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# ELS LANGUAGE CENTERS / MELBOURNE

## ARRIVAL INSTRUCTIONS

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

| <b>IMPORTANT ADDRESSES AND TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:</b> |   |
|---|---|
| 1. ELS/Melbourne Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.).....       | <b>1-321-674-8350</b>                                     |
| 2. ELS/Melbourne Center Address.....  | <b>150 West University Boulevard, Melbourne, FL 32901</b> |
| 3. ELS/Melbourne Center Help Line.....  | <b>1-866-626-5530</b>                                     |

Thank you for choosing ELS Language Centers / Melbourne! 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):**

*Orlando International Airport (MCO):*

For APU, please proceed to the first floor Ground Transportation area, where the driver will be waiting in a van with an Airport Canaveral logo on it. The Center Director will send out additional information with the space number prior to arrival.

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

Please call **Airport Canaveral** at **321-868-8888**. Give them your new airline, flight number, and arrival time into Melbourne. Airport Canaveral'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 Florida Institute of Technology: **ELS Language Centers - 150 W. University Blvd - Melbourne, FL 32901**.



**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/Melbourne Center Help Line above.

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**IN CASE OF EMERGENCY, please contact the ELS/Melbourne Center Help Line: +1.866.626.5530**  
This is a free call from any telephone and will reach an ELS Language Centers staff person on duty.