-time student on an IES Abroad London program in Fall or Spring only, you may be entitled to apply for a student Oyster Photocard, which can give you a discount of 30% off the price of weekly and monthly travel passes. Your program length must be a minimum of 14 weeks long to be eligible for this card. The card itself costs £20 (which
you pay by credit card) but can potentially save you £100-130 over the course of the semester.

**Fall students will apply for this card once they are on-site in London as Oyster Photocards are not produced until after September 1st.**  
**Spring students can apply two weeks before the start of their program and have the Oyster Photocard sent to the IES Abroad Centre in London.**

Tip for applying: Make sure all dates are input as day/month/year.

*How to Apply*

To apply, visit www.tfl.gov.uk/photocard and follow the simple process as outlined:

Under ‘Get a Photocard’ select **18+ Student**.

Enter the name of your establishment - **IES London (5 Bloomsbury Place)** OR, if you are a **Direct Enrollment student, your Direct Enrollment Institution** – be careful to ensure you pick the right school or we will not be able to authorize your application and it could be significantly delayed. (**Direct Enrollment students must not apply to IES London** or their application will be rejected due to strict TfL rules.)

Please enter your **registration details**, which will also be used if you want to sign back into your account at any point in the future – it is best to enter the IES Centre address so that the card will be delivered here and we can hold it until your arrival:

Postcode: WC1A 2QP  
House number name: 5  
Street: Bloomsbury Place  
Town: London  
City/county: London  
Phone number: 020 7299 4420 (IES Centre)

Continue to enter your remaining **personal details** on the next screen.

Please enter your establishment and course details:

**Establishment:** (Refer to Step 1)  
**Student enrolment (ID) number:** initials of your first name and your surname and your date of birth (**two letters and 8 numbers**). E.g. your name is Jane Smith, you were born on the 23rd of February 1982, your number is: js23021982. If you are a Direct Enrollment student, you will use your student ID that was sent to you from your DE Institution. For security reasons, please give a **4 digit number**. This number can be used to contact the Transport for London helpline about this photocard.
After successfully entering all your details correctly, you need to upload a **passport** image of yourself. You can view the photo you have selected and either submit it or clear it and choose an alternative image. Once an acceptable image has been uploaded, a summary of the application is presented. If any details are incorrect, you can go back to the relevant page using the navigation bar at the top of the page and amend the information.

Don’t forget to accept the terms and conditions!

**Payment**

Please select your payment method – the payment process is managed via a secure third party site – and enter your credit card details.

You will then be provided with an on-screen receipt of your transaction, which you should print out.

You will receive a confirmation email noting that £20 will be charged to your credit card and that your details have been passed on to the IES Abroad London office or your Direct Enrollment establishment. If you have any problems with the transaction (holders of some U.S. credit cards have had difficulty in the past) you will have time to apply upon arrival in London, where staff can help you with the process.

**Currency**

The currency of the United Kingdom is the pound sterling (£). The pound functions similarly to the U.S. dollar in that it is subdivided into 100 units (pence). All money up to and including £2 is in coin. A common slang term you will probably hear in place of pound is quid. Though the United Kingdom is part of the European Union, they are not a part of the monetary union. You will however, need Euro (or other foreign currency) if you travel in continental Europe or to Ireland.

We recommend bringing a chip-and-PIN credit card which is common in Europe. You can read more about this type of card on the U.S. News & World Report website.
Handling Money Abroad

Before departing for the U.K., you should change about US$200 into British Pounds (£) in order to cover incidental expenses during your first few days in the U.K. Pounds can be purchased at large U.S. banks, American Express offices, and at most international airports in the U.S. and abroad.

During your time abroad, you should plan to obtain local currency primarily using an ATM card linked to your home bank account. In case of an emergency, however, you should have more than one way to access funds. The following guidelines will help you plan for financial management abroad.

ATM (Best option!)
When accessing a bank account through an ATM card, we recommend the following:

- Before departing for the U.K., notify your bank that you will be using the card for an extended period of time abroad, and inquire about usage fees and any special procedures that may be necessary to use your card abroad
- If obtaining a new card, test the PIN number before departing for the U.K.
- Give a family member access to the account in case of access problems abroad
- Make sure the card is linked to a checking rather than a savings account
- Bring a duplicate card in case the card gets damaged, lost, or stolen

Credit Card
You may also make purchases and obtain cash advances using a credit card. VISA and MasterCard are the two credit cards most widely accepted internationally. Keep in mind the following in terms of using credit cards abroad:

- Before departing for the U.K., notify your bank that you will be using the card for an extended period of time abroad, and inquire about any additional fees that may be associated with using your card abroad
- Although accepted in many places, credit cards are not used as frequently in other countries as they are in the United States
- Arrange for someone at home to pay your monthly balance
• Using your credit card for a cash advance generally requires you to pay a finance charge and interest on the amount you withdraw, making a cash advance costly

It is essential that you and your family members realize that financial responsibilities above and beyond those outlined in the Form of Agreement and Waiver are your responsibility, and IES Abroad’s general policy is not to provide students with personal loans. However, in case of emergencies (e.g., accidents, hospitalization) IES Abroad may be able to make cash advances or payments on your behalf.

