



ELSLANGUAGE CENTERS / LA COUNTY ARRIVAL INSTRUCTIONS

IMPORTANT ARRIVAL INFORMATION TAKE THIS WITH YOU TO THE AIRPORT

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:

1. ELS/LA County Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.).....	1-909-593-5555
2. ELS/LA County Address.....	1886 Third Street – La Verne, CA 91750
3. ELS/LA County Center Help Line.....	1-866-266-3986

Thank you for choosing ELS Language Centers / LA County! We look forward to welcoming you! For your safety and convenience, the following instructions will assist you prior to your housing destination:



If you reserved Airport Pick-Up (APU):

Los Angeles International Airport (LAX):

International Arrivals: When you clear US Immigration and Customs, you can expect to find your driver directly outside the International (Tom Bradley) terminal. Domestic Arrivals: Your driver will be located in the Baggage Claim area. He or she will be holding an ELS sign with your name on it, spelled in English characters.

What if my arrival time or flight changes?

Please call **Executive Transportation Services** at **1-909-493-0912** and give them your new flight number and arrival time into Los Angeles International Airport. If you have any problems contacting them, please call the ELS/LA County Center Help Line above.



What if my luggage is lost?

If your luggage is misplaced, your driver will assist you at your airline's ticket counter to complete the necessary forms. If you are staying in a homestay, we suggest that you telephone your homestay to inform them that you will be arriving later than expected. Luggage is usually found and returned to students within 24 hours. Your luggage can be delivered to the Center between 8:00 a.m. and 5:00 p.m., Monday through Friday to the center's address at the University of La Verne: **ELS Language Centers - 1886 Third Street – La Verne, CA 91750**. You can also provide your airline with the ELS/LA County phone number: 1-909-593-5555.



Arrival to Homestay or Student Residence:

If you requested APU, your driver will have your homestay or student residence address. If you are taking a taxi from the airport, please have the homestay or student residence address easily accessible to show the driver.

For students with homestay accommodation, please contact your host family to let them know your flight number and arrival details. For students with confirmed student residence, please provide us with flight details and time of arrival.

Check in hours are 10:00 a.m. – 8:00 p.m. for homestay and 10:00 a.m. – 7:00 p.m. for student residence. If you are arriving outside of these hours, please notify ELS or book a hotel. Please refer to your detailed homestay profile or student residence confirmation for complete instructions. If you have problems, please contact the ELS/LA County Center Help Line above.

IN CASE OF EMERGENCY, please contact the ELS/LA County Center Help Line: +1.866.266.3986

This is a free call from any telephone and will reach an ELS Language Centers staff person on duty.