



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

IMPORTANT TELEPHONE NUMBERS YOU MAY NEED ON ARRIVAL DAY:	
1. ELS/Chicago Center Help Line.....	1-888-475-3630
2. A-1 Airport Limousine (APU).....	1-630-833-3788
3. ELS/Chicago Center (open Monday-Friday 8:00AM – 5:00PM)	1-773-277-3799
4. ELS/Chicago Center Address..	7900 W. Division, Lewis Hall Annex 2 nd level – Chicago, IL 60305
5. N. Harlem Apartment Address.....	479 N. Harlem Ave Oak Park, IL 60301
6. Ontario Apartment Address.....	1135 Ontario Ave Oak Park 60301

Thank you for choosing ELS Language Centers/Chicago! 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:

Chicago / O'Hare International Airport (ORD):

For both International and Domestic Arrivals: Your driver will be waiting for you outside customs in front of the information desk. He or she will be holding an ELS sign with your name on it spelled in English characters. If you don't see your greeter please call the number above for A-1 Airport Limousine (line 2).

What if my arrival time or flight changes?

A-1 monitors all flights, so you need to call only if you've missed your flight or the flight was cancelled. Please call the number for A-1 above and give them your new airline, flight number and arrival time into Chicago.



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 am and 5:00 pm, Monday – Friday) or your homestay/apartment. You can also provide your airline with the ELS/Chicago phone number: 1-773-277.3799



Arrival to Homestay:

Plan to arrive at your homestay between 12:00 pm and 8:00 pm. If you requested APU, your driver will have your accommodation address. If you are taking a taxi from the airport, please have the homestay or residence address easily accessible to show the driver. If you have problems, please contact the center at ELS Chicago Center Helpline number (the first one listed under IMPORTANT TELEPHONE NUMBERS above)

Arrival Student Apartments:

Check-in to the apartments is between 10:00PM and 6:00PM (please let us know in advance if you will get in earlier or later. Please arrive to the correct address above where your housing accommodation has previously been confirmed. A UC staff member will be available at the front desk to check you in.

IN CASE OF EMERGENCY, please contact the ELS Chicago center help line: +1-888-475-3630

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