



updated 08 / 15 / 2011

DENALI AND AURORA RAILCAR Terms and Conditions

1. Manifest / Boarding

A passenger manifest must be provided to Alaska Railroad Passenger Operations five (5) days prior to travel. Email a complete list of passengers to passengeroperations@akrr.com. On the day of travel, a designated person must check and validate the identification (ID) of every passenger in the group and sign a Transportation Security Administration (TSA) form verifying everyone on the final manifest has been accounted for. On the morning of the event, a Passenger Operations Manager on Duty will inform a designated group leader when the train is ready to board. Before departure, a final manifest must be provided to the Passenger Manager on Duty. **Boarding Assistance:** Please inform passengeroperations@akrr.com if anyone in your group will need assistance boarding.

2. Dining / Meal Service

Food service options include:

1. Catering can be purchased through ESS Support Services by calling (908) 865-9816 or emailing to esschef@ess-worldwide.com.
2. Guests may bring their own food onboard. Guests are welcome to use the refrigerator and freezer, however, ovens and heating elements are not available for use. Groups that bring food onboard are responsible for kitchen and trash cleanup. This includes a) double bagging all trash, except for restroom trash, and placing it on the back vestibule of the car upon arrival at your destination and b) making sure the kitchen area is wiped down and left as you found it.

3. Alcohol / Smoking

Options for including alcohol on the charter include:

1. Purchase alcohol service at the same time you purchase catering through ESS at the contacts above. ESS will provide the alcohol permit.

2. Purchase alcohol only (without catering) through ESS at the contacts above. ESS will provide the alcohol permit.
3. Bring your own alcohol onboard and pay ESS a corking and service fee to serve it for your group. ESS will provide the alcohol permit.
4. Bring your own alcohol onboard and serve it yourself. If you choose this option and ESS is also catering your event, ESS personnel will not be able to serve the alcohol. An alcohol permit is not required as long as alcohol is not being sold.

Alcohol cannot be purchased elsewhere on the train and brought back to the business car. Groups who wish to include alcohol on their charter must choose one of the options above. Whatever option is chosen, alcohol in the chartered car must remain in that car; alcohol cannot be taken into the rest of the train.

Smoking Options: The Alaska Railroad passenger cars are all non-smoking railcars. Please refrain from smoking until reaching a designated smoking areas outside depot facilities.

4. **Frequently Asked Questions**

Q. *Where should people in my group park?*

A. Paid parking is available in the Diamond Parking lot located across the street from the Anchorage Historic Depot. The cost is approximately \$12 for 16-24 hours.

Q. *Will there be commentary provided along the route?*

A. Unfortunately tour guide commentary is not available aboard these chartered cars.

Q. *If a passenger on the original manifest cancels at the last minute, can someone else go in their place?*

A. Yes, during the ID check-in on the morning of your event, please cross out the original name and hand write in the name of the new passenger. Making sure the final manifest is accurate on the morning of departure.

Q. *Can we have access to the train car the day before our event?*

A. In most cases no, due to conflicts with other events or activities in the railcar maintenance shops. However, during the morning of departure, the Alaska Railroad should be able to allow a few minutes for event set up before guests board the train.

Q. *Will we have access to the car while in Seward?*

A. After off loading passengers, the train will leave the station to reposition. Once the train is in position, guests have two (2) options. 1) You have access to the car but your group will need to police the folks entering and exiting your car. 2) Regular passenger boarding begins at 5:00 p.m.

Q. *Can we take bicycles on our trip to Seward?*

A. Yes. Check bicycles in at the baggage check-in area in Anchorage. The bicycle will be transported in the baggage car. There is a \$20 charge per bicycle. Please pay at the ticket window.