

Process for guests without lodge reservation or arriving earlier than their check-in date

To Syncrude lodge guests:

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

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 Syncrude, Suncor or Civeo.
 - Travel Services will not approve back-dated reservations (reservations with a check in date prior to the date it was requested), so these cannot be used to cover the cost of a previous night’s walk-in.
- 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 Syncrude, 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- If you arrive after the check-in date on your reservation, that reservation is considered a no-show and no longer valid.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 Syncrude, Suncor or Civeo.

- Lodge rooms may not be available for guests without a reservation.
- 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.
- Room holds are not permitted
 - o Secure luggage storage is available at most lodges

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