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ELS staff

IMPORTANT ARRIVAL INFORMATION TAKE THIS WITH YOU TO THE AIRPORT

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

1. ELS/Tampa Center Help Line.....	1-877-743-0532
2. Olympus Limo Inc (APU).....	1-800-948-4112
3. ELS/Tampa Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.).....	1-813-257-6328

Thank you for choosing ELS Language Centers / Tampa! 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 Tampa International Airport (TPA):

Please proceed to the following area below to meet your driver where he or she will be waiting to greet you with an ELS Language Centers sign with your name listed on it. Domestic Arrivals and International Arrivals: Please proceed through the terminal towards Baggage Claim. Once you collect your bags, please go outside to transportation where you can expect to find your Olympus Limo driver waiting for you.

What if my arrival time or flight changes?

Please call Olympus Limo. They are available 24 hours/day at the phone number listed above. Give them your new airline, flight number and arrival time into Tampa (TPA). If you do not receive an answer, please contact the ELS Tampa Center Help Line to speak with an ELS Tampa staff member.



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 to the center’s address at **The University of Tampa: ELS Language Centers – 701 W Kennedy Blvd – Tampa, FL 33606**



Arrival to Homestay:

Please contact your host family one week prior to your arrival. If you requested APU, your driver will have your host family’s address. If you plan to arrive by taxi, please have your host family’s address available to provide to your taxi driver. Check-in is between 8 am – 9 pm.

Please contact the ELS Tampa Center Help Line if you encounter any issues upon arrival.

IN CASE OF EMERGENCY, please contact the ELS Tampa center help line: +1.877.743.0532
This is a free call from any telephone and will reach an ELS Language Centers staff person on duty.