



PROCESS FOR GUESTS WITHOUT LODGE RESERVATION OR ARRIVING EARLIER THAN THEIR CHECK-IN DATE

To Base Plant lodge guests:

Guests arriving at the lodge without a reservation (referred to as a “walk-in”) will be required to pay for their lodge room using a credit card/debit card. This also applies to guests who arrive before the check-in date on their lodge reservation.

Charges to the credit card/debit card will be processed immediately.

What lodge guests need to know:

- Make sure you receive a lodge reservation confirmation before coming to site.
- Arrive at the lodge on the check-in date shown on your reservation.
- If you arrive at the lodge without a reservation:
 - You must call your company to make a new lodge reservation for you.
 - Until your reservation is processed and approved by Travel Services, you must pay for your lodge stay with a credit card/debit card. This charge will be processed immediately and will not be refunded/reimbursed by Suncor or Civeo.
- If you arrive before the check-in date on your reservation, you will need to pay for each night of your stay prior to your reservation date with a credit card/debit card. These charges will be processed immediately and will not be refunded/reimbursed by Suncor or Civeo.
- If you arrive after the check-in date on your reservation, that reservation is considered a no-show and no longer valid. You will need to pay for each night of your stay until a new reservation is created for you with a credit card/debit card. These charges will be processed immediately and will not be refunded/reimbursed by Suncor or Civeo.
- Lodge rooms may not be available for guests without a reservation.
- Lodge check-in time is 4:00 p.m. and check-out time is 1:00 p.m.
- You must check-out of the lodge on the check-out date on your reservation. If you need to extend your lodge reservation, contact your travel coordinator before your check-out date.

If you have any questions about this process, please talk to your leader.