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# ELS LANGUAGE CENTERS / SAN RAFAEL

## ARRIVAL INSTRUCTIONS

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

<b>IMPORTANT TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:</b>	
1. ELS/San Rafael Center Help Line.....	1-877-479-5995
2. Western Eagle Shuttle (APU).....	1-415-342-6444
3. ELS/San Rafael Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.) .....	1-415-485-3224
4. ELS/San Rafael Center Address.....	190 Palm Avenue San Rafael, CA
5. San Rafael Student Home.....	1-707-241-5176

Thank you for choosing ELS Language Centers/San Rafael! 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:**

***San Francisco International (SFO) Airport:***



For Domestic flights, please proceed to the Baggage Claim area. For International flights, please proceed directly outside of the customs area. Here in these areas, you can expect to find your Western Eagle Shuttle driver holding an ELS Sign with your name on it. Your driver will take you directly to your homestay or the student residence.

**What if my arrival time or flight changes?**

Please call Western Eagle Shuttle and provide your new airline, flight number and arrival time into the San Francisco International Airport. The Western Eagle Shuttle number is answered 24 hours a day. If you do not receive an answer, please call the ELS San Rafael Help Line above to speak with the Center Director.



**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 Language Center between 8:00 AM and 5:00 p.m., Monday through Friday. The center’s address at Dominican University of California is: 190 Palm Ave, Pennafort Hall – San Rafael, CA 94901



**Arrival to Homestay:**

All students confirmed to live with a homestay are asked to contact their families at least one week prior to arrival. Check-in is between 8 am – 10 pm on arrival Sunday. Please report to the ELS Center at 8:15 am on First Monday for placement testing and orientation.

**Arrival to Residence:**

The owners of the student residence lives nearby and they, or one of their staff will be on-site when you arrive to show you the house, explain the rules, and introduce you to the other students residing in the student-only residence.

**IN CASE OF EMERGENCY, please contact the ELS San Rafael center help line: +1-877-479-5995**

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