



FEATHER RIVER RAIL SOCIETY POLICY

Run-A-Locomotive Deposit and Payment

Effective Date: 03/01/2024

Legal Review Date:

Next Review Date: 03/01/2029

Replaces: new

Approved by Board: 02/10/2024

PM0041

Deposit and Payment

A 50% deposit is required to schedule an RAL.

The remaining balance of the RAL charge is due and payable any time prior to the RAL.

Payment options depend on booking method, but generally include credit card, payment services and in-person cash payments.

Cancellation

You may cancel your scheduled RAL but no refund will be issued for any payments made, including deposit. The museum will convert any payment(s) made on a customer cancelled RAL to a 501(c)(3) donation and issue a revised receipt, by mail, to the address of your choice.

Rescheduling

You may reschedule your RAL at any time up to 48 hours prior to your currently scheduled appointment. Please be sure to contact the museum as soon as you are aware of the need to reschedule. A reschedule attempt made with less than 48 hours' notice will be treated as a cancellation by the customer.

No-Show / Late Arrival

A 'no-show' will be treated as a cancellation by the customer.

We cannot honor your full appointment unless you arrive on time. If you are more than 20 minutes late, your appointment may be regarded as a 'no-show'. If the museum is able to accommodate a late arrival, it will not result in an extension of the scheduled end time as that would unfairly delay our other customers. No refunds or proration will be made for late arrivals. Please plan your travel and allow enough time to arrive early.

Refunds

RAL deposits and payments are non-refundable except in the event the museum, at its sole discretion, must cancel and/or reschedule the RAL due to a lack of equipment, a lack of personnel or adverse weather events that would make operations unsafe. In the event the museum must cancel an otherwise properly booked RAL, the customer will have the option to forego reschedule and receive a full refund of all payments the customer has made for the RAL. Customer initiated cancellations are not eligible for refund.

Overall Accountability

The FRRS President and Board of Directors are responsible for issuing, updating, and monitoring compliance with this policy.

Implementation

The Board of Directors (through the chairperson) and/or the FRRS President, along with all department heads, are responsible for communications to all member(s) dealing with subjects of the Feather River Rail Society in any nature, and which are directed at the member(s) and the museum store

References

1. Policies and Procedures

Change Log:

Rev Number	Changes	By	Date
1	Initial Issue	Board of Directors Approved	02/10/2024
2			
3			