**Estimated on-site expenses**

All costs below are shown in GBP (£).

<table>
<thead>
<tr>
<th>Food &amp; Drink</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Groceries per week, if you cook every meal at home</td>
<td>50-75</td>
</tr>
<tr>
<td>Breakfast at a restaurant</td>
<td>3-7</td>
</tr>
<tr>
<td>Lunch at a restaurant</td>
<td>6-15</td>
</tr>
<tr>
<td>Dinner at a restaurant</td>
<td>12-20</td>
</tr>
<tr>
<td>Soft drink</td>
<td>2-3</td>
</tr>
<tr>
<td>Coffee</td>
<td>2.20-3.50</td>
</tr>
<tr>
<td>Meal at a university dining facility</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housing</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Linens (if not included in housing option)</td>
<td>10</td>
</tr>
<tr>
<td>Toiletries per week</td>
<td>3-10</td>
</tr>
<tr>
<td>Laundry per week</td>
<td>3-6 (wash), 3-6 (dry)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Activity &amp; Entertainment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Movie</td>
<td>9-18</td>
</tr>
<tr>
<td>Theater performance</td>
<td>12-85</td>
</tr>
<tr>
<td>Museum entry fee</td>
<td>Free (most museums; some exhibitions within the museums may carry charges)</td>
</tr>
<tr>
<td>Fitness club membership per week</td>
<td>40-60 (free at King’s Cross Residence Hall after £10 induction fee)</td>
</tr>
</tbody>
</table>
Community Involvement

Cultural Opportunities
HOST is an organization that arranges for international students to stay with a British host family for a day or a weekend, either in London or outside of London. The participating hosts are all volunteers, and your placement may be with a family, an older couple, or someone living alone. This is a great way to gain better insight into daily British life and culture. The enrollment and application fee is covered by IES Abroad. Visit www.hostuk.org for more information.

Sports & Fitness

There is a small gym in the residence hall with weights, cardio equipment, exercise balls, and mats, which students can access for a one-off induction payment of £10. The IES Abroad Center staff can also provide you with information about local sports facilities close to the Center and the residence hall. You can choose to join whichever option meets your workout routine and your budget the best.

Diversity
Our Initiative to Diversify Education Abroad (IDEA) strives to make studying abroad a learning experience accessible to all students, creating a student body that reflects the diversity of both the U.S. and U.S. college students.

We define a diverse student as someone who identifies as a racial/ethnic minority, first-generation college student, economically needy, LGBTQ, and/or is a student who has demonstrated a history of overcoming adversity (a physical or learning disability, for example). We hope the information here will answer some of the questions or concerns you might have.

If you have any questions or concerns, please feel free to contact our Diversity Director at 800.995.2300 or diversitydirector@iesabroad.org.

We are here to help you have the most enriching study abroad experience possible.

Diversity Abroad

There are few places where most of the population comes from one national, religious, or ethnic group. At IES Abroad, our faculty, staff, and programs are committed to recognizing and acquainting students with the diversity that exists within England. As an IES Abroad student, you are continually provided with opportunities to explore the cultural richness of your host environment and learn about economic, social, and political status of local populations. IES Abroad staff is always there to provide information and assistance regarding support networks, social organizations, places of worship, and other resources.

Minority Students

Students considered racial and ethnic minorities in the U.S. will still be part of minority populations in England. The CIA’s World Fact Book reports that 92% of the population is of has origins from a European country, 2% are of African descent, and the remaining 5% reflects persons of Asian, Middle Eastern and mixed heritages. However, as London is a very multi-racial and multi-ethnic city there is a much higher percentage of minorities living in London so students from a minority background will not feel that they stand out from the crowd.
Clearly defined and distinct ethnic communities exist, each with well-preserved, traditions, languages, and activities, particularly in London. Among the European cultures the Irish, Turkish, Polish, Greek, Portuguese, and Spanish are strongly represented. Among others are Indian, Bengali, Japanese, Chinese, Somali, Nigerian, Kenyan, South African, Caribbean, and South East Asian. Adding to the cultural fabric of the city is also a growing number of immigrants from Latin American countries.

**Sexual Orientation and Gender Identity**

England is progressive in its laws with regard to discrimination and attitudes related to sexual orientation. Same-sex marriage is legal in the U.K. except for Northern Ireland where civil partnerships are offered. London itself has a large and internationally celebrated GLBT and GLBT-friendly population, which crosses ethnic and religious groups.

