



Canadian Natural

**TRAVEL COORDINATOR
FLIGHT RESERVATIONS AND BOOKING
GUIDE**

PREMIUM VALUE. DEFINED GROWTH. INDEPENDENT.

Contractor Travel Coordinator – Flight Reservation and Booking Guide

Welcome to the CNRL Contractor Travel Booking Guide. In order to get started with the booking processes, there are a few steps that are required to initiate your access. Our software package, CIRYS, is utilized for all flight and camp reservations for the CNRL Oilsands projects. Prior to onboarding a worker, access to CIRYS must be requested by completing the appropriately required paperwork outlined below.

1. New contractor to site:

- a) [Contractor Flight Transportation Authorization Form \(Horizon or Alban\)](#)
- b) [Memorandum of Agreement \(Horizon or Alban\)](#)

2. New travel coordinator:

- a) [Flight Coordinator Form](#)

3. New contract number addition:

- a) [Contractor Flight Transportation Authorization Form \(Horizon or Alban\)](#)
- b) [Memorandum of Agreement \(Horizon or Alban\)](#)

These forms are available by emailing either Horizonsitetransportation@cnrl.com or Albiansitetransportation@cnrl.com

Once access is approved by CNRL, you will be supplied with your CIRYS software download package and login credentials.

Should you have any questions about the CIRYS software, please contact CIRYS support at cnrlsupport@gemstonelogistics.com



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Included in these forms is important information which is agreed to once signed and submitted to CNRL for approval.

- Travel Coordinators named above will be allowed access to the reservation system, can request changes and can receive assistance from Gemstone Support. It is recommended that companies authorize more than one Travel Coordinator.
- Flight changes and/or cancellations within 24 hours of a flight departure are subject to a \$250 CAD cancellation or No-Show fee per passenger.
- There is no charge for new bookings; they can take place up to 2 hours prior to departure with no additional fees. After the 2-hour flight cut-off, the flight is closed and only the Airline can make new flight bookings.
- Each flight is individual and is considered one independent booking. If you miss a flight, you will be charged a \$250 no-show fee. You must cancel any subsequent return flights or you will be charged an additional \$250 fee.

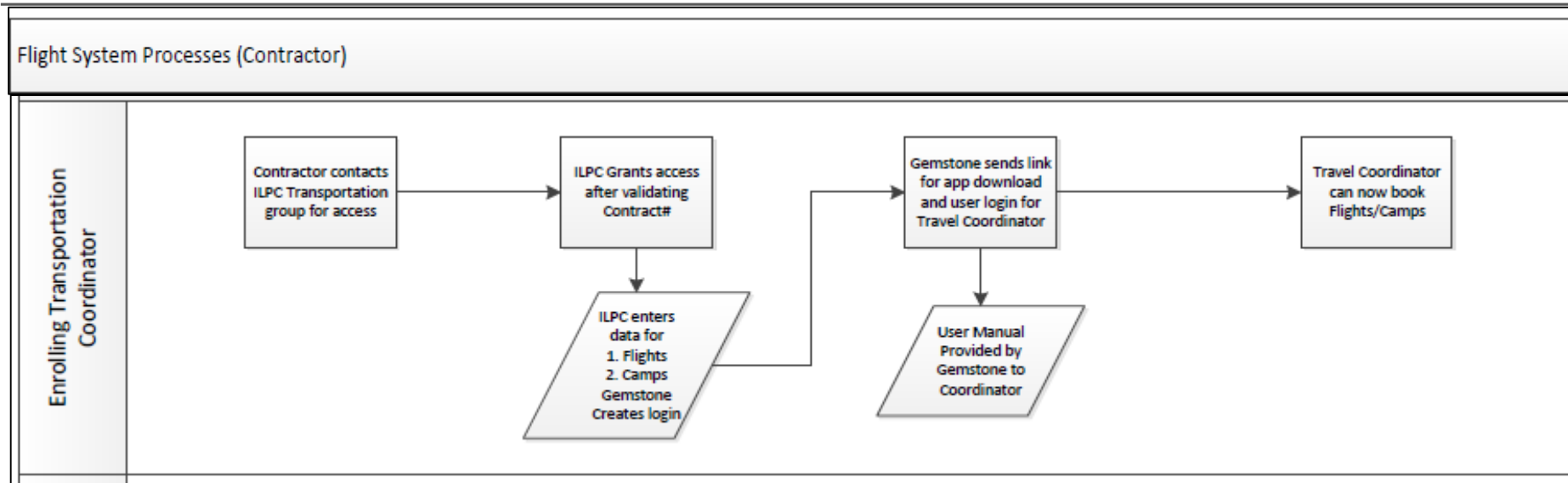
For up to date and information regarding CNRL Flights, Camps and Bussing, please refer to the CNRL website at:

