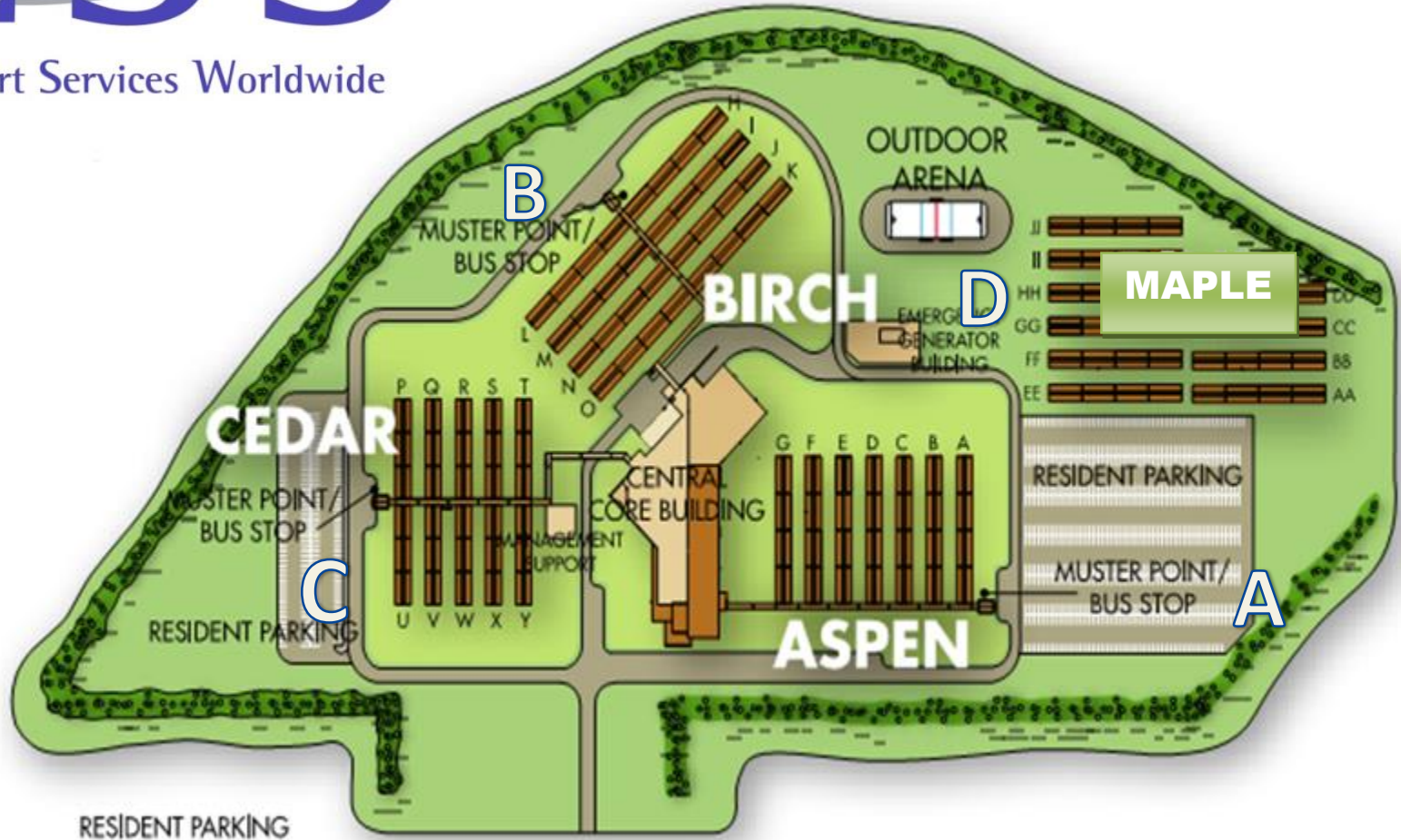




Support Services Worldwide

In the event of an evacuation;  
Proceed to the nearest Muster Point





Support Services Worldwide

## HOURS OF OPERATION

### DINING ROOM

- Breakfast – 3:45 AM to 8:00 AM
- Dinner – 3:45 PM to 8:30 PM

### LUNCH ROOM

- Breakfast - 3:45 AM to 8:00 AM
- Dinner - 3:45 PM to 8:00 PM

### GUEST SERVICES/FRONT DESK

- 4:00 AM – Midnight

### OTG STORE

- 12:00 PM to 3:00 PM
- 3:30 PM to 9:00 PM

### THE LOCAL (LOUNGE)

- 6:00 PM to 10:00 PM
- Last call 8:45 PM to 9:00 PM

### SECURITY OFFICE

- 24 Hours
- 780-588-5555 or Ext. 5555

## CLEANING SCHEDULE

**Monday** – Rooms 101 to 111 & 301 to 311

**Tuesday** – Rooms 112 to 122 & 312 to 322

**Wednesday** – Rooms 123 to 133 & 323-333

**Thursday** – Rooms 134 to 144 & 334 to 344

**Friday** – Rooms 201 to 222

**Saturday** – Rooms 223 to 233

**Sunday** – Rooms 234 to 244

- Please remove ALL personal items from, on, or around your bed on your scheduled cleaning day to ensure full access for the cleaning staff.

- If you have any Housekeeping concerns, please contact the Front Desk @ 780-588-5400



Support Services Worldwide

## WELCOME TO ALBIAN VILLAGE

### **CHECKING IN**

- Day Shift check in time is no earlier than 3 PM in the afternoon prior to the first shift worked.
- Night Shift check in time is no earlier than 1 PM on the day of your first shift worked.

### **CHECKING OUT**

- Day Shift check out time is no later than 8 AM the morning of your last shift
- Night Shift check out time is no later than 5 PM the afternoon of your last shift
- Before checking out of your room, please ensure
  - All personal belongings are removed from your room. Remember to check under the bed and in the desk drawer.
  - If you have garbage in your room, please dispose of these items in the blue bins provided in the hallways.
  - You can Check Out of your room by using one of the following options:
    - Visit the Front Desk
    - Visit Guest Services (Luggage Room)
    - Use the Self-Serve Kiosks (located beside the front desk & at the end of each POD – Aspen, Birch, Cedar & Maple)
  - Please return your room key when checking out.

### **ARRIVALS WITHOUT RESERVATIONS**

- If you arrive without a reservation, you may be asked to wait until after 7:00 PM – this is dependent on camp occupancy.
- When you are checked into a room, you will be issued a 24 hour room key
