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ELS LANGUAGE CENTERS / SAN FRANCISCO, NORTH BAY ARRIVAL INSTRUCTIONS

IMPORTANT ARRIVAL INFORMATION TAKE THIS WITH YOU TO THE AIRPORT

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:	
1. ELS/San Francisco, North Bay Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.).....	1-415-485-3224
2. ELS/San Francisco, North Bay Center Address.....	190 Palm Avenue San Rafael, CA 4901
3. ELS/San Francisco, North Bay Center Help Line.....	1-877-479-5995

Thank you for choosing ELS Language Centers / San Francisco, North Bay! 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):

San Francisco International Airport (SFO) :

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** at **1-415-342-6444** and provide your new airline, flight number, and arrival time into 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 Francisco, North Bay Center 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 a.m. and 5:00 p.m., Monday through Friday to the center’s address at Dominican University of California: **ELS Language Centers - 190 Palm Ave, Pennafort Hall – San Rafael, CA 94901.**



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/San Francisco, North Bay Center Help Line above.

IN CASE OF EMERGENCY, please contact the ELS/San Francisco, North Bay 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.