



**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/St. Paul Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.).....	<b>1-651-240-5666</b>
2. ELS/St. Paul Center Address.....	<b>1000 Lasalle Ave, Terrance Murphy Hall Suite 444 – Minneapolis, MN 55403</b>
3. ELS/St. Paul Center Help Line.....	<b>1-866-731-4146</b>

Thank you for choosing ELS Language Centers / St. Paul! 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):**

***Minneapolis – St. Paul International Airport (MSP):***

Follow the airport signage to the baggage claim. Your driver will be waiting to greet you with an ELS Language Center sign at one of the following locations:

*Domestic:* Your driver will be in the Baggage Claim area at Carousel #7

*International:* Your driver will be in the Baggage Claim area at Carousel #2

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

Please call **City View Limousine Service** from a pay telephone or internet enabled app such as Google or Skype, at **1-952-832-5197**. Give them your new airline, flight number, and arrival time into Minneapolis-St. Paul International Airport. 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 phone 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 the University of St. Thomas - Minnesota: **ELS Language Centers - 1000 Lasalle Ave, Terrance Murphy Hall, Suite 444 – Minneapolis, MN 55403.**



**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/St. Paul Center Help Line above.

**IN CASE OF EMERGENCY, please contact the ELS/St. Paul Center Help Line: +1.866.731.4146**

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