



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

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:	
1. ELS/Cincinnati Center (open Monday-Friday 8:00 a.m. – 5:00 p.m.).....	1-513-556-4034
2. ELS/Cincinnati Center Address.....	60 West Charlton Street, suite 150 – Cincinnati, OH 45221
3. ELS/Cincinnati Center Help Line.....	1-866-935-5144

Thank you for choosing ELS Language Centers / Cincinnati! 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:

Cincinnati / Northern Kentucky International Airport (CVG):

For both International and Domestic Arrivals: Your driver will be waiting for you outside the security check point and before the escalator that leads to the Baggage Claim area. He or she will be holding an ELS sign with your name on it spelled in English characters.

What if my arrival time or flight changes?

Please call **Executive Transportation**, available 24 hours/day at **1-800-990-8841**. Give them your new airline, flight number, and arrival time into Cincinnati.



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 Center between 8:00 a.m. and 5:00 p.m., Monday through Friday to the center's address at the University of Cincinnati: **ELS Language Centers - 60 West Charlton Street, suite 150 – Cincinnati, OH 45221**. You can also provide your airline with the ELS/Cincinnati phone number: 1-513-556-4034.



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/Cincinnati Center Helpline above.

IN CASE OF EMERGENCY, please contact the ELS/Cincinnati Center Help Line: +1.866.935.5144

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