



IMPORTANT ARRIVAL INFORMATION
TAKE THIS WITH YOU TO THE AIRPORT

IMPORTANT TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:	
1. ELS/Philadelphia Center Help Line.....	1-877-479-5912
2. Trophy Limousine (APU).....	1-888-361-7632
3. ELS/Philadelphia Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.)	1-610-660-2125
4. ELS/Philadelphia Center Address.....	5414 Overbrook Avenue – Philadelphia, PA 19131

Thank you for choosing ELS Language Centers / Philadelphia! 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 APU from Philadelphia International (PHL) Airport:

International Flights: You can expect to find your driver in the International Lobby holding an ELS sign with your name on it.

Domestic Flights: Your driver will be in the Baggage Claim area holding an ELS sign with your name on it.

What if my arrival time or flight changes?

Please call Trophy Limousine, available 24 hours/day at the phone number listed above. Give them your new airline, flight number and arrival time into Philadelphia.



What if my luggage is lost?

If your luggage is lost, please go to your airline’s counter at the airport. 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 ELS Center between 8:00 am and 5:00 pm, Monday – Friday. You can also provide your airline with the ELS/Philadelphia phone number: 1-610-660-2125



Arrival to Homestay:

Please contact your host family one week prior to your arrival and when you arrive to the PHL airport. Check-in is between 10 am – 10 pm. If you are taking a taxi from the airport, please have the homestay or residence address easily accessible to show the driver. If you have problems, please contact the ELS/Philadelphia Center Helpline above.

IN CASE OF EMERGENCY, please contact the ELS Philadelphia center help line: +1.877.479.5912

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