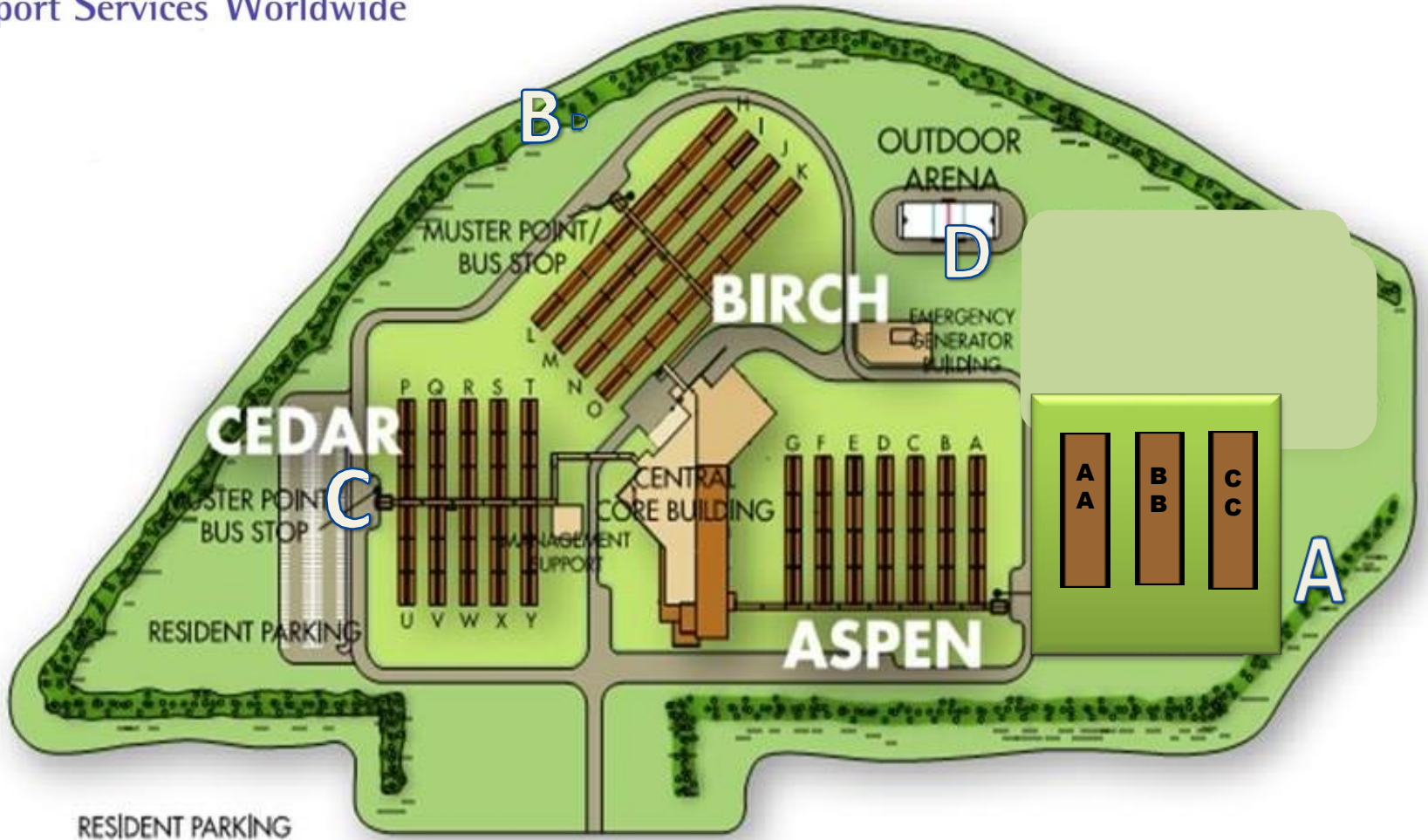




Support Services Worldwide

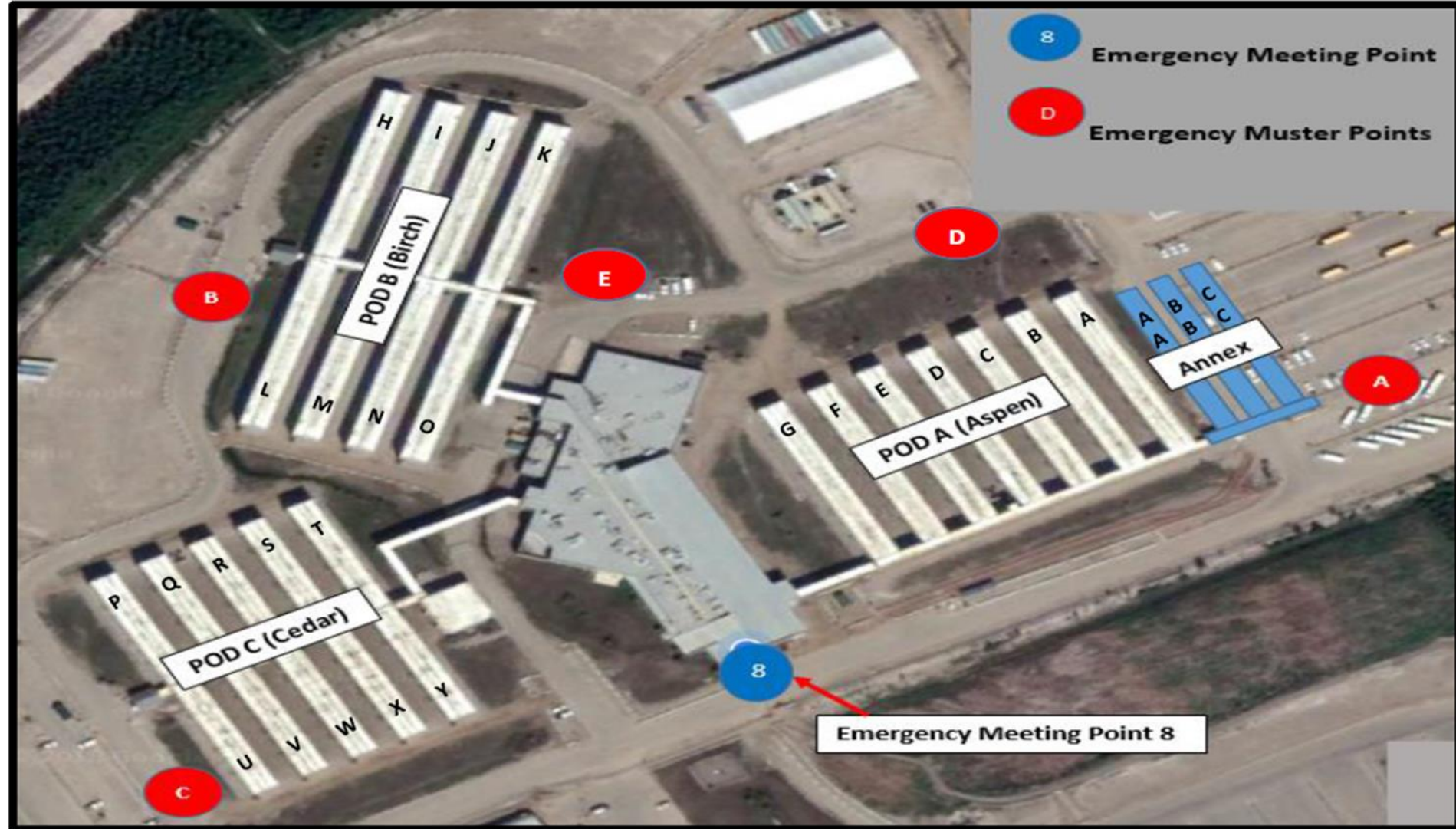
ALBIAN VILLAGE





Support Services Worldwide

In the event of an evacuation;
Proceed to the nearest Muster Point A, B, C, D & E





Support Services Worldwide

HOURS OF OPERATION

DINING ROOM

- Breakfast– 3:30 AM to 9:00 AM
- Dinner– 3:30 PM to 9:00 PM

OTG STORE

- 3:30AM to 9:00AM
- 3:30PM to 9:00PM

TIMS EXPRESS COUNTER
AVAILABLE

LUNCH ROOM

- Breakfast - 3:30 AM to 9:00 AM
- Dinner - 3:30 PM to 9:00 PM

GUEST SERVICES/FRONT DESK

- 24 Hours

SECURITY OFFICE

- 24 Hours
- 780-713-1635

CLEANING SCHEDULE

- Guest rooms will be cleaned, including a full sheet change, once every 8 days, on shift change date and/or after each checkout.
- Please remove ALL personal items from/on, or around your bed on your scheduled cleaning day to ensure full access for the cleaning staff.
- If you have any Housekeeping concerns, please contact the Front Desk @ 780-588-5400



Support Services Worldwide

WELCOME TO ALBIAN VILLAGE

CHECKING IN

- Day Shift check in time is no earlier than 3 PM in the afternoon prior to the first shift worked.
- Night Shift check in time is no earlier than 1 PM on the day of your first shift worked.

CHECKING OUT

- Night Shift check out time is no later than 7PM the afternoon of your last shift
 - Day Shift check out time is no later than 7 AM the morning of your last shift
- Before checking out of your room, please ensure :
- All personal belongings are removed from your room. Remember to check under the bed and in the deskdrawer.
 - If you have garbage in your room, please dispose of these items in the blue bins provided in the hallways.
 - You can Check Out of your room by using one of the following options:
Visit the Front Desk ; or give us a call Use the Self-Serve Kiosks (located beside the front desk & at the end of each POD—Aspen, Birch & Cedar).
 - Please return your room key when checking out.