Albian: <https://www.cnrl.com/working-together/albian-oil-sands/aerodrome-and-bussing/aerodrome-and-bussing.html>

Horizon: <https://www.cnrl.com/working-together/oil-sands-mining/bussing/aerodrome-bussing.html>



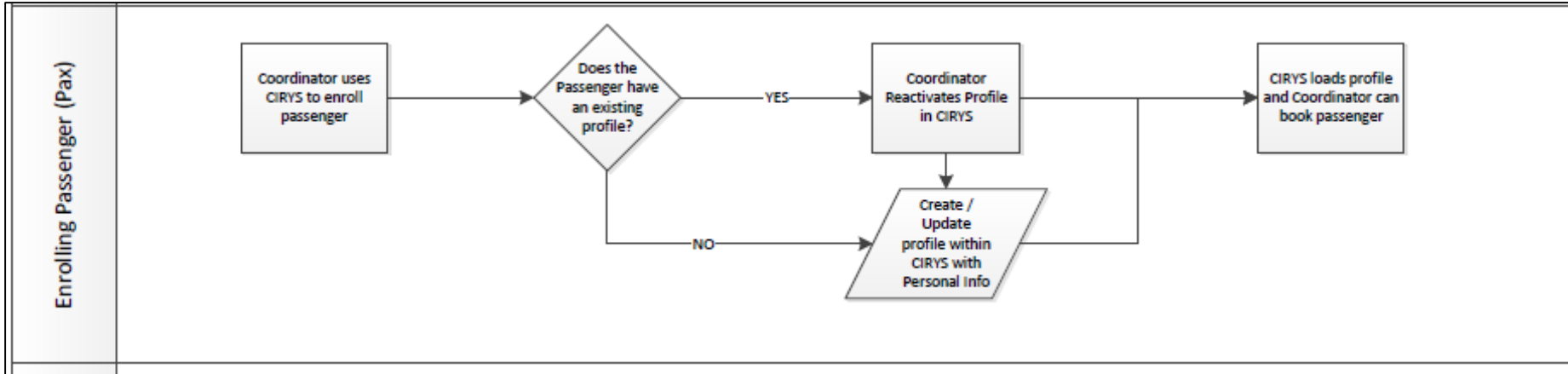
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The above process map outlines the steps for a Company to be enrolled in the reservation system and for a Travel Coordinator to gain access to book.

