



## EC Cape Town Pre-Arrival to First Day

### Pre-Arrival to First Day

#### Address

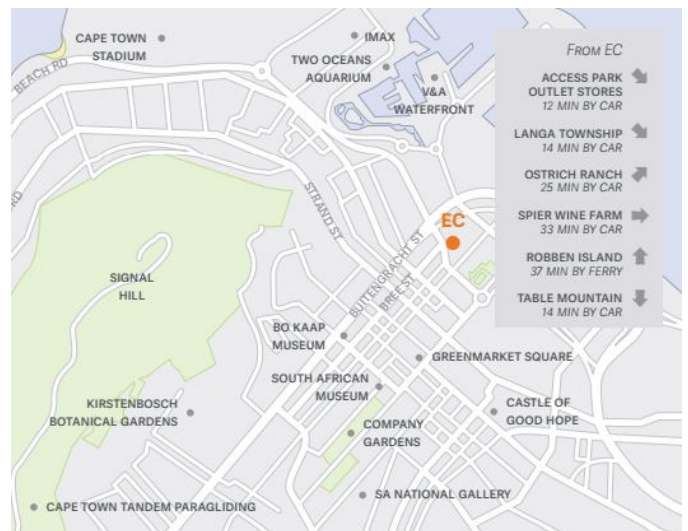
EC Cape Town, 1st Floor, Redefined Building North Wharf, 42 Hans Strijdom Avenue, Foreshore, Cape Town 8001, South Africa

#### Emergency Number (For use outside of office hours only)

+27 (0) 84 8866342 (outside) 084 8866342 (Inside SA) \*If line is busy, please try again.

#### School Number

+27 (0) 21 422 4111 (Mon-Fri, 8:00am – 5:00pm) \*If line is busy, please try again



### Pre-Arrival

#### EC Online

##### What is EC Online?

EC Online is a personalized study tool and powerful learning companion throughout your EC journey. Please see: [Pre-arrival instructions](#).

##### When can I access EC Online?

You will have access to EC Online as soon as you receive your booking confirmation. Start by logging in here: <https://signin.ecenglish.com/student>

##### What can I do with EC Online?

- Complete your placement test
- Fill in the pre-arrival survey
- Access a bank of study materials to start learning before you even leave home

## Arrival

### Arrival at Airport

I want an EC airport transfer, can I arrive at any time? If you have booked accommodation with EC you must arrive at the airport between 08:00 and 20:00. Late/early arrivals may be asked to book alternative accommodation. What information do I need to give to book an airport transfer? Please provide your flight number, arrival time, terminal and airport of origin – minimum 2 weeks in advance.

*Who will I meet at the airport?* You will meet an EC transportation representative holding an **EC Cape Town Logo (not the student's name)** at the Arrivals Terminal information desk.

*What should I do if I cannot find the EC representative?*

*If after 10 minutes you cannot see the EC representative, just call 084 8866342 (from the information desk or a mobile phone). (Useful phrase to use: Hi, My name is (Maria Angeli). I am from (Italy). My student number is (123456). I cannot find my EC representative. I am at the information desk.)*

*What should I do if I have missed my flight or my flight is delayed?*

*You should notify EC by calling +27 (0) 84 8866342 (from the information desk or a mobile phone) to rearrange your transfer time and avoid additional cost. (Useful phrase to use: My name is (Maria Angeli). I am from (Italy). My student number is (123456) and my flight has been changed. My new flight number is (1234) arriving at (time).*

### Arrival at EC Accommodation

*What should I expect at my EC accommodation?*

You will receive a warm, personal welcome, whether you have booked home stay or residence. All our hosts are fully briefed on how to make you feel comfortable and prepared for your first day of lessons. In our residences, an EC representative will be available at the weekend to help and answer any questions.

### First Sunday Activities

*What should I do on the Sunday before school starts?*

You will have the option of participating in activities arranged by EC. This is an opportunity to meet other new EC students, relax and be introduced to your new city together. With an EC staff member on hand, you can also ask any questions you may have. We will notify you of the Sunday activity schedule around 2 weeks before you start school.

## Frequently Ask Questions

*What happens on public holidays?*

*Schools do not open on public holidays, so if Monday is a public holiday, your first day at the school will be on Tuesday. Public holidays are listed below:*

**2021 Public Holidays on a weekday:**

16 and 27 December

**2022 Public Holidays on a weekday:**

21 Mar, 15 Apr, 18 Apr, 27 Apr, 02 May, 16 Jun, 09 Aug, 16 Dec, 26 Dec

*What do I do if public transportation is temporarily unavailable?*

In case of bad weather, public transport strikes etc, please check the [EC Cape Town Facebook page](#) for any important updates or call the emergency number

## Your First Day at School

*How can I find my way to school?*

You can find this information on your EC Accommodation Profile, or feel free to ask your host family or residence.

*What if I haven't booked EC accommodation?*

You can take the taxi from the airport straight to your arranged accommodation.

*What time should I arrive?* 8:00am

*What should I bring with me?*

It's important to bring these documents with you on your first day:

- Visa and passport
- Proof of health insurance covering length of programme. This is required for you to start lessons
- Your credit card to pay a deposit if you have booked an EC Residence

*What can I expect on my first day?*

You'll experience the best possible welcome into the EC family on your first day. Enjoy undivided staff attention in a relaxed, friendly atmosphere. Here's what your first day will include:

- Detailed schedule of the day
- Orientation talk
- The remainder of your placement test (speaking and writing)
- 'How We Learn' – Session on how you'll succeed with EC, including our teaching styles and methods
- 'Living in our City' – Session on local sights and useful information about the area
- Welcome tour of the school
- Welcome activity Your first day will end at around 16:30

*What will my timetable be?*

You will receive your timetable at school at 14:00