The following guide has been developed to provide an overview of the process that your son/daughter will be going through and to share essential policy information. We have included information on important Arcadia policies and procedures, financial policies and billing information, as well as a 24-hour emergency contact list. As you review the information provided, please feel free to call us toll free at (866) 927-2234 with any questions you may have.

About Arcadia University

Arcadia University is a comprehensive, co-educational institution that offers a wide array of liberal arts and professional programs to more than 3,000 students annually. Located in suburban Philadelphia and founded in 1853, Arcadia is accredited by the Commission on Higher Education of the Middle States Association of Colleges and Schools. The University offers undergraduate degrees in more than 30 fields of study, plus a number of master's degrees, post-baccalaureate certificate programs, and a professional doctorate. Additionally, through the Center for Education Abroad, the University operates one of the largest study abroad programs in the United States.

Formerly known as Beaver College, the institution converted to university status and changed its name to Arcadia on July 16, 2001. This historic change was undertaken to more aptly reflect the institution's significant expansion in size and range of degree offerings over the last 30 years.

Arcadia University is committed to preparing students for life in a rapidly changing global society and has been recognized by the American Council on Education for the innovative ways it has incorporated international activity into its mission, curriculum, and student life.

Academic Policy

Credits, Grades, and Transcripts

In country, pre-program orientation is a mandatory part of all Arcadia programs. All students are expected to participate fully in the Arcadia on-site orientation. The number of credits earned will depend on the program selected. Regardless of program length, students must enroll for a full-time course load. Part-time study is not permitted. Audits or enrollment in courses for no credit are not covered by the program fee and will not usually be reported on the Arcadia University transcript. As a general rule courses may not be taken on a pass/fail basis. Credit will not be awarded for incomplete courses. Information on credit translation can be found on the Course Selection form and also on our website at [www.arcadia.edu/cea/forms](http://www.arcadia.edu/cea/forms).

Program grades and credits are reported on an Arcadia University transcript. Final letter grades reflect an assessment of every assigned component of the course including class contributions, field-study trip reports, journals, and oral presentations. In most courses, the emphasis is on written work (which includes research papers) and on the final examination. All study abroad programs require that examinations be completed at the time scheduled by the program.

Arcadia University transcripts indicate when and where the student studied, all of the courses taken, grades earned, and credit awarded. One official copy of the transcript will be sent to the student’s home university and one unofficial copy will be mailed to the student’s home address. Transcripts are released only after all financial obligations have been satisfied. Additional copies of your transcript are available by calling the Registrar’s Office at Arcadia University at 215 572 2165.
Admissions Requirements

Most programs require a minimum of a 3.0 grade point average on a 4.0 scale, but each host institution establishes its own GPA requirements. As a result, these requirements can range from 2.5 to 3.6 on a 4.0 grade scale.

For specific information about admissions requirements, check individual program profiles online at www.arcadia.edu/cea or call and talk to an Arcadia program coordinator.

Scholarships and Financial Aid

Financial Aid

Students wishing to have financial aid applied to the Arcadia program fee should check with the financial aid officer on their home campus to see whether the home school is willing to process financial aid for study abroad through Arcadia University. If so, the financial aid arrangements form should be completed and returned. If the home school is not able to transfer aid, Arcadia University may be able to process certain financial aid, such as Pell Grants, Stafford Loans, PLUS Loans, and some types of state grants. For further information, please contact your Arcadia program coordinator.

If your financial aid will not be available before the program fee is due, we must receive official written notification of the source, amount, and release date of funding. When we receive this information from the financial aid officer or from the funding source, we will note the amount expected and defer the payment of that portion of the fee until the date specified.

If financial aid does not cover the full program fee, the difference must be paid by the appropriate deadline. Until the account is paid in full, students remain responsible for the full program fee.

Study abroad advisors at home schools should be able to help find information about grants, loans, or scholarships for study abroad. Additionally, a number of foundations and civic organizations offer financial assistance for study abroad. For more information, check out our website at www.arcadia.edu/cea/scholarships.

Arcadia University Scholarships

Arcadia’s scholarship funds are intended to help students in specific programs for whom a small amount of financial aid can mean the difference between participation and staying home. Award decisions are based upon a combination of financial need, academic merit, and program choice. Grants from $500 to 2,000 are available.