- You MUST let your company representative know we require reservation details to update your profile.
- Your file will be updated once your company provides the updated reservation details.

**Please visit the Front Desk to have your room key updated.**

### **SHIFT CHANGES**

- Please advise the Front Desk if you switch from Day Shift to Night Shift or vice versa.
- Your shift must match our system records to ensure:
  - Your room gets cleaned at the correct time
  - You are not disturbed while sleeping
- If you are on Night Shift, please ensure there is a Night Shift sign on your door – if you do not have one in your room – please visit the Front Desk or Guest Services and one will be provided.

### **IT CONCERNS**

- I.T includes TV's, Phones & Internet Issues
  - Call the Front Desk (ext.5400)
  - Guest Services (ext. 7918) and we will submit a ticket.

### **CAMP SECURITY**

- Locked out of your Bathroom / Red Light on your door / Loud Neighbor?
- Call Security @ 780-588-5555

### **CAMP MAINTENANCE**

- Please report All Maintenance concerns to one of the following:
  - 24 Hour Maintenance Hotline (phone is located at the Kiosk terminal by the front desk)
  - Dial '9' then 780-762-7011
  - Submit your concern utilizing the Kiosks at the end of each POD (Aspen/Birch/Cedar/Maple)
  - Call the Front Desk (ext. 5400) or Guest Services (ext. 7918)



Support Services Worldwide

## WELCOME TO ALBIAN VILLAGE

### ROOM/CAMP PHONE INSTRUCTIONS

- To reach an outside line: Dial "9" – Local calls only (Dial '9' + area code + number)
- Direct line phone number should be located under the receiver
  - Voicemail is indicated by a Red Light on your phone
  - To retrieve messages press # 8 or Dial 3000
- Dorm to Dorm Calling:
  - Use the last four digits of your direct line phone number
  - Dial "O" for the front desk and ask to be transferred
- Emergency Calls
  - Room Phone: Dial 911 or 780-713-3700 (You will be directed to the On Site ERT)

### SMOKING RULES

- Smoking is ONLY permitted in designated, outdoor smoking areas.
- Cigarette containers are for cigarette butts only – please ensure all other waste is placed in the designated waste receptacles.
  - Designated Smoking Areas are located at the end of each dorm (Aspen, Birch, Cedar, Maple)
  - Outside the front lobby entrance & Behind the Core Building/ Kitchen Area.

