



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

| <b>IMPORTANT ADDRESSES AND TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:</b> |   |
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| 1. ELS/St. Petersburg Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.).....  | <b>1-727-864-7820</b>   |
| 2. ELS/St. Petersburg Center Address.....                                     | <b>4200 54th Avenue South – St. Petersburg, FL 33711-4700</b> |
| 3. ELS/St. Petersburg Center Help Line.....                                   | <b>1-866-351-8919</b>   |

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

##### ***Tampa International Airport (TPA):***

Please proceed to the following area below to meet your driver where he or she will be waiting to greet you with a tablet or mobile phone with your name listed on it.

Domestic Arrivals: Please proceed to the Baggage Claim area.

International Arrivals: Please proceed to Baggage Claim after clearing customs.

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

Please call the ELS/St. Petersburg Center Help Line above to speak with the Center Director or email [spe@els.edu](mailto:spe@els.edu). You may also call the airport pick-up service, Olympus Limo, at 1-800-841-8838. They are available 24 hours/day. Give them your new airline, flight number, and arrival time into St. Petersburg.



#### **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. Students are also welcome to call the ELS/St. Petersburg Center Help Line above for assistance. 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 Eckerd College: **ELS Language Centers - 4200 54th Avenue South - St. Petersburg, FL 33711-4700.**



#### **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. Petersburg Center Helpline above.

**IN CASE OF EMERGENCY, please contact the ELS/St. Petersburg Center Help Line: +1-866-351-8919**

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