Scholarship applications and supporting materials will be accepted between February 1 and April 20 for fall and full-year programs and between September 1 and October 15 (November 15 for Australia and New Zealand) for spring programs. Award decisions are announced after the application deadline. Please note that scholarships can only be applied toward the program fee.

Please apply early in the admissions process for scholarship assistance. Scholarship applications received after the published deadlines cannot be considered. Arcadia scholarships are not available for summer study.

The scholarship application is included in this catalog. If you have questions, please call us toll-free at 1–866–927–2234 or e-mail us at cea@arcadia.edu
Fees and Payments

What Your Program Fee Includes

The Arcadia program fee includes tuition, housing, academic advising, predeparture services, host country orientation, host country support, health and accident insurance, the International Student Identity Card (ISIC), and transcripts. In some programs, field-study trips are included in the fee. Refer to individual program profiles for specific details. Insurance against theft of and/or damage to your personal effects is not included. We strongly encourage you to obtain this coverage for the period of time you will be abroad.

Additional Fees

Some programs impose additional fees for registration in the faculties and/or departments of communications, math, psychology, music, fine and performing arts, design, science, and/or engineering. Each program profile highlights these additional charges. Recently, this charge has ranged from $200 for a single course to $5,500 for a curriculum of full-year science courses. Students who are likely to be subject to these fees are notified when they are accepted to the program. These fees will not be billed until after registration is final in the courses that require these special fees. If the program requires enrollment in a meal plan and/or supplemental charges for housing, or provides meals via family stay arrangements, additional costs will be billed after overseas registration has occurred.

Payment Information

Payment procedures and policies vary depending upon a student’s home school. Separate payment information has been included in this packet.

Housing Policy

The decision to reside in Arcadia University-arranged housing is an important one. Because we must make student housing arrangements long before the start of each program, we treat your choice of accommodation as a serious commitment. Unless students tell us otherwise, we assume that they wish to live for the duration of the overseas program in the housing that they ask us to arrange before the program begins.

To assist those students who know from the beginning that they wish to live independently, and to be clear about the options available to any students who change their minds about their housing decision during the first days of their program, Arcadia University makes the following choices available:

1. Students who have – or who are confident they will be able to secure – independent housing throughout their program may:

   A. Decline program-arranged accommodation except for orientation. Arcadia University will waive the housing portion of the Arcadia program fee and will have no obligation to provide housing for these students.

   OR

   B. Request that Arcadia arrange for five nights of accommodation following orientation in the city in which the program is located. The supplemental fee for this service is $250. At the end of the five-night stay, Arcadia University will have no obligation to provide housing for the student. If, however, the student then decides to live in Arcadia’s program housing, s/he may request to do so in return for payment of the full semester’s housing fee.

Arcadia University will provide program housing for these students only if space is available.
NOTE: Students who intend to exercise either of the above options must inform their Arcadia program coordinator of this decision by 30 June for the Fall and Academic Year and 20 November for the Spring.

2. Students who live in housing provided or arranged by Arcadia University:

A. May decide to live independently after the deadline stated above but before taking up residence abroad. For these students, Arcadia will waive the housing portion of the program fee minus a $500 administrative charge.

OR

B. May decide to leave Arcadia-arranged accommodation (to live independently) during the first five days of its availability. For these students, Arcadia will waive the housing portion of the program fee except for a $1,000 administrative charge.

OR

C. May decide to live independently after having had access to program housing for more than five days. For these students, there will be no housing refund from Arcadia University.

Housing Refund Policy

If the student leaves Arcadia program housing within the first week of the program the cost of housing less a $500 penalty will be refunded. After the first week there will be no housing refund.

Early Withdrawal

Students who withdraw after confirming their intent to enroll, but prior to the payment due date, will be charged $500 plus any non-refundable deposits or fees paid on their behalf by Arcadia University.

Students who withdraw after the payment due date, but prior to the scheduled overseas arrival date for their program, will be charged $1,500 plus any non-refundable deposits or fees paid on their behalf by Arcadia University. Students who withdraw on or after the scheduled overseas arrival date for their program will be charged $2,000 plus any non-refundable deposits or fees paid on their behalf by Arcadia University.

Refunds are approved only after all relevant accounts are cleared. Upon approval, a refund will be issued within 20 working days. In the event that a student’s charges exceed the amount paid, the student will be invoiced for the difference.