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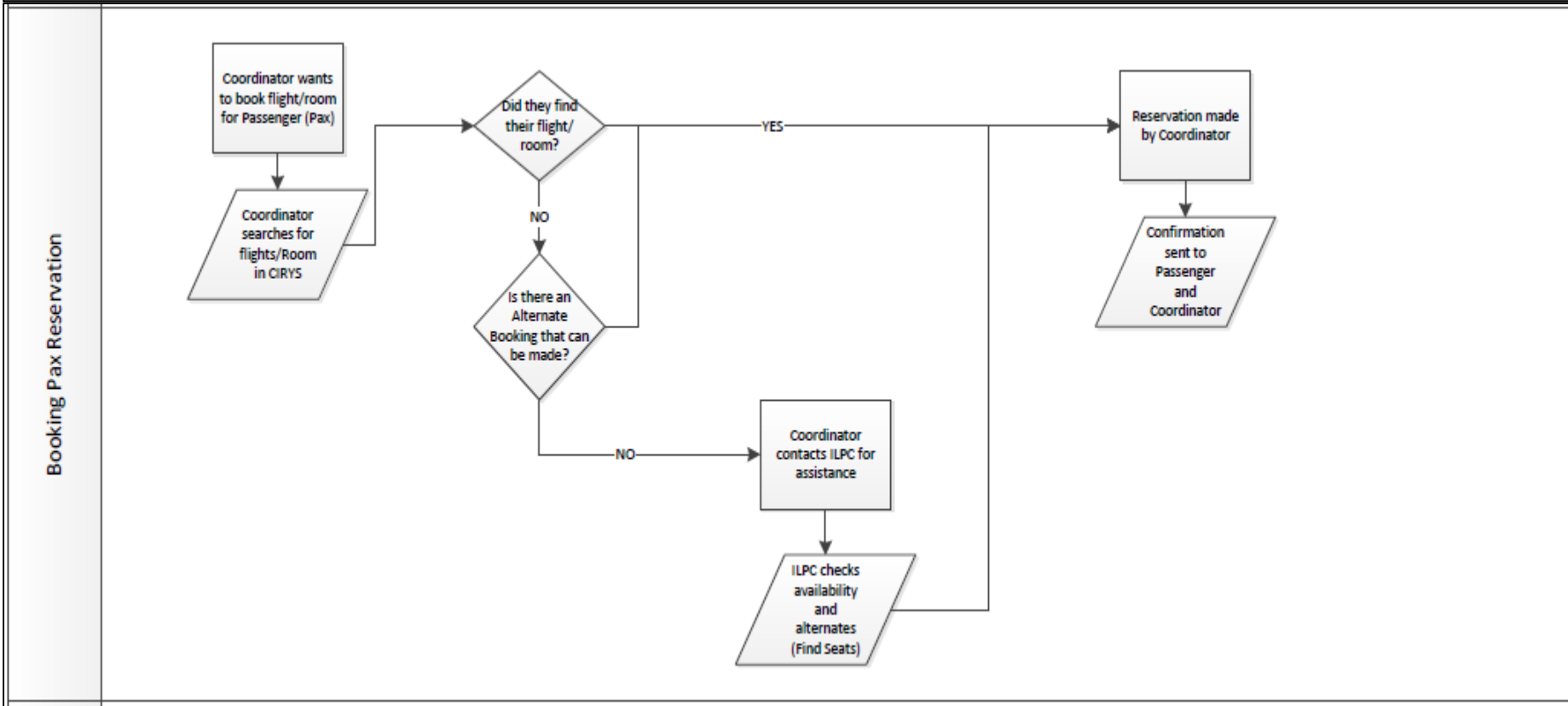
Flight System Processes (Contractor)



The above process map outlines the steps to enroll a worker into the reservation system prior to booking flights/camps.

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Flight System Processes (Contractor)

