



**ELS Language Centers/St. Petersburg
ARRIVAL INSTRUCTIONS**

**IMPORTANT ARRIVAL INFORMATION
TAKE THIS WITH YOU TO THE AIRPORT**

**Important Telephone Numbers
if you have problems on Arrival Day:**

1. St. Petersburg Center Help Line 1-866-351-8919
2. AllStar Limousine Service 1-727-345-6614
3. ELS Emergency Student Help Line 1-800-HELP-ELS (1-800-435-7357)
4. ELS/St. Petersburg Center 1-727-864-7820
(open Monday-Friday 8am – 5pm)

Dear Student:

Thank you for choosing ELS Language Centers/St. Petersburg. We look forward to welcoming you. For your safety and convenience, we have prepared the following instructions to assist you should you have any difficulties upon your arrival.

***AT THE AIRPORT (only for students who have requested airport transfer service)
Where will I meet my driver?***

For both international and domestic arrivals, you will meet your driver in the baggage claim area. Your driver will be carrying a sign with ELS Language Centers on it or your name spelled in English characters.

What if my arrival time or flight changes?

Please call AllStar Limousine from a pay telephone. From outside the St. Petersburg area dial **1-727-345-6614**. Give them your new airline, flight number and arrival time into Tampa International Airport. The limousine number is answered 24 hours a day.

What if I cannot find my driver?

If you cannot find your driver, please call AllStar Limousine from a pay telephone at **727-345-6614** from the baggage claim area. They will advise the driver where you are. Your driver will be carrying either an ELS Language Centers sign or a sign with your name spelled in English characters.

What if I try and still cannot find my driver?

If you still cannot find your driver after trying your best, please take a taxi to the Language Center. You will find a taxi just outside the baggage claim area. The cost to take a taxi to the Language Center or to your homestay will be about \$45. If you are in

homestay, ask the taxi driver to take you to your homestay host's address. If you are in our residence hall, ask the driver to take you to CEC West Lodge on the Eckerd College campus. Our address is 4200 54th Avenue South, St. Petersburg, FL, 33711. Upon arrival at your housing, please tell one of our staff members that you missed your transfer. We will refund your transfer when you arrive at the Center on Monday morning.

What if my luggage is lost?

If the airline misplaces your luggage, your driver will assist you in completing the forms needed for the airline to return it to you. This will take some time, so, if you are staying in a homestay, we suggest that you telephone your homestay host to let them know that you will be arriving later than expected. From the Tampa Airport, you must dial 727 plus the 7-digit number. Luggage is usually found and returned to students within 24 hours.

Your luggage can be delivered to the ELS Language Center between 8:00 AM and 5pm Monday through Friday. The school's address is ELS Language Centers, care of Eckerd College, 4200 54th Avenue South, St. Petersburg, FL., 33711. Give the airline our telephone number also, which is **727-864-7820**. On arrival Monday, please advise our International Student Advisor that your luggage was lost. He will assist you to recover it.

AT THE AIRPORT (only for students who have NOT requested airport transfer service)

If you did not request our airport pickup service, please take a taxi to your residence hall or homestay host's home. If you lose your luggage, give the airline the address for ELS Language Centers. (See above.) They will deliver the bag to the school.

ARRIVING ON CAMPUS

How do I check in?

The CEC West Lodge is open 24 hours on "Check In" Sunday. Please go to the front desk at CEC West Lodge. The Residence Assistant will have your keys ready for you. If you arrive and the front desk is unattended, please wait there. The Residence Assistant may be helping another student to his or her room.

ARRIVING AT MY HOMESTAY

If your flight plans change, we recommend that you contact your homestay host to tell them when to expect you. If you arrive prior to Monday and have a problem and your homestay host cannot help you, please contact our staff for help at **1-866-351-8919**. Helen Ellis Freiday, our Homestay Coordinator, can help you Monday at **864-8682**. She is located at the CEC West Lodge office

IN CASE OF EMERGENCY

If you have an emergency, or you need to contact center staff for some other reason, please call **1-866-351-8919**. If that number does not work for you, please contact the ELS Language Centers Emergency Student help line at **1-800-HELP ELS (1-800-435-7357)**. These are free calls from any pay telephone and will reach an ELS Language Centers staff person on duty.

Welcome to St. Petersburg!!!