Full-Year Students Withdrawing after One Term/Semester

Full-year program participants who notify Arcadia in writing at least one month before the end of the first term or semester that they will not be returning for the second term or semester, will be charged the published fee for the completed term or semester.

If written notification is received during the month before the end of the first term or semester, then the published fee for the completed term or semester, plus $500 will be charged. If the host program requires no less than a full year of study, the charge will be $2,000 plus all non-refundable deposits and fees paid or 50 percent of the balance of the program fee, whichever is less.

Suspension and Expulsion

There is no credit or refund for a student who is suspended or expelled from the program for any reason.
Australia Contact Information
The Arcadia University Center for Education Abroad is opened from 8:00 AM to 5:30 PM Eastern time, Monday through Friday. All staff are available by calling our toll free number, 866 927 2234. US-based staff members who you may need to contact during the application process and before departure are:

Jennifer Brewer – Program Coordinator, Queensland - brewer@arcadia.edu
Andrew Downs – Program Coordinator: Victoria, New South Wales, Western Australia & The Capital Territory – downs@arcadia.edu
Marc Davis – Student Accounts Administrator - davism@arcadia.edu
Arlene Snyder – Health and Safety Officer – snyder@arcadia.edu

After normal business hours, messages regarding routine questions should be left on the toll-free number listed above. In the event of an emergency, the following numbers are useful:

US Staff Emergency Numbers:
Arcadia University Security Office – Staffed 24 hours per day, officer on-duty will call the appropriate staff member in the event of an emergency. This should be your first contact in the event of an emergency after business hours. 215 572 2999

Andrew Downs, Program Coordinator: Victoria, New South Wales, Western Australia & The Capital Territory, 610 639 1985
Jennifer Brewer, Program Coordinator: Queensland, 215 380 8540
David Rudd, Associate Director of Student Services, 267 218 1488
Lorna Stern, Director of Student Services, 267 994 7003
David Larsen, Director Center for Education Abroad, 215 887 3656 (home)

Australia Emergency Numbers and Contact Details:
Carmelle LeVin, Resident Director                               (011 61) 4 1065 5260
Emergency Contact: Canberra and Western Australia
Brunella Novello, Assistant Director: Queensland             (011 61) 4 0906 2609
Mark Liddle, Coordinator Student Services, New South Wales    (011 61) 4 0483 8517
Andrea Franks, Coordinator Student Services, New South Wales (011 61) 4 1916 1412
Stewart Dickinson, Coordinator Student Services, Victoria    (011 61) 4 0053 7779

Address Arcadia University– Melbourne Office Arcadia University– Sydney Office
35 Browns Road 1/142 Glebe Point Rd.
Main Ridge, Victoria 3928 Glebe, New South Wales 2037
Australia Australia

Telephone (011 61) 3 5989 6303 (011 61) 2 9571 9622

Email ceaaustralia@arcadia.edu
England and Wales Contact Information

The Arcadia University Center for Education Abroad is opened from 8:00 AM to 5:30 PM Eastern time, Monday through Friday. All staff are available by calling our toll free number, (866) 927-2234. US-based staff members whom you may need to contact during the application process and before departure are:

Wendy Eisenberg, Program Coordinator: Lancaster, Manchester and Sussex – eisenberg@arcadia.edu
Brandyn Muller, Program Coordinator: City, Greenwich, London Internship Program, London Semester Program, Middlesex, Westminster, Bangor, Swansea, and Summer in London – mullerb@arcadia.edu
Stefanie Vishab, Program Coordinator: Essex, Goldsmiths, Kings, Oxford, Queen Mary, Royal Holloway, School for Oriental and African Studies, University College London, and York programs – vishabs@arcadia.edu
Andrew Johnson, Coordinator Assistant for Wendy Eisenberg and Brandyn Muller – johnsona@arcadia.edu
Marc Davis – Student Accounts Administrator – davism@arcadia.edu
Arlene Snyder – Health and Safety Officer – snyder@arcadia.edu

After normal business hours, messages regarding routine questions should be left on the toll-free number listed above. In the event of an emergency, the following numbers are useful:

US Staff Emergency Numbers:
Arcadia University Security Office – Staffed 24 hours per day, officer on-duty will call the appropriate staff member in the event of an emergency. This should be your first contact in the event of an emergency after business hours.  (215) 572-2999

