



# FEATHER RIVER RAIL SOCIETY STANDARD OPERATING PROCEDURE

## Sleeper Reservations

Effective Date: 05/01/2021  
Next Review Date: 05/01/2026  
Replaces: Rev 1 – 01/16/2018

Legal Review Date: N/A

PM #: 0037

The Sleeper Reservations system is based on a web-based process that starts at the Western Pacific Railroad Museum Sleeper Reservation web page (on the Members pull-down menu):

**WPRM**  
Western Pacific Railroad Museum  
PORTOLA

Sleeper Reservations

Visit Us About Us News Museum **Members**

**FRRX 1112 "Edenwold"**  
Set up for use as sleeping quarters for WPRM volunteers.  
Built in 1954 by the Pullman Standard Company as a 4-8-4 Sleeper.  
Ex Canadian National, ex VIA.  
Donated By Jack Hathaway. (Not open for public display.)

The 4-8-4 sleeper has four bedrooms (A-D) that sleep two people each, eight roomettes (5-12) that accommodate one person each and four open sections (1-4). In the open section of the car we usually only have the lower berths opened for use.

**FRRX 1112 "Edenwold"**  
Set up for use as sleeping quarters for WPRM Museum volunteers.  
Built in 1954 by Pullman Standard Company as a 4-8-4 Sleeper ex Canadian National, ex VIA.  
Donated by Jack Hathaway. (Not open for public display.)

The Western Pacific Railroad Museum at Portola provides sleeping/lodging facilities for working crews during the year. Whether you work in facilities, the mechanical department, the operating department or any other area, the museum has lodging, cooking, relaxation and restroom/shower facilities for your short term use while working at the museum.

Related documents:

- [FRRS Lodging Policy](#)
- [Sleeper Reservation Process and Procedure](#)
- [Edenwold Layout](#)
- [Lodging Availability](#)
- [Today's Lodgers \(password required\)](#)

Reservations are required and can be made with our on-line reservation tool:

[On-line Sleeper Reservations](#)

or by contacting the Edenwold Coordinator by email at [sleeper\\_reservations@wplives.org](mailto:sleeper_reservations@wplives.org) . Please include your name, membership number, phone number, arrival date, departure date and room preferences in your email if you do not use the on-line tool.

The crew lounge, relaxation, kitchen, restroom and shower facilities are open to all members at any time while working at the museum.

General Information and Orange On-Line Sleeper Reservation button

Once you click on the orange "On-Line Sleeper Reservations" button it will take you to the next step.

EFFECTIVE DATE	REVISION NUMBER	REVISION DATE	PAGE
5/1/2021	2	2/7/2021	Page 1 of 5

The user will need to fill out this section and then submit the reservation.

**WPRM**  
Western Pacific Railroad Museum

Sleeper Reservations

Visit Us About Us News Museum Members

You may make up to four requests per submission...

Arrival Date(1):  + Departure Date(1):

Arrival Date(2):  Departure Date(2):

Arrival Date(3):  Departure Date(3):

Arrival Date(4):  Departure Date(4):

**Accommodations Requested**

Sleeper Car Equipment Layout

6	4	10	12	4	2
Upper	Upper	Upper	Upper	Lower	Lower
Lower	Lower	Lower	Lower	Upper	Upper
5	7	9	11	3	1
Lower	Upper	Lower	Upper	Upper	Upper
Lower	Lower	Lower	Lower	Lower	Lower

Hatchback Bedrooms Open Section Caboose

How many people in your party?

How many roomettes (sleeps 1)?

How many bedrooms (sleeps 2)?

Accommodation type: How many open sections (sleeps 1)?

How many cabooses?

Reserve the Troop Sleeper?

First Name:  + Last Name:

Membership Number:

If you do not have an email address, please enter NONE in both email boxes...

Email:

Confirm Email:

Phone:

Cell:

Message/Special Requests:

I'm not a robot

*You must check the "I'm not a robot" box before you submit your request.*

Once submitted a confirmation screen is displayed telling the user the submission was successful.

The sleeper coordinator will receive an email message similar to this for the request.

WP Lives <wplives@wplives.org> Jan 1, 2021, 7:29 PM  
to webmaster, sleeper\_reservations  
Sleeper request from Kerry Cochran to Edenwold Coordinator:

Request summary:

Date of request: 12/16/17

Requestor: Kerry Cochran

email: <User's email address>

Phone: <User's phone number>

Cell:

Party size of: 1

Rooms requested:

0 roomettes

1 bedroom

0 open sections

0 cabooses

no troop sleeper

Membership Number: <User's membership number>

Arrival Date: 12/22/2017 Departure Date: 12/25/2017

Message/Special Requests: Bedroom A

Kerry -

If your plans change, please send email to [sleeper\\_reservations@wplives.org](mailto:sleeper_reservations@wplives.org) to cancel or change your reservation.

# Reservation Process and Procedure

## A) Requesting a reservation:

The first step of the reservation process is the user making a request. The information collected includes:

1. Date(s) of arrival (up to four different visits may be combined in one request)
2. Date(s) of departure
3. Number of people
4. What type of accommodations
5. Name of person requesting (First – Last)
6. Membership number
7. Email address
8. Confirm Email address
9. Phone number
10. Cell Phone number (not a required field)
11. A Message or Special Request
12. The reCAPTCHA “I’m not a robot” tool, YOU MUST CLICK ON THE BOX and follow the instructions or your reservation will not be submitted.
13. Once all fields are completed, the “Submit Reservation” button will submit the request.

## B) Determining the room availability:

Once the sleeper coordinator receives the request, the following will take place:

1. The sleeper coordinator will determine the room availability. In this process we check the validity of volunteer/guest requests.
2. The availability is checked by referring to sleeper reservation calendar.

## C) Accepting or denying the request:

After checking the request validity and room availability in the sleeper reservation calendar, we are able to accept or deny the reservation request.

Accepting can be done if the request is fully validated and by the availability.

Denying can be done if the request is not valid (e.g. not an active member, see Lodging Policy), there are no rooms of the type requested or there is no available space in the sleeper.

## D) Documenting the reservation details:

After accepting or denying reservation the next process is documentation.

Documentation is conducted by the sleeper coordinator by recording the reservation on the sleeper calendar.

EFFECTIVE DATE	REVISION NUMBER	REVISION DATE	PAGE
5/1/2021	3	10/17/2021	Page 5 of 5

**E) Confirming the reservation request:**

Once the sleeper calendar update is completed, the sleeper coordinator will sent an email to the requesting party indicating the results of the reservation request.

**F) Maintaining the reservation record:**

After confirming a room to the volunteer/guest the sleeper coordinator will update the records.

If necessary, the sleeper coordinator may need to modify a reservation. This process should follow the same process as checking for room availability and then updating all records for the reservation.

All documentation is automatically saved by the web hosting system for one year.

Change Log:

<b>Rev Number</b>	<b>Changes</b>	<b>By</b>	<b>Date</b>
1	Initial Issue	Kerry Cochran General Superintendent	12/16/2018
2	Give Policy Number – General Revisions to reflect changes	Kerry Cochran Paul Finnegan	2/7/2021
3	Update to fix minor changes	Kerry Cochran	10/17/2021