



IMPORTANT ARRIVAL INFORMATION TAKE THIS WITH YOU TO THE AIRPORT

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:	
1. ELS/Cleveland Center (open Monday – Friday 8:00 a.m. – 5:00 p.m.).....	1-216-368-2716
2. ELS/Cleveland Center Address.....	11321 Juniper Rd, Stone Commons, Room 109, Cleveland, OH 44106
3. ELS/Cleveland Center Help Line.....	1-888-475-1365

Thank you for choosing ELS Language Centers / Cleveland! 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):

Cleveland / Hopkins International Airport (CLE):

For APU, please proceed to the baggage claim area, where the driver will be waiting holding a sign with the student's name on it.

What if my arrival time or flight changes?

Please call **Cleveland Auto Livery** at **1-800-715-1365**. Give them your new airline, flight number, and arrival time into Cleveland. Cleveland Auto Livery's number is answered 24 hours a day.



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 a.m. and 5:00 p.m., Monday through Friday to the center's address at Cleveland Reserve University: **ELS Language Centers - 11321 Juniper Rd., Stone Commons, Room 109 – Cleveland, OH 44106**.



Arrival to Your 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. – 6:00 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/Cleveland Center Help Line above.