

# Base Plant lodge guest experience overview

## – effective June 16, 2017

Dene Koe (a partnership between Noralta Village and Fort McKay First Nations) will become the exclusive lodge provider for Base Plant teams. The following is a summary of what's changing and what's not changing for guests.  
**Coloured text = Change**

### Reservations

- Call your travel coordinator – **reservations must be made at least five days prior to day of arrival**
- You must have a reservation (no walk-ins) - **accommodations may not be available without a reservation.**
- Reservation questions or comments, contact your travel coordinator

### Cancellations

- Cancel your reservation at least 24 hours prior to your arrival date.
- **If you do not cancel your reservation within this time, your department/company will be charged for the room.**

### Before leaving home

- Check your reservation for assigned lodge – **you may be assigned to a different lodge every time you come to site.**
- Pack what you need for your stay – toiletries (soap, shampoo etc.) are not provided, but can be purchased at the lodge commissary.
- Check your email for any updates/changes to your reservation.

### Travel to site

- Guests are responsible for their own transportation if travelling by personal or fleet vehicles, taxi etc. (Access Taxi is not allowed at Noralta Village due to a site ban)
- If guests are flying on Suncor flights schedules are on [SunLink](#)
- If guests are arriving by Suncor bus, routes and schedules are on [SunLink](#)
- Map to your lodge is on SunLink

### Parking

- Parking passes are required to park your personal or fleet vehicle at the lodge. Passes are available at the entrance gate and valid for six weeks

### Check-out

- Pack all your belongings – items left in the room after check-out may be disposed of
- Check-out at the front desk before starting your shift
- **Check-out: 1:00 p.m.**
- **Guests cannot hold their rooms if they are off shift and not staying at the lodge.**
- **Talk to the front desk if you require baggage storage.**
- Questions or comments after you've checked out, contact [accmmcoor@suncor.com](mailto:accmmcoor@suncor.com)

### Last day of your shift rotation

### Bus transportation

- Suncor provided bus transportation between lodges and site – routes and schedule are on [SunLink.suncor.com](http://SunLink.suncor.com)
- **Bus times between Noralta Village and Base Plant are longer than between Borealis Lodge and Base Plant – see [next page](#) for details**
- Buses will pick-up and drop-off guests at their lodges. Guests must swipe their Suncor ID badge when they get on the bus. A bus corral is being built at Noralta Village – details will be provided at a later date.

### During your stay

- Amenities at [Noralta Village](#) include wifi, 24-hour kitchen access, fitness centres and games rooms. More details online at [noraltalodge.com](http://noraltalodge.com)
- **Suncor guests cannot have or consume alcohol at Noralta lodges. If you are caught with alcohol you may face disciplinary measures up to and including site ban.**
- If you have question or comments during your stay, talk to front desk staff

### Check-in

- You must have a reservation to check-in
- **Check-in: 4:00 p.m.**
- Suncor ID badge is required
- **Read and sign Noralta's lodge rules and regulations**
- Receive room card (\$25 fee for replacement card)
- If needed, pick-up baggage in storage room
- **If you do not have a reservation a credit card is required to book a room for one evening – if available. You must contact your travel coordinator to reserve a lodge room for the remainder of your stay**

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## Travel time between lodges and Base Plant (by Suncor-provided bus)

