

---

## Frequently Asked Questions (FAQ) Cancellation of weekly Firebag Saskatoon flights on Tuesdays and Wednesdays

---

UPDATED April 28, 2016

**1. What's changing for Suncor flights between Saskatoon and Firebag?**

- Effective May 17, 2016, Suncor will operate two weekly flights between Firebag and Saskatoon – on Monday and Thursday.
- The weekly flights on Tuesday and Wednesday will be cancelled.

**2. What if I normally fly on the Tuesday or Wednesday flight, how will I get to site?**

- Firebag leaders are working to align shifts so that as many travellers as possible can fly on the Monday and Thursday flights between Saskatoon and Firebag.

**3. What if I normally fly on Monday or Thursday?**

- Weekly Suncor flights between Saskatoon and Firebag that operate on Mondays and Thursdays will remain in the schedule.

**4. What if I have an existing flight reservation between Saskatoon and Firebag?**

- If you have a flight reservation for travel before May 17, you are not required to take any action. You can proceed with the travel as planned on your current itinerary.
- If you have a reservation for travel on or after May 17 on one of the cancelled flights, you will receive an updated itinerary via email. Please review your new itinerary as departure and arrival dates/times may have changed.
  - Contact your travel coordinator or your leader if you have questions or concerns

**5. What if I need to make a new flight reservation for a flight between Saskatoon and Firebag?**

- If you do not have a reservation and would like to book a flight for travel after May 17, call your travel coordinator.

**6. Are we eliminating the Saskatoon hub?**

- There is no plan at this time to eliminate Saskatoon as a Suncor hub.

**7. Who do I call if I have questions about this change?**

- If you have questions about the business decision behind this change, please talk to your leader.
- If you have a questions about booking a flight or your existing reservation, please talk to your travel coordinator.