

Dear New Student,

We are very excited for you to come to EF New York! Below is a guide of what to do before and upon your arrival:

Remain calm and look around.

If you have already looked by the exit but still cannot find your driver, **call Avanti Limousine for free at (866) 829-8735** from any payphone and go to a meeting place.

Meeting Places:

When meeting the driver, go to a very well-known area in the airport such as a coffee shop, telephones, Welcome Center or Money Exchange.

DO:

- Prior to your arrival please log on to my.EF.com and take your English Placement Test. This can be done up to 2 days before your first day of class.
- **Print out these instructions** or have them accessible on your phone or laptop. They will be helpful!
- **Be prepared to wait up to 2 hours** in customs on a busy day, for finding your bags if delayed, or for your car service with traffic.
- If you call the car company Avanti or EF New York, **always state your name, what airport/terminal you are in, and any other helpful information** (for example, what you are wearing, your EF ID and a phone number we can contact you at, if possible).
- If you cannot get in touch with an Avanti Representative, **call one of the EF emergency numbers as listed below or leave a phone message.**
EF NY Front Desk- + 1 914 597 7100 EF NY Emergency Mobile- +1 914 564 5230; +1 914 255 6449
- If you need help - find and ask an airport employee.

DON'T:

- Do not panic if you don't see your driver, your driver could be in traffic or just around the corner.
- **Never take a private taxi or car service!!!** This is important as they will charge you a lot of money even if they promise they are inexpensive!
- If a driver tries to charge you money at the end of your trip, this is not an EF transfer representative. Do not pay this person unless the driver drops you off in front of Butler Hall. At this point before you give them any money ask an EF employee to help you pay the driver.

Frequently Asked Questions

What to do if your flight is cancelled or delayed?

- If you find out your flight is cancelled or delayed, first call Avanti car service. If you do not speak to someone from Avanti, then call one of the EF emergency numbers.

What to do if you cannot find your driver?

- If you are not able to find your driver by the exit of your baggage claim, then call an Avanti Representative or one of the EF Emergency numbers.
- When you speak with either an Avanti Representative or an EF Employee they will give you a designated meeting spot, there is only one designated meeting per airport, per terminal. These meeting spots are listed below in case you need to ask airport staff where the meeting location is.

How do I know the difference between an Avanti driver and a gypsy cab driver?

- One way to spot the difference is **Avanti drivers will be holding an EF sign.**
- After you see that the driver is holding an EF sign, should know your name and should also have a "Transfer Report" given to them by EF.
- If you still are concerned please ask the driver to call the Avanti phone number, 866-829-8735, no Avanti driver should refuse this.

NYC Welcome Tour

\$50 - Includes tickets for the Metro North Railroad train (transportation), and the Top of the Rock ticket. Purchase the tour during **registration**.

The tour includes a walkthrough of:

- ★ Tarrytown
- ★ Train Station
- ★ Grand Central
- ★ Top of the Rock

