

Reservations

Q Do I require a new reservation for my lodge room?

A Yes, if you currently do not check-in and out then you will require a lodge reservation for each of your shifts going forward. Your travel coordinator will process your lodge reservations for you. You will receive confirmation of your lodge reservation 72 hours before your shift. If you do not receive a confirmation, please contact your travel coordinator. Exception — this does not apply to guests assigned to short-term room holds unless they are off shift for more than five (5) days in which case they need to have their reservation changed to reflect that..

Q What happens if I need to work overtime?

A If you are required to work overtime, it is your responsibility to contact your Travel Coordinator and request changes to *both* your lodge and flight reservations. It is recommended that guests ensure they receive new lodge and flight confirmations after they request changes.
Room sharing guests who need to work overtime will be assigned to move to another room on the last of day of their regular shift. You will not be able to access your in-room storage once you check out of your room sharing room, so you will need to ensure that you have what you need for the remainder of your time on site and/or store items in your hallway locker.

Q What if I need to change my shift?

A Contact your travel coordinator as your flight and lodge reservations will need to be changed to reflect your new shift.

Q What happens if I arrive a day later than planned?

A Late arrival impacts your reservation. If you plan to arrive later than originally planned, you must contact your travel coordinator to change/update your lodge and flight reservations. If this change is not done, your reservation will be cancelled and your travel coordinator will be required to make another reservation with the new date. This may affect the type of lodge/room you are assigned to.

Q What happens if I need to arrive a day (or more) earlier than planned?

A Early arrival impacts your reservation. If you plan to arrive earlier than originally planned, you must contact your travel coordinator to change/update your lodge and flight reservations. If this change is not done, your lodge and flights reservations will not reflect your early arrival.
Room sharing guests who arrive early will be assigned to another room until their room sharing partner leaves site and they are able to gain access. You will not be able to access your in-room storage, so you will need to ensure that you have what you need until you are able to access your room sharing room on the first day of your regular shift.

Checking In / Out

Q What is checking-in and out?

A To check-in you need to go to the lodge front desk where once you show your ID, you will be provided with a key card to your room.
 To check-out you simply drop off your room key card at the lodge front desk.
 Checking in and out tells the lodge whether or not you are there.

Q Will I need to check-in and out?

A Yes, everyone will need to check in and out.

Room-sharing guests are required to check-in and out at the beginning and end of every shift and are not permitted to put their rooms on hold.

Short-term room hold guests (4/3 shift) need to put their room *on hold* if they are away from the lodge for less than five (5) days. If they are away from the lodge for more than five (5) days then they are required to *check-out* at the end of their shift. Guests must check-in when they return to site and will receive a different room.

Hoteling guests are required to check-in and out of their rooms at the lodge front desk at the beginning and end of each shift. Hoteling guests are not permitted to place their rooms on hold.

Q How do I check-in?

A The front desk of the lodge will be prepared for your arrival and will have your room key card ready. You will need to provide identification in order to receive your room key. If you have not already done so, you will be required to sign an "Accommodation Rules & Regulations and Drug Interdiction Procedure Acknowledgement & Consent" form. You will only be required to sign this form once a year.

Q What are the check-in and check-out times?

A **Check-in time:** no earlier than 5:00 p.m.
Check-out time: no later than 7:00 a.m.

Q How do I check-out?

A Guests check-out by returning their room key to the lodge front desk prior to the check-out time of 7:00 a.m.

Q Why do I need to check-out on time?

A You need to check out by 7 a.m. to ensure that the lodge cleaning staff has sufficient time to clean the room prior to the next guest checking into the room. If you do not check-out on time, then either your room sharing partner or hoteling guest will not be able to check into the room at the designated check-in time. We ask that you please be courteous to your fellow guests in this regard.

Q Can I put my room on hold when I am off shift?

A No. Only guests authorized to do short-term room holds (4/3 shift) can put their rooms on hold if they are off shift for up to five (5) days. These guests are *not* permitted to put their room on hold for longer than five (5) consecutive days. This on hold process will be monitored to ensure compliance.

Q Do I go back to the same room each time if I am a room-sharing or short-term room holds guest?

A **Room-sharing guests** will go back to the same room at the lodge every time they are on shift.

Short-term room hold guests (4/3 shift) will go back to the same room at the lodge every time they are on shift, unless they are off shift for more than five (5) consecutive days. When they return, these guests must check-in and will be assigned to a different room.

Q If I am a short-term room hold guest, can I keep my room key card when I am off shift?

A You can keep your key as long as you are off shift for up to five (5) days, but you must put your room on hold. If you are off shift for more than five (5) days, you must check-out and return your room key card.

Q What happens if I forget something in my room?