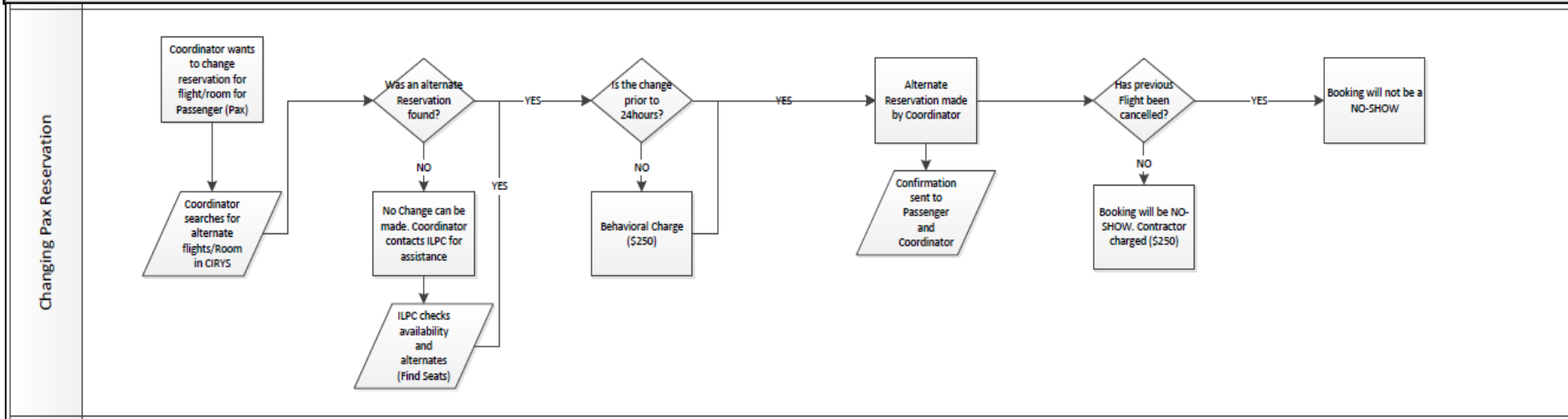


The above process map outlines the steps to book a camp or flight reservation for a worker.



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Flight System Processes (Contractor)



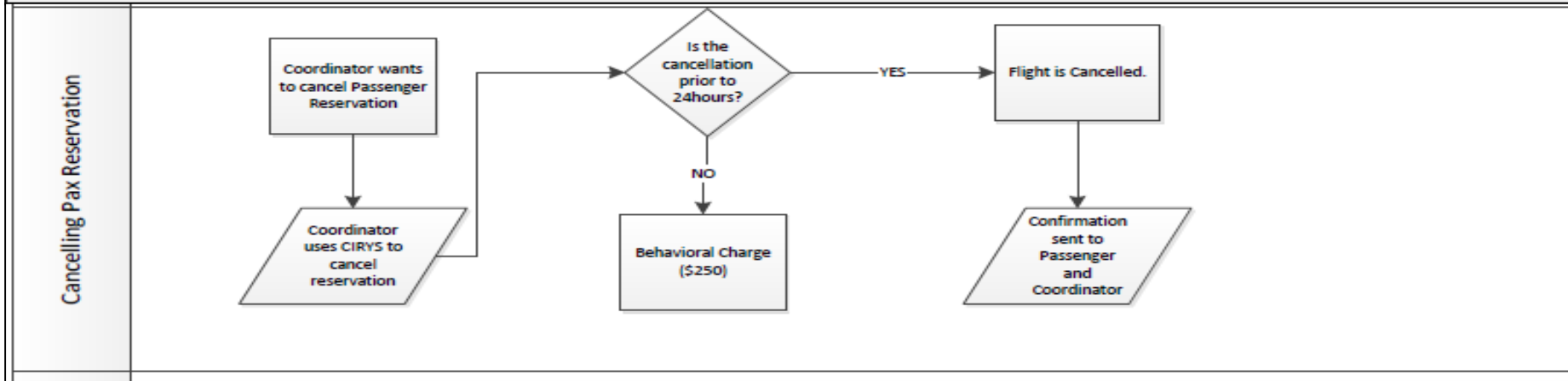
The above process map outlines the steps to change or cancel a worker's booking in the reservation system.

Note: behavioural and no-show charges may apply.

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Flight System Processes (Contractor)



