



IMPORTANT ARRIVAL INFORMATION
TAKE THIS WITH YOU TO THE AIRPORT

IMPORTANT TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:	
1. ELS/Cleveland Center Help Line.....	1-888-475-1365
2. Cleveland Auto Livery (APU).....	1-800-715-1365
3. ELS/Cleveland Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.)	1-216-368-2716

Thank you for choosing ELS Language Centers / Cleveland! 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 APU:



For APU, please proceed to the baggage claim area, where the driver will be waiting holding a sign with the student's name on it.

What if my arrival time or flight changes?

Please call **Cleveland Auto Livery** at **1-800-715-1365**. Give them your new airline, flight number and arrival time into Cleveland. Cleveland Auto Livery'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 AM and 5:00 p.m., Monday through Friday. **The center's address is:**
11321 Juniper Rd., Stone Commons, Room 109 – Cleveland, OH 44106



Arrival to Homestay:

If your flight plans change, we recommend that you contact your host family to tell them when to expect you. If you have a problem and your homestay host cannot help you, please call the ELS Cleveland Center Help Line at the above number.