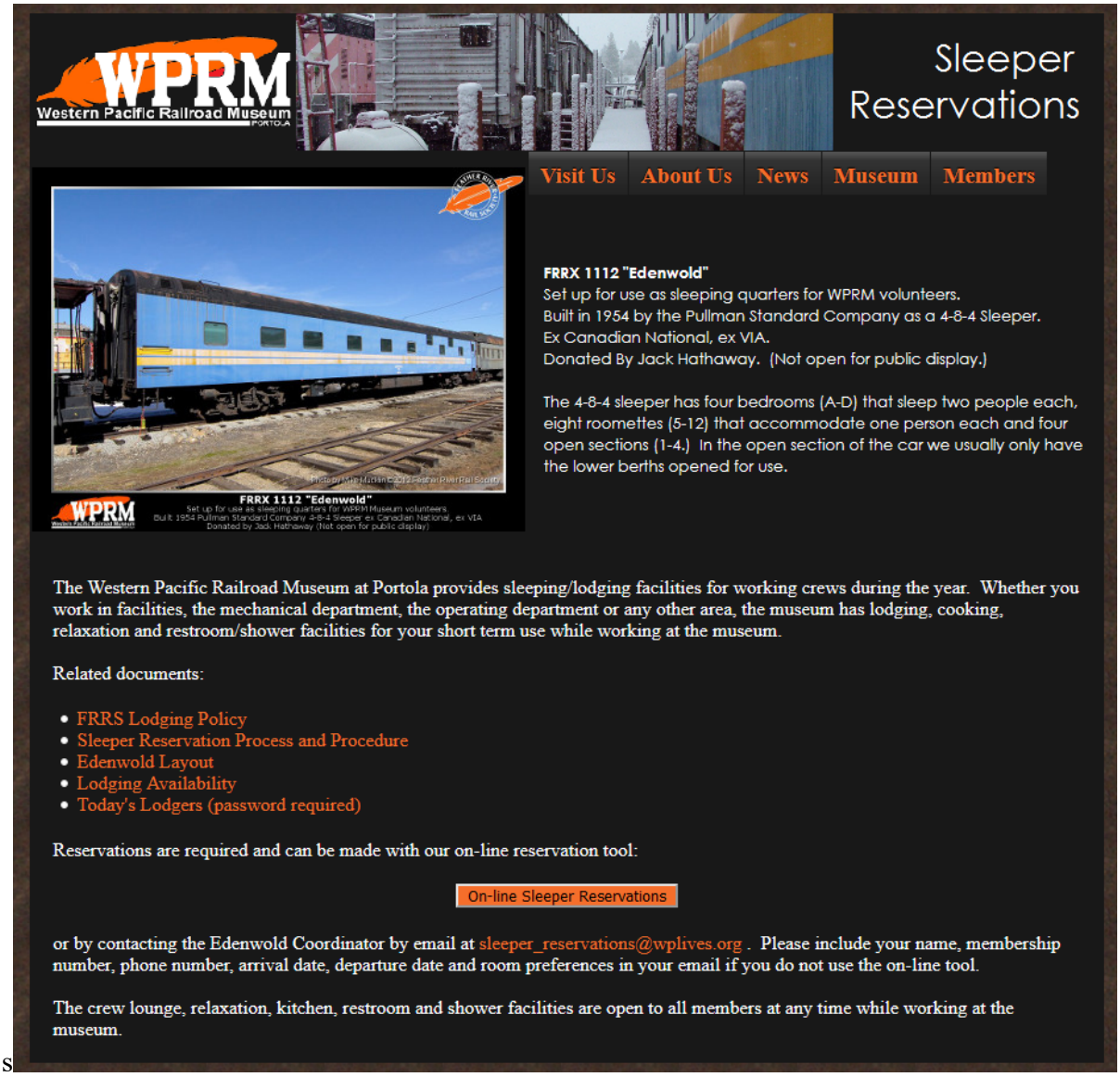
FEATHER RIVER RAIL SOCIETY
STANDARD OPERATING PROCEDURE

Sleeper Reservations

Effective Date:	01/01/2027	*Legal Review Date:*	N/A
Next Review Date:	05/01/2031		
Replaces:	5/1/2021		PM0037