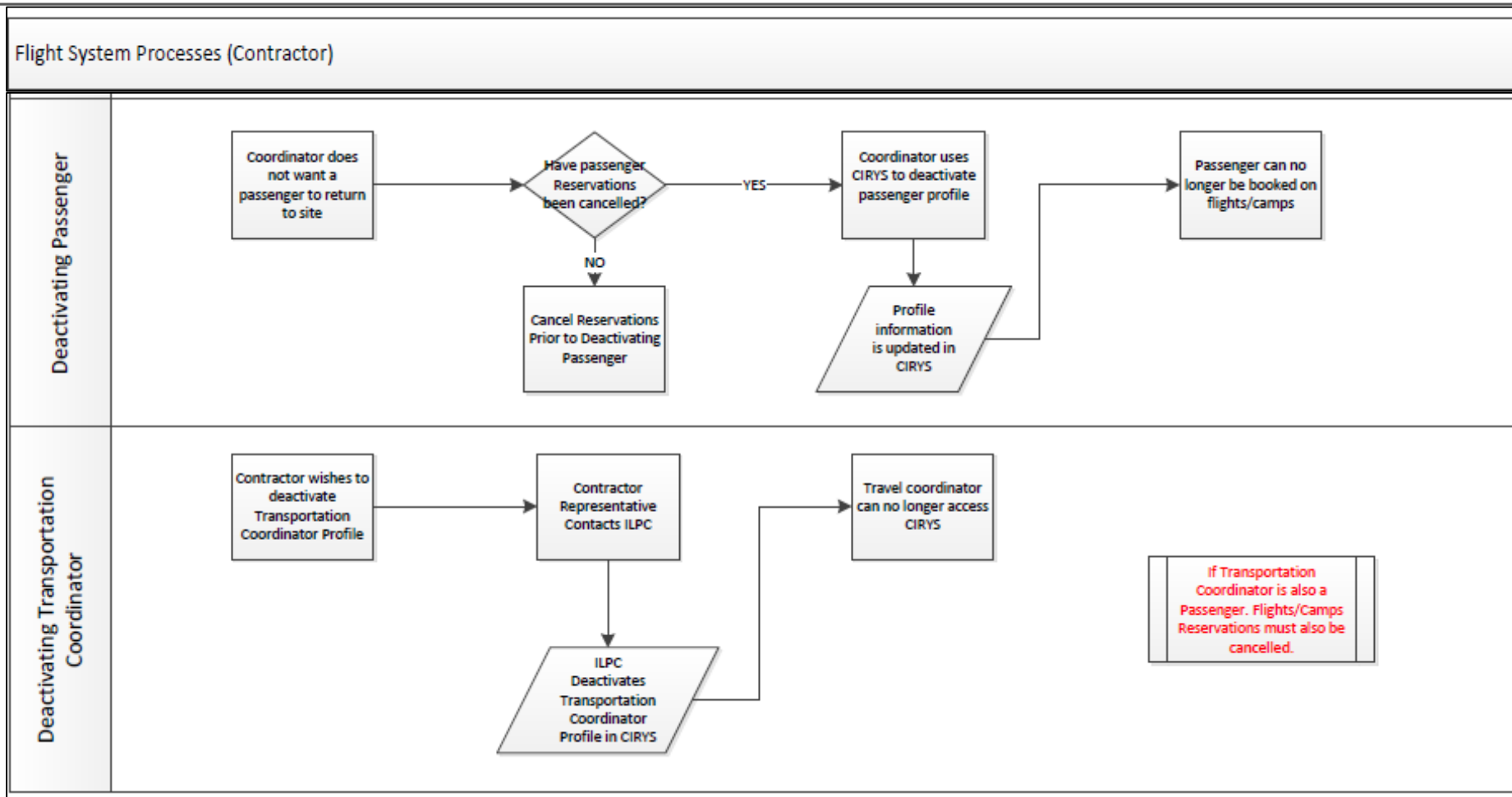
The above process map outlines the steps to cancel a reservation. Travel coordinators should be aware that they should cancel associated flights (both TO and FROM site).

Note: behavioural and no-show charges may apply.