David Rudd, Associate Director of Student Services (267) 218-1488 (cell)
Lorna Stern, Director of Student Services (267) 994-7003 (cell)
Arlene Snyder, Health & Safety Officer (215) 830-9735 (home)
David Larsen, Director Center for Education Abroad (215) 887-3656 (home)
Arcadia University Security Office (215) 572-2999 (24 hours)

London and Wales Emergency Numbers and Contact Details:
Will Migniuolo, Deputy Director for British Operations
Duncan deSilva, Resident Director for England and Wales
In case of emergency, the London Office answering machine lists the telephone number for staff members after hours. These numbers have a voicemail system and will be checked frequently for messages.

Address: Arcadia University London Office
11 Palace Court
London W2 4LP
Telephone: (011-44-20) 7792-0211 (direct dial from the U.S.)
Email: cealondon@arcadia.edu
Hours: Monday–Thursday 9:00 a.m. to 7:00 p.m.
Friday 9:00 a.m. to 5:30 p.m.
The office is closed on all British bank holidays. During the months of July and August the office is open from 9:00 am to 5:30 p.m. Monday through Friday. Don’t forget about the time change. Britain is usually 5 hours ahead of the U.S. (EST).
Ireland Contact Information

The Arcadia University Center for Education Abroad is opened from 8:00 AM to 5:30 PM Eastern time, Monday through Friday. All staff are available by calling our toll free number, (866) 927-2234. US-based staff members who you may need to contact during the application process and before departure are:

Timothy Barton – Senior Program Coordinator, Ireland – barton@arcadia.edu
Marc Davis – Student Accounts Administrator – davism@arcadia.edu
Arlene Snyder – Health and Safety Officer – snyder@arcadia.edu

After normal business hours, messages regarding routine questions should be left on the toll-free number listed above. In the event of an emergency, the following numbers are useful:

US Staff Emergency Numbers:
Arcadia University Security Office – Staffed 24 hours per day, officer on-duty will call the appropriate staff member in the event of an emergency. This should be your first contact in the event of an emergency after business hours. (215) 572-2999

Timothy Barton, Senior Program Coordinator, (215) 680–3504 (cell)
David Rudd, Associate Director of Student Services (267) 218–1488 (cell)
Andrea Patrick, Director of Student Services (267) 994–7003 (cell)
Arlene Snyder, Health & Safety Officer (215) 830–9735 (home)
David Larsen, Director Center for Education Abroad (215) 887–3656 (home)
Arcadia University Security Office (215) 572–2999 (24 hours)

Ireland Emergency Numbers and Contact Details:
Colin Ireland, Resident Director
Gráinne Hand, Student Services Officer
Hayden Tomlin, Administrative Officer
Office Telephone (011–353) 1676–8875
Toll-free in Ireland 1–800–206–106
Fax 353–1676–4181
E Mail: ireland@arcadia.edu

Address: 6 Clare Street
          Dublin 2
          Ireland
Scotland Contact Information
The Arcadia University Center for Education Abroad is opened from 8:00 AM to 5:30 PM Eastern time, Monday through Friday. All staff are available by calling our toll free number, (866) 927-2234. US-based staff members who you may need to contact during the application process and before departure are:

Wendy Eisenberg, Program Coordinator: Scottish programs and Lancaster, Manchester, Nottingham, and Sussex– eisenberg@arcadia.edu
Andrew Johnson, Coordinator Assistant: Scottish Programs and outside of London programs– johnsona@arcadia.edu
Marc Davis – Student Accounts Administrator – davism@arcadia.edu
Arlene Snyder – Health and Safety Officer – snyder@arcadia.edu

After normal business hours, messages regarding routine questions should be left on the toll-free number listed above. In the event of an emergency, the following numbers are useful:

US Staff Emergency Numbers:
Arcadia University Security Office – Staffed 24 hours per day, officer on-duty will call the appropriate staff member in the event of an emergency. This should be your first contact in the event of an emergency after business hours. (215) 572–2999

David Rudd, Associate Director of Student Services (267) 218–1488 (cell)
Lorna Stern, Director of Student Services (267) 994–7003 (cell)
Arlene Snyder, Health & Safety Officer (215) 830–9735 (home)
David Larsen, Director Center for Education Abroad (215) 887–3656 (home)
Arcadia University Security Office (215) 572–2999 (24 hours)

