

## FREQUENTLY ASKED QUESTIONS

- Can I bring my luggage on the bus?  
**NO**, luggage is not permitted on the bus, it is a safety issue.
- Have the bus departure times changed?  
**NO**, the departure times remain the same, and are posted at camp and online.
- Can I get a boarding pass without a booked flight?  
**NO**, you must be booked on a flight to be issued a boarding card. Please contact your travel coordinator if you do not have a travel itinerary booked.
- Is there storage for me to leave my stuff?  
**Yes**, go to security and they will facilitate.
- What if my name is spelled incorrectly on my flight itinerary?  
The name on your flight itinerary **MUST** match your government issued identification. You will **NOT** receive a boarding pass until your identification matches your itinerary. Please contact your flight coordinator prior to checking in if your name is spelled incorrectly or does not match your itinerary.
- How can I check my flight itinerary?  
Please contact your travel coordinator to check your flight bookings.

**PLEASE CONTACT YOUR FLIGHT COORDINATOR FOR MORE INFORMATION**

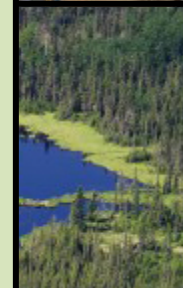
### For information regarding:

- **Bus departures**
- **Check-in times**
- **Flight schedules**
- **Luggage cut-off times**

### Please visit:

[www.cnrl.com](http://www.cnrl.com)

Information can be found under the Working Together tab



***New Flight  
Check-in  
Procedure***



[www.cnrl.com](http://www.cnrl.com)

## NEW CHECK-IN PROCEDURE AT CANADIAN NATURAL

### WHO DOES THIS AFFECT?

All passengers flying to and from Horizon

### WHEN DOES THIS BEGIN?

The new process for flight check-in and receiving boarding passes at camp will be implemented effective:

Edmonton - Friday

**October 14, 2016**

Calgary - Friday

**October 21, 2016**

Horizon - Friday

**October 28, 2016**

### WHAT IS NOW REQUIRED TO CHECK-IN FOR YOUR FLIGHT?

Government issued identification

You must have a flight reservation to obtain a boarding pass.

Your government issued ID must match your flight reservation

### CHANGES AT CAMP

- Boarding passes will be issued at the Flight Centre at each camp.
- Flight Centre check-in hours will be extended; however, luggage cut off times and bus departures will remain unchanged.
- You **MUST** have a government issued ID to be issued a boarding card.
- There will be two check-in lanes: **express** (for passengers without checked luggage), and a line for those checking luggage.
- Passengers will be required to tag their own luggage once they have checked in and are issued bag tags.

### CHANGES AT THE AERODROME

- Passengers will no longer need to line up and check-in at the Aerodrome.
- More seating will be available at the Aerodrome while waiting for boarding announcements to begin.
- A passenger service Help Desk is available for all issues such as lost boarding passes, day travelers, and any questions or concerns.
- Once boarding begins, passengers will present boarding pass at the gate and scan their Site ID badge.

## EXTENDED CHECK-IN HOURS

WEEK DAY	CHECK-IN HOURS	LUGGAGE CUT-OFF TIMES
<b>MONDAY</b>	0430-0900	0645
	1300-1400	1400
	1700-2100	1900
<b>TUESDAY</b>	0430-0900	0645
	1300-1400	1400
	1700-2100	1830
<b>WEDNESDAY</b>	0430-0900	0700
	1500-2100	1600
		1900 (2000 Departures)
<b>THURSDAY</b>	0430-0900	0700
	1500-2100	1600
		1900 (2000 Departures)
<b>FRIDAY</b>	0530-0800	
	1400-1600	1600
<b>SATURDAY</b>	2000-2100	
<b>SUNDAY</b>	0530-0900	
	1700-2100	1900