**No Smoking allowed outside of Emergency Exit Doors.**

### SHARPS CONTAINERS

- Needle containers are available at Guest Services or the Front Desk
- MUST be used for all sharps – this also includes any razors/pins/glass that could harm yourself or others.
- Full containers must be returned to the Front Desk in a plastic bag.
- Failure to properly dispose of SHARPS may result in the loss of camp privileges.

### INTERNET

- In order to connect to the Internet in your room, you must have an Ethernet cable as it is a hard connection. If you did not bring one, they are sold in the store (On The Go)
- Aspen & Birch – Plugs are located next to the phone jack (blue port)
- Cedar & Maple – Plug into the bottom of your room phone.
- Wireless access is available in the Core Building & Maple Recreation Hub
- No password is required
- There are computers available for use in the Dry Lounge located across from the Lounge.

### MAIL, FAX & PHOTOCOPY SERVICES

Mailing Address is:

**Your Name c/o Albian Village**

**Canada Post Only**

**P.O Box 5328**

**Fort McMurray AB, T9H 3G4**

- Mail & Fax list is posted to the left of the Front Desk & can be picked up (Photo ID required for pickup)
- Stamps (regular postage) are available for purchase at the Front Desk
- Photocopies/Faxing – Fax Number is 780-588-7914
- There is a fee of \$1.00 per page to fax and or Copy / It is FREE to receive a fax.

### TV REMOTES - Provided in each room

- If you do not have a remote upon check in – notify the front desk
- Batteries are **NOT PROVIDED** – Available for sale in OTG
- Please leave the remote on the desk in your room when you check out



## WELCOME TO ALBIAN VILLAGE

Support Services Worldwide

### **GUEST SERVICES (LUGGAGE ROOM)**

- 2 Guests at a time in the Luggage Room
  - Each guest is permitted to store a maximum of 2 items
  - **Maximum weight is 50LBS pounds per item**
  - Maximum storage duration is 90 days
  - Each piece of luggage must be tagged

### **RECREATION**

- Recreation Equipment is available at Guest Services (Luggage Room)
  - Photo ID is required to sign out items
  - Pool Cues & Darts
  - Golf Clubs/Balls for the Golf Simulator
  - Ping Pong Paddles/ Balls
  - Badminton & Racquet Ball Racquets & Balls
  - Board Games
  - PS4 & XBOX ONE Games & Controllers
  - Poker Chips & Playing Cards
  - Guitars

### **TOWELS**

- Towels are available at the Front Desk & Guest Services
- You may acquire ONE SET of towels **per stay** - 1 Set includes: 1 Bath Towel, 1 Hand Towel, 1 Floor Mat & 1 Face Cloth
- You are responsible for washing you towels during your stay
- Towels will not be provided for Gym Use
- **Upon Check Out, please leave the towels in your room**

### **MEAL ACCES CARD**

- Each resident will be provided one Meal Access Card which entitles the resident to use the meal areas 3 times per day.
- Non-refundable replacement cards may be purchased for \$25.00. No refunds for found cards.
- Providing a Meal Access card to a non resident is prohibited
- Your MAC will assist you with the following:
  - Access to the Dining Hall / Lunch Room
  - Assist you at the Front Desk / Self-Serve Kiosks for the following: Checking In, Checking Out, Placing Your room on hold and/or returning from hold, Service Requests.

### **LAUNDRY FACILITIES**

- Complimentary washing machines and dryers are on every floor
  - Main Village > at the far end of each dorm
  - Maple Dorm > in the middle of each dorm
- Please note that **ONE** washing machine is for **Dirty Work Clothes Only**
- Laundry detergent is **NOT** provided.
- Recommended Hours: 7 am – 10 pm

**Please respect those who have rooms near the laundry rooms**

To review the **Online Menu** please go to  
<http://beourguesst.com/albian/?cmd=Menus>