

BASIC, SUPPLEMENTARY AND ANCILLARY SERVICES CATALOG WITH PRICES

**Network
Statement
2019
V.1**



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Services Catalogue with Prices

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1. INTRODUCTION

The purpose of this document is to provide Railway Undertakings and other Applicants with information on the services offered by the railway infrastructure manager, taking into account the principles of:

1. Non-discriminatory treatment: For RUs and Applicants to access the different services on equal terms.
2. Transparency: Publishing the Service Catalog, offering all service possibilities at service facilities and specifying the conditions and prices.
3. Flexibility: Adapting to new operating scenarios: changes in demand, number of operators, new technologies, new services, etc.
4. Sustainability: Economic, Social and Environmental.

The services provided in the general scope are defined in chapters 5 and 6 of this Network Statement therefore this catalog only shows a list and succinct description thereof.

This catalog includes the services provided in the scope of passenger transport stations; as well as the description of the benefits, applicable restrictions, procedure to request and allocate the services, prices applied to their provision, the general principles and conditions that govern the operation process with regard to every aspect related to the services provided.

This Catalog lists and describes the related railway services provided at service facilities owned by the railway infrastructure manager, as defined in Art. 42 of Law 38/2015, Rail Sector Act, and structured in the following groups:

- Basic Services.
- Supplementary Services.
- Ancillary Services



2. LIST OF OFFERED RELATED RAIL SERVICES

2.1. Basic Services

The services provided at any service facility listed in Article 42, Rail Sector Act, are basic.

It is only mandatory to provide these services if the service is offered by the operator.

The Basic Services offered by the railway infrastructure manager at any time, through the Network Statement, shall be provided in a non-discriminatory way to any Railway Undertaking or Applicant requesting these.

In accordance with this document, the railway infrastructure manager currently offers Railway Undertakings and other Applicants the provision of basic services included in the following classification, according to their scope of application:

BASIC SERVICES	General Scope Description
SB-1	Capacity Allocation at facilities that make up Freight Transport Terminals and Passenger Transport Stations: Sidings, train setting, shunting, loading and unloading tracks, for other commercial operations on tracks with platform and on tracks without platform, etc. (The conditions to allocate capacity, access and prices (tariffs) are available in sections 4.9; 5.3 and 6.2.2.5.2. of this Network Statement).

BASIC SERVICES	Scope of Passenger Transport Stations Description
SB-5	Access to buildings and platforms at Passenger Transport Stations (Includes the use by passengers of common facilities at stations, accesses, hallways, waiting areas, etc., as well as information, safety, comfort, maintenance, cleaning services, etc. Section 6.2.2.5.2 in this Network Statement indicates the prices (tariffs) to use of passenger stations, depending on the station category, and section 6.2.6., indicates the minimum services by station category. Table 4
SB-6	Use of Travel Information Stands.
SB-7	Premise for ticket sales and information service
SB-8	Spaces for ticketing elements
SB-9	Premises for service personnel on board

Fact sheets of basic services provided in the General scope, as well as the provision and access conditions and prices, are available in chapters 5 and 6 in this Network Statement.

2.2. Supplementary services

Supplementary services are provided at service facilities, owned by the railway infrastructure manager, aimed at enabling railway system operation, these shall be provided to Railway Undertakings and other Applicants as set in Art. 44, Law 38/2015, of 29 September, Railway Sector Act.

Supplementary Services offered by the railway infrastructure manager at any time, through the Network Statement, shall be provided in a non-discriminatory way to any Railway Undertaking requesting these.

In accordance with this document, the railway infrastructure manager currently offers to Railway Undertakings and other Applicants the provision of the supplementary services included in the following classification, according to their application scope::

Supplementary Services, General Scope	
SC-1	Exceptional transport.

Currently, no supplementary services are offered in the field of passenger transport stations.

2.3. Ancillary services

RUs may request Ancillary Services to the railway infrastructure manager or other providers. The service facility operator shall not be obliged to provide these services, although in case of providing these, it shall be in a non-discriminatory way to any Railway Undertaking that requests these.

