



EC London Pre-Arrival to First Day

Pre-Arrival

We have compiled the latest UK safety regulations information in our presentation outlining the “new normal” for our schools in the US. While we have had to make some adjustments to teaching in the time of COVID-19, we promise to deliver EC excellence as always. Please click [here](#) to view.

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
- Receive a digital welcome letter and digital welcome pack about the school
- Access information about the EC school and location

Please note, due to COVID-19 it is important that you take your test online before your first day at school, please find the instructions on how to do the online test [here](#).

School Number

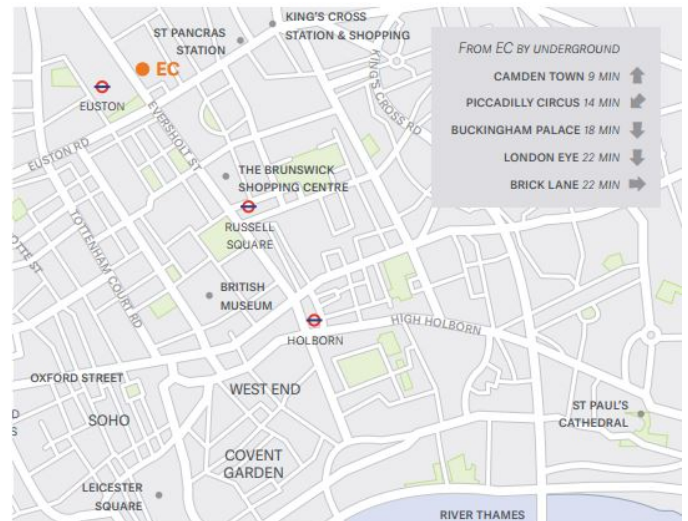
+44 (0) 20 7242 3787 (Mon-Fri, 8:30am – 5:00pm)

Address

EC London, Euston House, 24 Eversholt Street, London, NW1 1AD, UK

Emergency Number (For use outside of office hours only)

+44 (0) 7983 773121 *If line is busy, please try again.



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?

If you have booked a taxi transfer, your driver will be waiting for you at Arrivals holding a sign with your name

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

If after 10 minutes you cannot see your driver, please contact our emergency number +44 (0) 7983 773121 (Useful phrase to use: Hi, My name is (Maria Angeli). I am from (Italy). My student number is (123456). I am waiting (under the arrival sign).

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

You should notify EC by calling +44 (0) 7983 773121 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).

What should I do if I haven't booked an EC transfer?

If you are travelling from Heathrow Airport to central London, [The Heathrow Express](#) is the fastest way to travel. Trains from Heathrow leave every 15 minutes and the journey to London Paddington takes about 15-20 minutes. Trains to London leave Heathrow Airport from approximately 5am until 11.55pm.

The Piccadilly line connects Heathrow Airport to central London and the rest of the tube system. [The Tube](#) is cheaper than the Heathrow Express or Heathrow Connect but it takes a lot longer. Tube services leave Heathrow every few minutes from approximately 5.10am (5.50am Sundays) to 11.45pm (11.30pm Sundays).

If you are travelling from Gatwick Airport, [The Gatwick Express](#) is the fastest rail link between the airport and central London. Non-stop trains run to and from London Victoria every 15 minutes and take 30 minutes (35 minutes on Sundays). Please visit the websites for more information on prices.

Arrival at EC Accommodation

What should I expect at my EC accommodation?

We are planning to offer both homestay and student residence accommodation All host families have been informed on how to provide a safe home for students, adhering to the guidelines on protecting the home and its occupants from COVID-19

What should I do on the Sunday before school starts?

Kindly note that due to COVID-19 all Sunday activities have been suspended and we will only be organising online meetings when you have any queries. If you would like to speak to us, please contact us [here](#). Now is a good time to take [the EC Online English Test](#) if you have not already. It is important to complete this test before you start school on Monday.



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 check on the [Transport for London \(TFL\)](#) website and plan your journey from your accommodation. Please click on the link for information on prices.

What time should I arrive?

We will provide you with instructions on the time to arrive to school during your Induction on the Friday before classes. If you are unable to attend this Induction for any reason, we will follow this meeting with an email with the time to arrive.

What should I bring with me?

It's important to bring the following with you on your first day:

- It's important to bring your passport/VISA (not a copy) with you on your first day.
- Face mask/face covering and hand sanitiser
- Your own notebook, pens, and laptop/ mobile tablet

What can I expect on my first day?

While some changes have been made to the first day orientation to accommodate social distancing requirements, we can assure you that all students will still be met with a warm welcome from the 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:](#)

27 Dec and 28 Dec

[2022 Public Holidays on a weekday:](#)

03 Jan, 15 Apr, 18 Apr, 02 May, 02 Jun, 03 June, 29 Aug, 26 Dec, 27 Dec

What will my timetable be?

We will be providing the timetable during and after the Virtual Induction the Friday before the classes start.

This is a sample timetable, times may change and are not guaranteed. All class times also include a minimum of a 10 min break, taken at

What do I do if public transportation is temporarily unavailable?

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

While you are in UK

- When using any form of public transportation in the UK you will be required to wear a face covering.
- It is advised to carry hand sanitiser with you at all times and/or use those positioned when boarding and disembarking public transport
- It is advised to wear a face covering or face mask in enclosed public spaces
- From July 24th 2020, it will be compulsory to wear a face covering when in shops and supermarkets in the UK. Failure to do so will incur a fine of up to £100. People with certain disabilities will be exempt from this rule.
- Please maintain at least a 2-metre distance between yourself and others.
- If you develop any of these symptoms; a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste, or you suspect you have the virus, you will need to self-isolate for 14 days. Do not come to school if you are unwell. Please inform the school if you are unwell so we can support you and help you seek medical attention if necessary

If you have any problems, please do not hesitate to call our emergency phone number: +44 (0) 7983 773121

Click the links below for more detailed travel and safety information for the UK during COVID-19

[UK Government Guidelines for Coronavirus \(COVID - 19\)](#)

[Self-Isolation Lifted for Lower Risk Countries](#)

[UK Travel Corridors](#)