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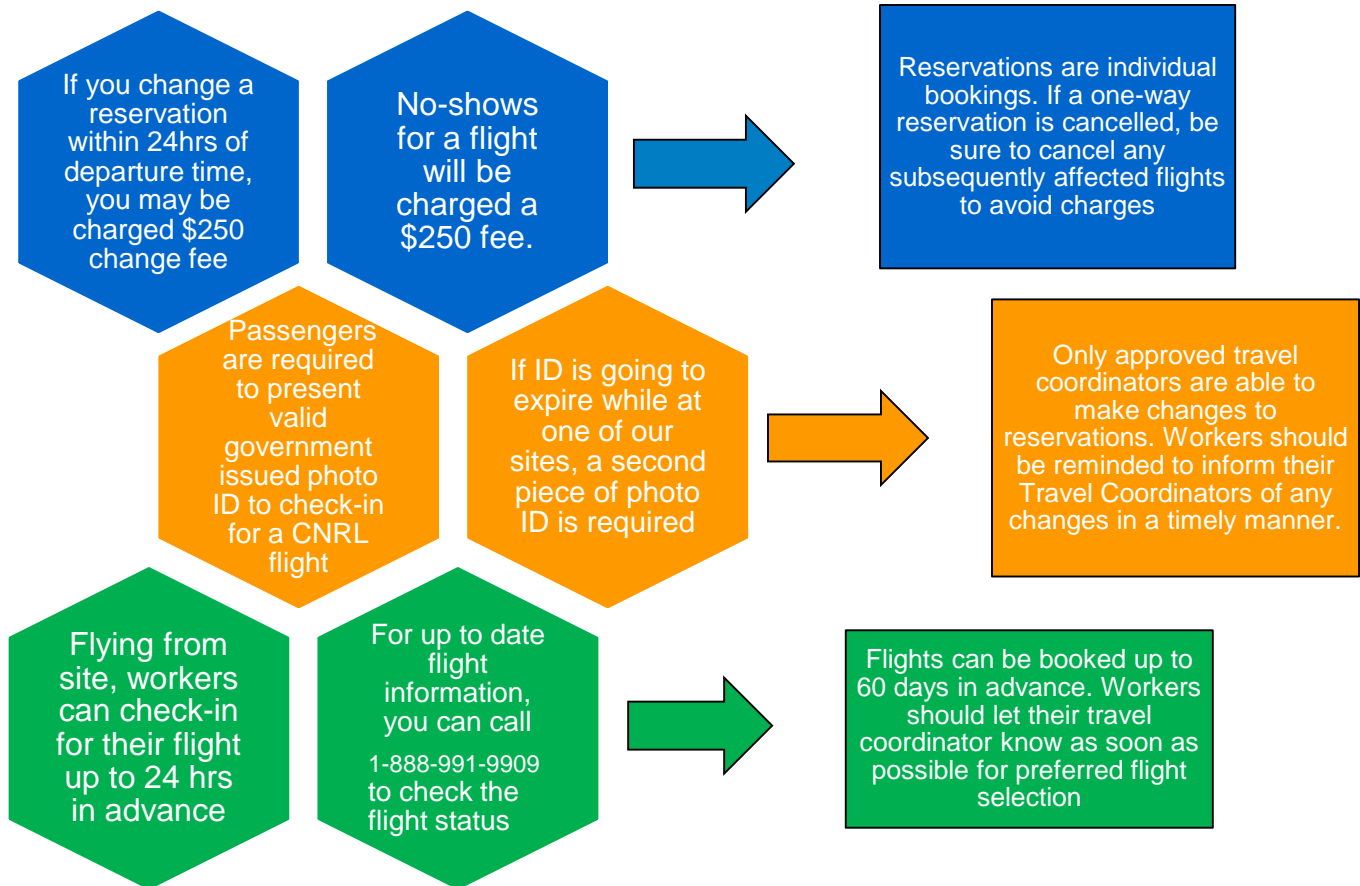
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The above process map outlines the steps to remove booking access for a Transportation Coordinator and remove flight access to a worker.

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Did You Know...



****Due to current regulations, flight capacity's are restricted. We recommend booking as far in advance as possible to ensure preferential flights are available***

Coming Soon...



Traveller App

Our provider is working on a mobile solution to help with our project and passenger needs.

- Workers will be able to check-in to their flights and receive their boarding pass via mobile.
- Workers will be able to see their reservations.



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