Before leaving, it is important to reflect on the culturally-based ideas and definitions of sexual identity, and consider how your sexual orientation and gender identity may affect your relationships with residents of your host country.

**Religious Issues**

Students who ascribe to a range of religions can easily find a community of worship or practice. Although the CIA’s World Fact Book, identifies 71% of the population as Christian (Catholics, Methodists, Anglicans), 23% do not identify, and 5% comprise practitioners of a number of other religions like Judaism, Islam, or Hinduism. All of which contribute to the religious mosaic that reflects London’s diverse populations. A wide variety of churches and religious organizations are available in London for students to attend.

**Physical Disabilities**

Although the U.K. as a country is not fully accessible, large cities like London have increased their commitment to be accessible to persons with limited mobility. Most public transportation, hotels, museums, etc., are equipped with ramps, lifts, and elevators to accommodate students’ independent exploration. Students with physical disabilities are encouraged to discuss any concerns or questions about living, studying or interning in London before they leave the U.S.
Student Conduct

Code of Student Responsibility

The IES Abroad Code of Student Responsibility is based on the premise that our students are guests abroad. Students are expected to abide by the customs of the country in which they are studying and are legally subject to the same laws that govern local students. Students who participate in our programs are representatives of IES Abroad at all times for the duration of their enrollment. Any student who violates any policy outlined in the Code will be subject to administrative review and possible sanctions up to and including dismissal from the program. There are four parts to the Code of Student Responsibility: the Academic Integrity Code, the Academic Integrity Code Violation Review Process, the Student Code of Conduct, and Judicial Procedures. Systems for dealing with violations of these policies are outlined in detail in the online IES Abroad Student Handbook. It is in the best interest of all students to read and become familiar with these policies. The Code of Student Responsibility, the IT Policy, the Alcohol and Other Drug Policy, and the Student Sexual Harassment Policy can be found in your IES Abroad Student Handbook.

IES Abroad Alcohol and Other Drug Policy

The use of illegal drugs and the abuse of alcohol are seriously detrimental to one’s health and well-being. IES Abroad allows for the consumption of alcohol, within reasonable limits, by students who are of legal age in their host countries. Students who choose to consume alcohol do so with the knowledge that they remain responsible for their actions at all times and are expected to drink responsibly. IES Abroad does not encourage the use of alcohol or condone any drinking patterns or behaviors that are detrimental to the health and welfare of the individual, IES Abroad, or the community. The possession, use, or distribution of any drugs that are considered by host country law to be illicit or illegal drugs or controlled substances is prohibited. Students are cautioned that ANY ALCOHOL OR OTHER DRUG INFRACTION WILL BE CONSIDERED A GRAVE VIOLATION OF POLICY AND WILL RESULT IN SERIOUS SANCTIONS THAT MAY INCLUDE DISMISSAL FROM THE PROGRAM. The complete Alcohol and Other Drug Policy can be found in the IES Abroad Student Handbook.
Contact Us

This section of your predeparture information gives detailed contact info for your IES Abroad Center and the IES Abroad Chicago office.

Chicago Contact Information

Who to Contact at IES Abroad
Your main contact at IES Abroad before your program begins is your Program Advisor. You can reach your advisor at:

- study@IESabroad.org
- 800.995.2300 or 312.944.1750

For questions about disability accommodations or medical concerns, contact the Dean of Students office at:

- studentaffairs2@IESabroad.org
- 800.995.2300 or 312.944.1750

Email application documents for IES Abroad scholarships to:

- scholarships@IESabroad.org

Chicago Office Hours
8:30 a.m.-4:30 p.m. U.S. Central Time, Monday-Friday

Chicago Office Address
IES Abroad
33 W. Monroe St., Suite 2300
Chicago, IL 60603 USA

Fax Number
312.944.1448

After-Hours Emergency Numbers
If you have an emergency before you depart for the program, call 800.766.7793 or 817.871.4100 to reach a Program Advisor at home. This number should also be used to report flight delays before you arrive in your host country.
If an emergency occurs after you arrive in your host country, your family can call 800.953.0171 or 812.355.3099 to reach a Program Dean at home.

**Center Contact Information**

**Center Address**
IES Abroad London
5 Bloomsbury Place
London WC1A 2QP
U.K.

**Center Phone Numbers**
From U.S.: (011.44) 20.7299.4420
From London: 020.7299.4420

**Center Hours**
Mon-Fri 9:00 a.m.-5:30 p.m. (or until the last class finishes in the evening)

**Center Emergency Phone Number**
Use these numbers and the dialing instructions below for emergencies on-site, including travel delays within Europe. Please keep in mind the time difference between the United States and the United Kingdom.

0780.151.4547
759.548.2973 (this is the backup number—only use if the primary number is not working)

If you are calling from the U.K. dial 0 + the number above

If you are calling from another European country dial 0 44 + the number above