

Calgary traveller experience overview

Updated July 7, 2017

Commercial Connections

(if applicable)

- **Checked baggage** – Pick up baggage prior to checking in to Suncor flight
- **No checked baggage** – go directly to Suncor charter gate at least 15 minutes before departure – check airport information screens for assigned gate

More information on Suncor's travel and lodge website, SunLink.suncor.com



Departure/ Check-in



- [Terminal](#) – Calgary International Airport (YYC)
- [Parking](#) – Information and rates are available [on SunLink](#)
- [Check-in](#)
 - Arrive at check-in 90 minutes prior to departure
 - Flight check-in cut-off is 45 minute prior to departure
 - Departures (2nd) level between doors 2 and 3 – signage outside doors displays “Canada” and “WestJet”
 - WestJet domestic check-in counter/self check-in kiosk
 - Seat assignment/selection – first-come, first-served basis
 - Valid government-issued photo ID
- [Baggage limits](#)
 - Up to two checked bags per traveller
 - Each checked bag cannot exceed 50 lb.
 - All checked bags cannot exceed 100 lb. total
- [Oversized baggage](#) – Processed at check-in
- [Airport security](#) –
 - CATSA security includes physical and baggage searches
 - Security wait times are online at catsa.gc.ca
- [Boarding](#) –
 - Boarding time printed on boarding pass
 - Check airport information screens for gate
 - Suncor flights will be displayed “Firebag / Fort McKay”
- [Services](#) – Numerous restaurants and shops are available



Arrival



- Firebag or Fort McMurray
- Baggage pick-up
 - Firebag: luggage rack outside the Aerodrome
 - Fort McMurray: carousels on ground level



Bus transportation

- Firebag: outside Aerodrome
- Fort McMurray: bus staging area on Arrivals (ground) level
- Look for lodge name on bus



Arrive at site



Leave site



Commercial Connections

(if applicable)

- Pick up checked baggage at carousel prior to checking in to commercial flight
- Travellers must check in for their commercial flight and complete airport security

Arrival



- Location – YYC, 3rd level (Mezzanine)
- Baggage pick-up
 - Go downstairs to ground floor (Arrivals)
 - WestJet carousels 1, 2, 3



Departure/ Check-in



- Fort McMurray (WestJet check-in counter) or Firebag
- [Check-in](#)
- [Baggage limits](#)
- [Oversized baggage](#)
- [Airport security](#)
- [Boarding](#)



Bus transportation

- Pick-up at lodge or Main Admin
- Firebag: drop-off in front of Aerodrome
- Fort McMurray: drop-off on Departures (2nd) level

