



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

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:	
1. ELS/Houston Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.).....	1-713-331-7690
2. ELS/Houston Center Address.....	2990 Richmond Ave, Suite 600, Houston, TX 77098
3. Houston Center Help Line.....	1-877-479-5863

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

William P. Hobby Airport (HOU) OR George Bush Intercontinental Airport (IAH):
You must exit the terminal at the “Taxi – Limousine Exit.” Here, you will be met by your driver and can expect him or her to be holding an ELS sign with your name on it.

What if my arrival time or flight changes?

Please call **Uptown Limousine Service** at **1-713-784-1655**. Give them your new airline, flight number, and arrival time into Houston. The limousine 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. The center’s address is: **ELS Language Centers - 2990 Richmond Ave, Ste 600 - Houston, TX 77098**.



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. – 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/Houston Center Help Line above.

IN CASE OF EMERGENCY, please contact the ELS/Houston Center Help Line: +1.877.479.5863

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