



Baggage Limits

Your total checked baggage, including tool boxes, cannot exceed 27kgs/60lbs (weight exceptions may be made - see flight itinerary for more detail).

Do not tie items to the outside of your baggage.

Pack sharp objects in a safe manner in order to prevent damage to other baggage on the aircraft.

Adhere your name and contact information on all baggage.

Tool Boxes

Please have your tool boxes unlocked and ready for inspection. If they cannot be unlocked, they cannot go onto the aircraft.

Ensure your toolbox is labelled with your contact information.

Complete details of baggage restrictions are available on suncor.com.

Welcome!

Every year we welcome thousands of guests from across Canada and around the world to work at Suncor. We're happy to have you, and as part of your experience working at Suncor we want you to have the information you need to feel welcome and comfortable during your stay.

Before you leave home

- 1. Pack accordingly.** We encourage travelers to leave their belongings at the luggage storage facility provided on site when they are off-shift. Please consider what you pack and what items you leave at home.
- 2. Review your itineraries.** You will receive an itinerary for your flights and another itinerary for your lodge bookings. Ensure you confirm your flight departure time and arrive on time for your flight. The plane will not be held for late arrivals.
- 3. Please confirm your name on your itineraries matches your identification** that you will be using to board your flight and check-in to your lodge room.

Flight check-in

Suncor has a passenger check-in counter at each Suncor Aviation terminal. You will be required to show government-issued photo identification or your Suncor Identification card to the customer service agent. The agent will tag your luggage and hand you a boarding pass. The luggage tags are color-coded to reflect your destination.

If this is your first trip and you have not received your Suncor identification card, or your card does not have a photo, please have government-issued photo identification available.

Travelers should arrive at the terminal a minimum one hour prior to their flight. **Boarding will begin approximately 30 minutes before departure.** If you arrive late and the flights are closed in the system you will not be able to board the aircraft. If you need to change your reservation, please contact your contractor travel coordinator. Suncor aviation staff cannot change reservations.

Unless otherwise directed, you will be arriving at the Firebag Aerodrome, which is a Suncor-owned aviation terminal.



Etiquette

For the safety of all Suncor passengers and guests, please remember the following behaviours may result in an indefinite ban from travel and entry to Suncor sites:

- Boarding a Suncor Energy vehicle while under the influence of alcohol or drugs.
- Using alcohol or drugs at any point during your travel.
- Possessing alcohol on your person or in your bags (regardless of the alcohol policies of your accommodations).
- Possession of drugs or drug paraphernalia on your person or in your bags.
- Carrying dangerous goods on board (you must place all tools, including pocket knives, in checked baggage).
- Carrying dangerous goods in your checked bags (except tools).

Arrival at the Firebag Aerodrome

- Proceed through the terminal to the parking lot where a bus will be waiting for you.
- Ensure you pick up your luggage at the designated area near the busses.
- Refer to the signage on the busses and proceed to either the lodges or your work site. Note: your lodge reservation will indicate which lodge you need to go to.
- If you have luggage that you would like to store for the day, please proceed to the hoteling facility (storage and showers) located at the Village lodge.
- There are no Rogers cell towers in the area, so Rogers mobile service is often unavailable.
- Bell and TELUS service is available.
- There are no payphones at the Aerodrome.

Check-In/Check-Out

Check-in time: No earlier than 5:00 p.m. (unless expressly advised otherwise)

Check-out time: No later than 7:00 a.m.

The lodge front desks receive a list of scheduled guests 24 hours in advance and are prepared for your arrival.

You will be required to sign an "Accommodation Rules & Regulations and Drug Interdiction Procedure Acknowledgement & Consent" form before you receive your room key. You will only be required to sign this form once a year. All new guests will have to complete a personal data form. Check-in requirements are on the next page.

Prior to the last day of your shift, please pack all your personal belongings and proceed to store them in the lockers provided (if you are room sharing), or the luggage storage facility.

Check-out and departure guidelines are on the next page. Please ensure you check-out at the lodge front desk, otherwise the lodge is unable to confirm that you have checked out. Suncor is not responsible for any personal items left behind.

To check-out, simply return your key card to the lodge front desk located in the lobby of the lodge prior to taking transportation to the aerodrome.



A Hoteling Facility is attached to the Village Lodge and includes both baggage storage and male / female shower areas.

Baggage Storage

While you are off-shift, you can leave your baggage at the hoteling facility on site. The facility is accessible from the Village through an arctic (interior) corridor. Baggage is subject to contents and weight restrictions.

Room Sharing Lockers

If you are designated as a room sharing guest, you can store your belongings in the lockers provided near your room or use the in-room lockable storage compartments. You will need to provide your own locks (3 in total).

Showers

Showers are available in the hoteling facility are available for guests who have checked out of their rooms and require a shower at the end of their shift. Individual shower stalls are provided with separate rooms for male and female. The facility is accessible from the Village through an interior corridor.

Towels are available at the facility, as well as shampoo / soap dispensers in each shower stall. Guests are responsible for other personal toiletries.

Questions?

For more information on Suncor flights, lodging, and ground transportation please contact your travel coordinator.

Check-In/Check-Out (Departure/Arrival Guidelines)

Check-in and check-out requirements depend on your room assignment.

Guest Room Assignment	Lodging Structure	Check-in Required	Check-out Required
Suncor employees on 14/14, 8/6 or 7/7 shifts	Room Sharing – two designated guests on cross-shifts share an assigned room and utilize this same room for each shift rotation.	Yes	Yes
Employees and contractors who work 4/3 shifts	Short-Term Room Holds – guests are assigned to a room and must check-out when they are off shift for more than 5 days. They will check into a different room when they return for their next shift. When a guest is off shift for less than 5 days, then they must place their room on hold.	Yes – if guests are off shift for more than 5 days No – if off shift for less than 5 days but room must be placed on hold	Yes – if guests are off shift for more than 5 days No – if off shift for less than 5 days but room must be placed on hold
All other employees and contractors	Hoteling – guests check-in and check-out of their room each time they are on site for their shift.	Yes	Yes

Reservations

You are responsible for requesting changes to your flight and lodge reservations if you take vacation, sick time, work overtime or other reasons that would affect the times and/or days of your flights and lodging.

If you need to change your reservation please contact your travel coordinator. Lodge and aerodrome staff are unable to make any changes to your travel itineraries on your behalf. Please verify your revised confirmations once you receive them.