London and Wales Emergency Numbers and Contact Details:
Alison Dick, Resident Director for Scottish Programs
Address Arcadia University Scottish Office
7 Buccleuch Place, First Floor
University of Edinburgh
Edinburgh EH8 9LW, Scotland
Telephone (011-44-131) 650–4591 (direct dial from the U.S.)
Emergency Contact Number: (011–44) 7812–142553 (be sure to leave a message)
Email ceaedinburgh@arcadia.edu
Greece Contact Information

The Arcadia University Center for Education Abroad is opened from 8:00 AM to 5:30 PM Eastern time, Monday through Friday. All staff are available by calling our toll free number, (866) 927-2234. US-based staff members who you may need to contact during the application process and before departure are:

Paige Wilson – Program Coordinator, Greece – wilsonp@arcadia.edu
Cliff Tironi – Coordinator Assistant – tironic@arcadia.edu
Marc Davis – Student Accounts Administrator – davism@arcadia.edu
Arlene Snyder – Health and Safety Officer – snyder@arcadia.edu

After normal business hours, messages regarding routine questions should be left on the toll-free number listed above. In the event of an emergency, the following numbers are useful:

**US Staff Emergency Numbers:**

Arcadia University Security Office – Staffed 24 hours per day, officer on-duty will call the appropriate staff member in the event of an emergency. This should be your first contact in the event of an emergency after business hours. (215) 572-2999

Paige Wilson – Program Coordinator – wilsonp@arcadia.edu – (215) 262-1519 (cell)
Cliff Tironi – Coordinator Assistant – tironic@arcadia.edu – (518) 727-6405 (cell)
Marc Davis – Student Accounts Administrator – davism@arcadia.edu
Arlene Snyder – Health & Safety Officer – snyder@arcadia.edu – (215) 830-9735 (home)
David Rudd – Associate Director of Student Services – ruddd@arcadia.edu, (267) 218-1488 (cell)
Lorna Stern – Director of Student Services – sternl@arcadia.edu, (267) 994-7003 (cell)
David Larsen, Director Center for Education Abroad, (215) 887-3656 (home)

**Greece Emergency Numbers and Contact Details:**

Jan Motyka Sanders, Resident Director – sanders@arcadia.edu
In case of emergency after hours, your family may contact Jan Sanders at home at (011-30-210) 752 1426 (direct dial from the U.S.) or on her mobile phone at (011 30) 6945 850609. Don't forget about the time change. Greece is 7 hours ahead of the U.S. (EST).

**Address**
Arcadia Center for Hellenic, Balkan and Mediterranean Studies and Research
EMBEDOKLEUS 26
116 36 Athens
GREECE

**Telephone**
(011-30-210) 752-5318 (direct dial from the U.S.)

**Email**
info@arcadiacenter.edu.gr

**Hours**
Monday–Friday 9:00 a.m. to 5:00 p.m.
The office is closed on weekends and holidays.
Don't forget about the time change. Greece is 7 hours ahead of the U.S. (EST).

**Staff**
Dr. Jan Motyka Sanders, PhD, Resident Director
Effie Kaleki, Coordinator of Student and Administrative Services
Costantinos Melides, Management and Administrative Consultant
Vivi Efthymiopoulou, Office Assistant
Kim Diorio, Student Affairs Officer
Italy Contact Information

The Arcadia University Center for Education Abroad is opened from 8:00 AM to 5:30 PM Eastern time, Monday through Friday. All staff are available by calling our toll free number, (866) 927-2234. US-based staff members who you may need to contact during the application process and before departure are:

Chris Callas, Program Coordinator – callasc@acadia.edu
Richard Cervantes, Program Coordinator – cervantr@arcadia.edu
Cliff Tironi, Program Coordinator Assistant – tironic@arcadia.edu
Marc Davis – Student Accounts Administrator – davism@arcadia.edu
Arlene Snyder – Health and Safety Officer – snyder@arcadia.edu

After normal business hours, messages regarding routine questions should be left on the toll-free number listed above. In the event of an emergency, the following numbers are useful:

US Staff Emergency Numbers:
Arcadia University Security Office – Staffed 24 hours per day, officer on-duty will call the appropriate staff member in the event of an emergency. This should be your first contact in the event of an emergency after business hours. (215) 572-2999