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):

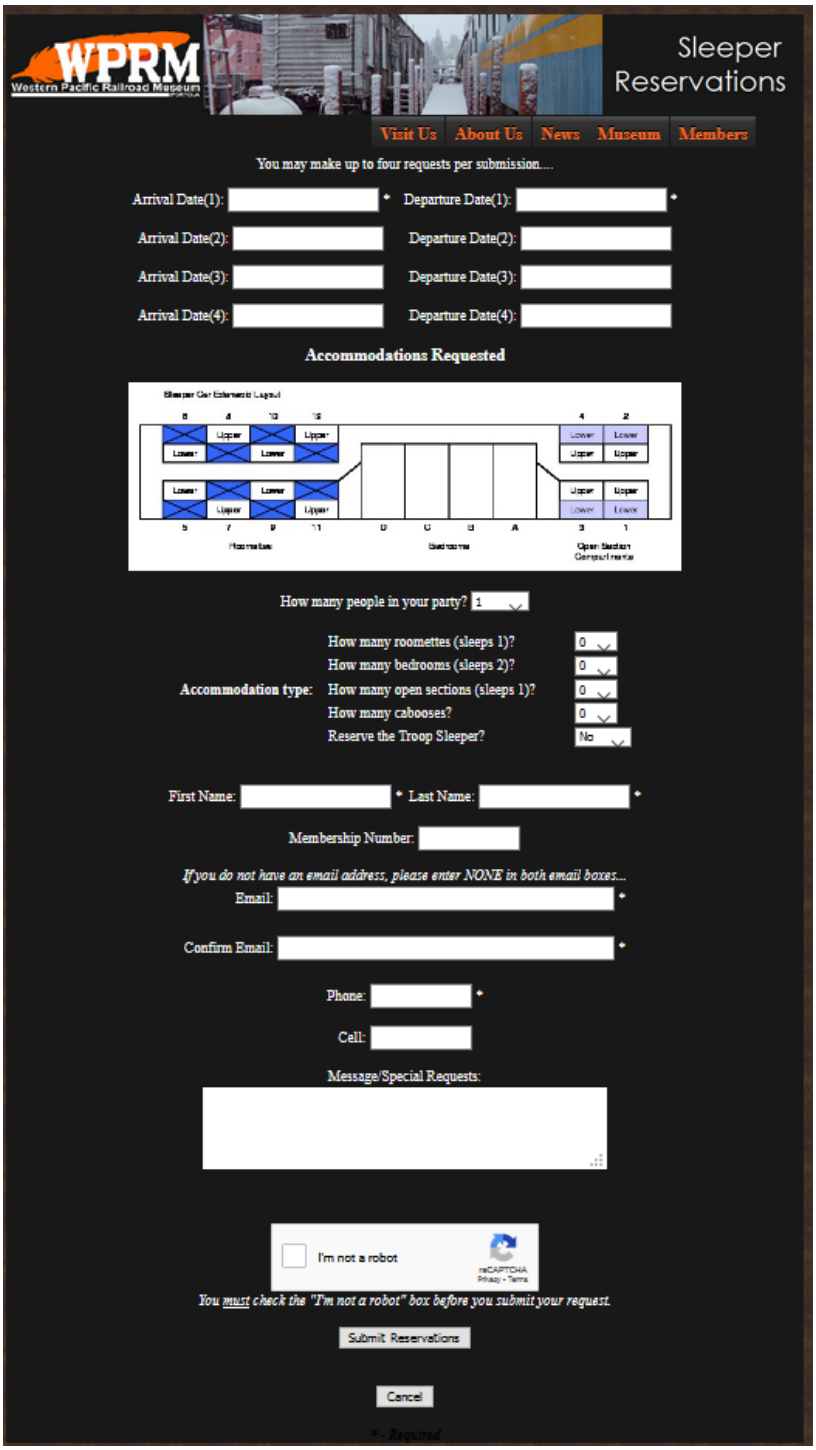


S

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.

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



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

The sleeper coordinator will receive an email massage 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 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.

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:

Rev Number	Changes	By	Date
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
4	Reviewed added next review date	Kerry Cochran	10/21/2026

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