Ancillary services are provided at service facilities, owned by the railway infrastructure manager, to Railway Undertakings and other Applicants as set established in Art. 44, Law 38/2015, of 29 September, Rail Sector Act. These services provision shall be under private Law.

As expressed in this document, the railway infrastructure manager may provide ancillary services included in the following classification:

ANCILLARY SERVICES		Scope of Passenger Transport Stations
		Description
SPACES	SX-4	Spaces for ephemeral: where RUs may install ephemeral elements such as a counter or similar.
	SX-5	Platform spaces for RUs mobile equipment intended for storage to facilitate platform operations.
EQUIPMENT	SX-6	Equipped Boarding Point
	SX-7	Last minute attention point
	SX-8	Lockers in shared locker room
	SX-9	Lost Object Management
	SX-10	VIP rooms



3. PROVISION OF OFFERED RELATED RAIL SERVICES

3.1. General Scope

Fact sheets of basic and supplementary services - provided in the General scope - as well as the provision and access conditions and prices, are indicated in chapters 5 and 6 under this Network Statement.

3.2. Scope of Freight Transport Terminals

ADIF-Alta Velocidad does not currently have this type of Facilities:

3.3. Scope of Passenger Transport Stations

3.3.1. GENERAL CONDITIONS

- ◆ The information in this SERVICE CATALOG is part of the railway infrastructure manager Network Statement.
- ◆ RUs are entitled to submit capacity requests according to regulations in force. In the case of related rail services, it shall also be considered as a requirement that operating trains make a commercial passenger stop at the station where they request this service provision.
- ◆ RUs shall provide the commercial information of their traffic through a standardized messaging service, according to a systematized scheme provided by the infrastructure manager in the NS that will be published in December 2019.
- ◆ RUs or third parties shall be liable to the railway infrastructure manager for damages caused to them - to people or things - as well as to their facilities, machinery, railway infrastructure, etc. In this regard, RUs shall comply with the procedures set regarding the follow-up of Activities at Passenger Stations.

- ◆ All communications regarding service requests shall be in Spanish.
- ◆ Consumption of supplies should take into account good environmental practices and encourage the saving of natural resources.
- ◆ The railway infrastructure manager shall attempt to resolve all requests received, in accordance with the priority criteria set.
- ◆ If necessary, a coordination phase would be set, in order to resolve any conflict that may arise between the requests received.
- ◆ RUs may make allegations, within the period set after the communication to fulfill the request.

If RUs need to obtain more information on the detail of service provision or on the location of available spaces at the stations, they may address the Passenger Stations Directorate.

Stations managed by the railway infrastructure manager with a commercial stop for passenger transport trains are identified as Passenger Stations.

Passenger stations are a set of buildings and facilities designed to fulfill the needs of rail transport system users, passengers and their companions, and of RUs.

Passenger stations are made up of:

- ◆ Buildings and facilities intended to serve passengers.
- ◆ Buildings and facilities used for own services related to station operations or for services to RUs with operations at the station.
- ◆ Platforms.
- ◆ Train-stabling tracks, with platform for passenger up and down and without platform for sidings.
- ◆ Gaps between access tracks to platforms, at the same level or at different level of tracks.
- ◆ Items and access spaces to the station and communication with other transport modes.
- ◆ Protection and safety elements at the station.

For the purposes of this Catalog the following are not part of the station:

- ◆ Infrastructure elements and track superstructure, since the Catalog does not cover tracks at stations in terms of capacity allocation or use of railway lines.
- ◆ Buildings, facilities, accesses and land specifically used for internal services of the railway infrastructure manager or not directly related to the operations at the station.
- ◆ Premises, offices and marketing activities of spaces for third parties, that are not RUs at the station's passenger building or other independent buildings.
- ◆ Land leasing activities.