A Suncor Lodge Operations will notify the business unit and a representative from either Suncor or the contractor company will need to collect the belongings on behalf of the worker. If you intended to throw something in the garbage, please do so, otherwise the cleaning staff may think you are still intending to keep the item and have not checked out. As per the Lodge Rules and Regulations, Suncor is not responsible for any items left in the room.

Q If guests need to leave work urgently can they call the Housing Office to do their check-out by phone?

A No, you cannot check-out by phone, but should call your travel coordinator to cancel your lodging reservation and change your flight. The room key card should be returned to the lodge front desk.

Q Can guests designate somebody to do their check-in/check-out process on their behalf in an emergency situation?

A No. At check-in guests are required to show their ID in order to verify their identity and room card keys will only be given to guests on the reservation. For these reasons, check-in must be done in person. At check-out, guests must return their room key to the lodge in person.

Q What happens if a guest loses the room key?

A The lodge front desk provides replacements for lost or stolen keys at a cost of \$3 to the guest.

Showers

- Q** Once I have checked out of my room in the morning of my last shift, where do I shower at the end of my shift?
- A** Showers are available in the hoteling facility for guests who have checked out of their rooms, but require a shower at the end of their shift. Individual shower stalls are provided with separate rooms for males and females (with room key card access only to the female room). The facility is accessible from the Village through an arctic (interior) corridor and will be operational in mid-July.
- Q** What amenities are provided in the shower facility?
- A** Towels are available at the facility, as well as shampoo / soap dispensers in each shower stall. Guests are responsible for bringing all other personal toiletries.
- Q** Is there a time limit for showering?
- A** Yes, each guest should complete the showering process in 10 minutes or less to ensure sufficient time for other guests to shower. We ask that you please be courteous to your fellow guests in this regard.

Storage

- Q** Where do I store my baggage when I am off shift?
- A** **Hoteling guests** can store their baggage at the hoteling facility on site.
Room sharing guests can store their belongings in the lockers that will be provided near your room. You will need to provide your own lock for your locker. In-room storage will be available in designated room sharing rooms – you will need to provide your own locks (3 locks in total are required) to use this storage as well. Please ensure that you do not leave anything with a strong scent in the in-room storage in consideration of your room sharing partner. You must not leave anything in the room unless it is in one of the lockable storage compartments.
Short-term room hold guests can store their baggage at the storage facility on site.
- Q** Can I leave my baggage in my assigned room when I am off shift?
- A** No, unless you are a short-term room hold guest and are off shift for less than five (5) days and you put your room on hold.
- Q** Where is the baggage storage located?
- A** The baggage storage area is in the hoteling facility which is located outside of the south west corner of the Firebag Village Core in-between the main entrance and STR bunkhouse A south. It will be accessible through an arctic corridor from the Village.
- Q** When and how can I retrieve my stored baggage?
- A** The hoteling facility will have a baggage handling operator to assist with the baggage drop off and pick up processes. Baggage room hours will be posted.
- Q** Is the storage facility heated and secure?
- A** Yes.
- Q** How will my belongings be identified when they are left in storage?
- A** You should ensure that all your stored baggage has your identifiable information including your first and last name, company (prime contractor and sub-contractor, if applicable) and badge number.
- Q** How much baggage can I leave in the storage facility?
- A** Each guest is permitted to store two (2) pieces of baggage, each not to exceed 27kg/60lbs, in the hoteling facility.

Q What types of baggage is acceptable to store my belongings in?

A Suitcases, duffel bags, hockey bags, and backpacks are all acceptable types of baggage. The hoteling facility will have pictures of what types of baggage are acceptable and unacceptable. You need to ensure that all footwear which needs to be stored is contained in the baggage.

Q I have oversized sports equipment at site, am I allowed to store these in the facility?

A Oversized items, such as hockey sticks, may be stored in the facility if required.

Q Are sniffer dogs allowed into the storage facility?

A Yes. This is indicated in the *Drug Interdiction Procedure and Lodge Rules and Regulations*. This is for the safety and security of all Suncor guests.

Q Do I need to check-in and out of my boot locker storage?

A Yes, you will need to check-in and out of your boot locker storage at the Village lodge front desk when you check-in and out of your room to ensure that there is sufficient storage for all guests staying at the lodge.

Food

Q Will food be provided on my departure day?

A On your departure day, you can pack your usual bagged lunch from the lunch room prior to checking out in the morning. Flights offer a small snack – eg. chips, cookies.

Q Can I keep food in the hoteling facility?

A For health and safety reasons, perishable food items are not permitted to be kept in the storage facility.

Donation / Garbage Bins

Q Will there be bins available where I can donate any items that I no longer need?

A Yes, a donation bin will be available to drop off any items that you do not need and they will be donated to a charity.

Q Will there be garbage bins available where I can dispose of any items that I no longer need?

A Yes, garbage bins will be available for you to drop off any items that you do not need.