Chris Callas, Program Coordinator (267) 432-2593 (cell)
Richard Cervantes, Program Coordinator (614) 313-4068 (cell)
Cliff Tironi, Program Coordinator Assistant (518) 727-6405 (cell)
David Rudd, Associate Director of Student Services (267) 218-1488 (cell)
Lorna Stern, Director of Student Services (267) 994-7003 (cell)
Arlene Snyder, Health & Safety Officer (215) 830-9735 (home)
David Larsen, Director Center for Education Abroad (215) 887-3656 (home)
Arcadia University Security Office (215) 572-2999 (24 hours)

Italy Emergency Numbers and Contact Details:

Tina Rocchio, Resident Director
Arcadia University Rome
Vialle Marco Polo 88
Pal. A1; INT.11
00154 Roma, Italia
Tel: (011-39) 349-059-5301
The Umbra Institute
Anna Girolimetti, Director
Via dei Priori, 84/86
Perugia 06123 Italy
Tel: (011-39) 075-573-4595

Accademia Italiana Rome
Maria Zariello
Via di San Pantaleo n. 66
00186 Rome
Tel: (011-39) 06-6880 9333
Accademia Italiana Florence
Barbara McHugh, Vice Director
Piazza Piti n.15
50125 Florence
Tel: (011-39) 055-284-616
Spain Contact Information
Please feel free to contact the Arcadia University staff at any time with questions or concerns. Our offices are open M–F from 8:30am to 5:30pm (EST). We also have a voicemail system available to receive your message during the hours when our office is closed.

Contact Information:
Phone Numbers: 866 927 2234 Address: Center for Education Abroad
866 9-ARCADIA Arcadia University
Fax Number: 215 572 2174 450 South Easton Road
Web: www.arcadia.edu/cea Glenside, PA 19038

Arcadia University Staff in the United States:
Paige Wilson – Program Coordinator – wilsonp@arcadia.edu
Cliff Tironi – Coordinator Assistant – tironic@arcadia.edu
Marc Davis – Student Accounts Administrator – davism@arcadia.edu
Arlene Snyder – Health & Safety Officer – snydera@arcadia.edu
David Rudd – Associate Director of Student Services – ruddd@arcadia.edu
Lorna Stern – Director of Student Services – sternl@arcadia.edu

Arcadia University Staff in Spain:
Christine Kelly-Vereda – Resident Director, Spain Programs – vereda@arcadia.edu

Don’t forget about the time change. Spain is 6 hours ahead of the U.S. (EST). If it is 6 pm on January 1st in New York, it is 12 am on January 2nd in Spain.

TOLEDO, SPAIN
Address Fundación Ortega y Gasset
Callejón De San Justo, S/N
45001 Toledo
Spain
Telephone 011-34–925–28–49–02 (direct dial from the U.S. to the Fundación’s Receptionist)
Staff Rosa C. Almoguera, Academic Program Coordinator
Fundacion Ortega y Gasset
Callejon San Justo, s/n
45001 Toledo, Spain
Fax: 011–34–925–226–548

BARCELONA, SPAIN
Address Barcelona Center for Education Abroad
Rambla Catalunya 47
2nd Floor 08007 Barcelona
Spain
Staff Laura Burkett Program Director
www.studyabroad–barcelona.com

GRANADA, SPAIN
Address Arcadia University
Center for Education Abroad in Spain
2nd Floor c/ Sancti Spiritu 1, 2–A
08007 Granada
Staff Christine Kelly-Vereda
Spain Resident Director
www.studyabroad–barcelona.com veredac@arcadia.edu

In case of emergency after hours, you may contact a staff member at the following numbers:
US Staff Paige Wilson, Program Coordinator (215) 262–1519 (cell)
Cliff Tironi, Coordinator Assistant (518) 727–6405 (cell)
Lorna Stern, Director of Student Services (267) 994–7003 (cell)
David Rudd, Associate Director of Student Services (267) 218–1488 (cell)
Arlene Snyder, Safety & Security Officer (215) 830–9735 (home)
David Larsen, Director Center for Education Abroad (215) 887–3656 (home)
Arcadia University Security Office (215) 572–2999 (24 hours)

In Spain Christine Kelly-Vereda, Resident Director 011–34–667–09–55–53