ARRIVALS WITHOUT RESERVATIONS

- If you arrive without a reservation, you may be asked to wait until after 7:00 PM – this is dependent on camp occupancy.
- When you are checked into a room, you will be issued a 24 hour room key
- You **MUST** let your company representative know we require reservation details to update your profile.
- Your file will be updated once your company provides the updated reservation details.

Please visit the Front Desk to have your room key updated.

SHIFT CHANGES

- Please advise the Front Desk if you switch from Day Shift to Night Shift or vice versa.
- Your shift must match our system records to ensure:
 - Your room gets cleaned at the correct time
 - You are not disturbed while sleeping
- If you are on Night Shift, please ensure there is a Night Shift sign on your door – if you do not have one in your room – please visit the Front Desk or Guest Services and one will be provided.

CAMP SECURITY

- Locked out of your Bathroom / Red Light on your door / Loud Neighbor?
- Call Security @ 780-713-1635

CAMP MAINTENANCE

- Please report All Maintenance concerns to one of the following:
24 Hour Maintenance Hotline
Dial 403-517-7100 Press option 0



Support Services Worldwide

WELCOME TO ALBIAN VILLAGE

SMOKING RULES

- Smoking is **ONLY** permitted in designated, outdoor smoking areas.
- Cigarette containers are for cigarette butts only – please ensure all other waste is placed in the designated waste receptacles.
 - Designated Smoking Areas are located at the end of each dorm (Aspen, Birch, Cedar)
 - Outside the front lobby entrance & Behind the Core Building/ Kitchen Area.

No Smoking allowed outside of Emergency Exit Doors.

SHARPS CONTAINERS

- Needle containers are available at the Front Desk
- **MUST** be used for all sharps – this also includes any razors/pins/glass that could harm yourself or others.
- Full containers must be returned to the Front Desk in a plastic bag.
- Failure to properly dispose of **SHARPS** may result in the loss of camp privileges.

MAIL, FAX & PHOTOCOPY SERVICES

Mailing Address:

Canada Post Only

Your Name c/o Alban Village

P.O Box 5328

Fort McMurray AB, T9H3G4

- Mail (Photo ID required for pickup). We do not have a scheduled mail pick up day. Usually once a week.
- Stamps (regular postage) are available for purchase at the Front Desk
- Photocopy fee is \$1.00 per page.

INTERNET

- Select the CNRLALBIAN CAMP network in your Wi-Fi settings.
- If you do not have an account yet, click on the CREATE AN ACCOUNT link. Scroll to the bottom and create an account. . If you're already registered, just enter your EMAIL & PASSWORD and click SIGN IN. (If you forgot your password click "I FORGOT MY PASSWORD")
- After creating an account, an email with a link will be sent for verification. **You will be connected to the internet for 10 minutes to click on the verification link.** You may need to cut & paste the link to your internet browser.
- For any issues regarding Wi-Fi call the TELUS 24/7 Help Desk
- **TELUS: 1-855-850-6919**

TV REMOTES - Provided in each room

- If you do not have a remote upon check in – notify the front desk
- Batteries are provided at the Guest services or Front desk
- Please leave the remote on the desk in your room when you checkout



WELCOME TO ALBIAN VILLAGE

Support Services Worldwide

LUGGAGE ROOM

- 2 Guests at a time in the Luggage Room
 - Each guest is permitted to store a maximum of 2 items
 - **Maximum weight is 50LBS pounds per item**
 - Maximum storage duration is **90days**
 - Each piece of luggage must be tagged
 - No plastic bags/ garbage bags allowed

RECREATION

- Recreation Equipment is available at Guest Services (Luggage Room)
- Photo ID is required to sign out items
- Darts
- Ping Pong Paddles/ Balls
- Badminton & Racquet Ball Racquets & Balls
- Board Games
- PS4 & XBOX ONE Games & Controllers
- Poker Chips & Playing Cards
- Guitars

To review our **dining** offering please go to:
<http://essonite.com/Albian>

MEAL ACCESS CARD

- Each resident will be provided one Meal Access Card which entitles the resident to use the meal areas 3 times per day.
- Non-refundable replacement cards may be purchased for \$25.00. No refunds for found cards.
- Providing a Meal Access card to a non resident is prohibited
- Your MAC will assist you with the following:
 - Access to the Dining Hall / Lunch Room
 - Assist you at the Front Desk / Self-Serve Kiosks for the following: Checking In, Checking Out, Placing Your room on hold and/or returning from hold, Service Requests.
- Do not return your MAC when checking out

LAUNDRY FACILITIES

- Complimentary washing machines and dryers are on every floor
 - Main Village -> at the far end of each dorm
 - Expansion Dorm -> in the middle of each dorm
- Please note that **NO** washing machine is for **Dirty Work Clothes Only**
- Laundry detergent is **NOT** provided.
- Recommended Hours: 10 am – 10 pm

Please respect those who have rooms near the laundry rooms