3.3.2. GENERAL CONDITIONS TO INVOICE RELATED SERVICES

The prices set for related railway services do not include unless expressly indicated, the supply costs of electricity, water, gas, communications or similar supplies or services, since RUs shall pay for consumptions or supplies provided by the railway infrastructure manager.

If RUs cannot directly contract supplies with supplying companies, the following shall be considered:

- * The railway infrastructure manager, in case of supply delivery, shall calculate the costs corresponding to consumptions as follows:
 - ◆ Supplies measured by counter:

Charging unit shall be calculated by dividing the amount of the periodic receipt presented by the company providing the service by the number of units of measure consumed, plus a 9% increase in management costs.

- ◆ Other supplies:

Charging unit shall be calculated by distributing the total amount of the cost of a periodic receipt presented by the company providing the service, taking into account the following factors:

- In the case of water supply, the flow of the facilities used by RUs and hours of consumption, plus a 9% increase in management expenses.
- In the case of energy supply, the type of facilities used by RUs and hours of consumption, plus a 9% increase in management expenses.
- In the case of gas, total square meters of the surface included in the periodic receipt and the square meters of the surface used by RUs plus a 9% increase in management expenses

3.3.3. LIST OF PASSENGER TRANSPORT STATIONS WITH RELATED RAILWAY SERVICES

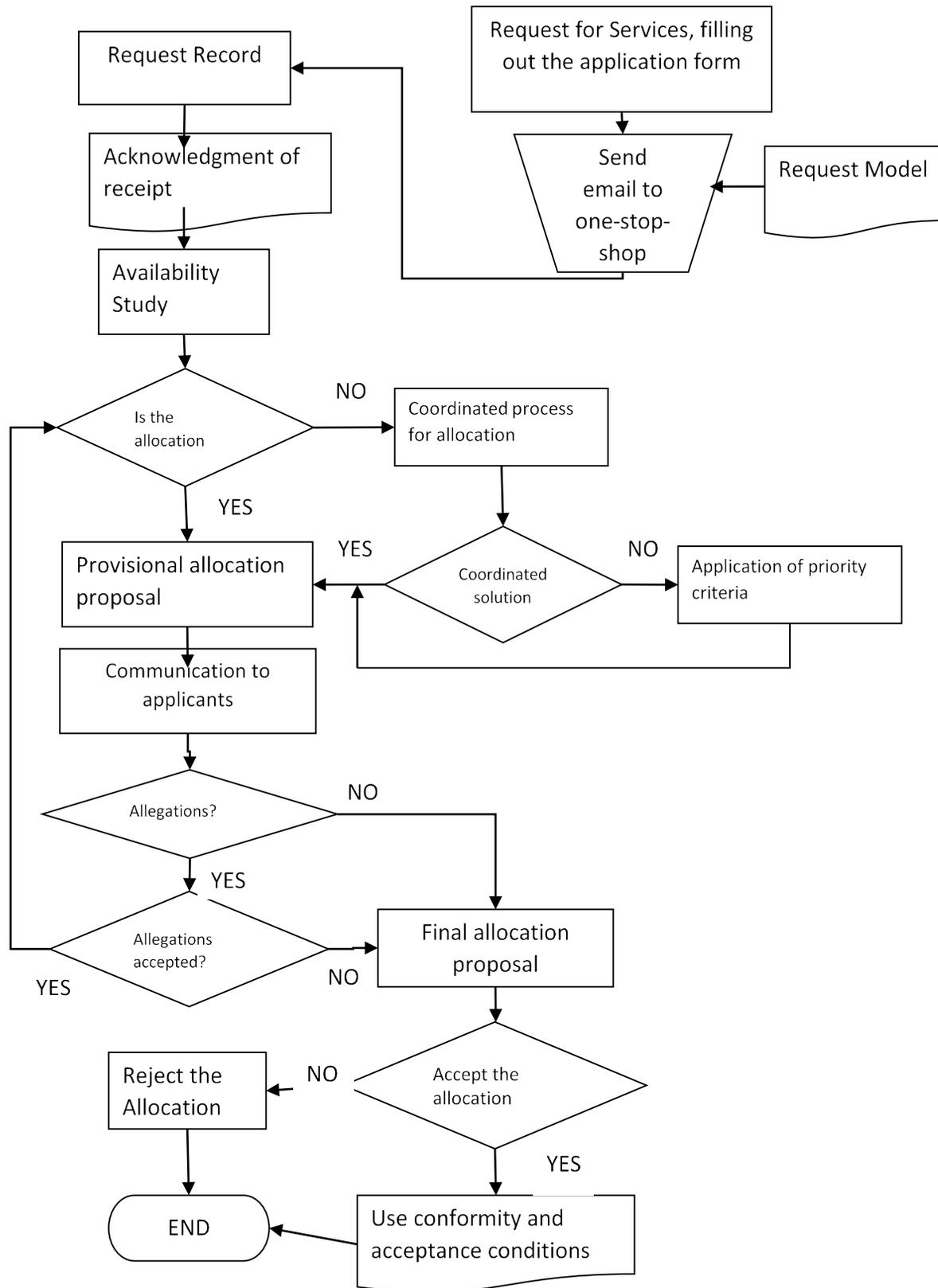
The stations where the infrastructure manager provides related rail services have been determined according to the following criteria:

- * Stations with a volume of long distance traffic exceeding 300,000 passengers/year or 8,000 trains/year in the following axes:
 - Axis 11: Madrid Chamartín- Valladolid - Palencia - León, (owned by ADIF-Alta Velocidad)
 - Axis 12: Madrid Atocha- Barcelona - Frontera Francia, (owned by ADIF-Alta Velocidad).
 - Axis 13: Madrid Atocha - Levante, (owned by ADIF-Alta Velocidad).
 - Axis 14: Madrid - Toledo / Sevilla Sta. Justa/ Málaga María Zambrano, (owned by ADIF-Alta Velocidad).
 - Stations located in the Atlantic Corridor, (owned by Adif and ADIF-Alta Velocidad)
 - Main connecting stations with other rail networks, (owned by Adif)

The stations owned by ADIF Alta Velocidad included, are the following

- ◆ PONTEVEDRA, SANTIAGO DE COMPOSTELA, VILAGARCIA DE AROUSA.
- ◆ ALBACETE LOS LLANOS, ALACANT, CASTELLÓN DE LA PLANA, CUENCA FERNANDO ZÓBEL, MADRID CHAMARTÍN, VALENCIA JOAQUIM SOROLLA.
- ◆ BARCELONA SANTS, CAMP DE TARRAGONA, FIGUERES VILAFANT, GIRONA, LLEIDA PIRINEUS, ZARAGOZA DELICIAS, MADRID PUERTA DE ATOCHA.
- ◆ LEÓN, PALENCIA, VALLADOLID CAMPO GRANDE, SEGOVIA GUIOMAR.
- ◆ ANTEQUERA SANTA ANA, CIUDAD REAL, CÓRDOBA, MÁLAGA MARIA ZAMBRANO, PUERTOLLANO, SEVILLA SANTA JUSTA.

3.3.4. PROCESS IN THE FIELD OF PASSENGER TRANSPORT STATIONS



3.3.5. SERVICES AVAILABLE AT PASSENGER TRANSPORT STATIONS

Following are the services available at related Passenger Transport stations according to the criteria indicated afore:

Stations located in the Atlantic Corridor

STATION	Ownership	Basic services		Ancillary services	
		TICKET SALES LOCATION SB-7	TICKETING ITEM SPACEDE TICKETING SB-8	EQUIPPED BOARDING POINT SX-6	MANAGEMENT OF LOST OBJECTS SX-9
A CORUÑA	Adif	1	1	1	0
PONTEVEDRA	ADIF AV	1	1	1	1
SANTIAGO DE COMPOSTELA		1	1	1	0
VIGO GUIXAR	Adif	1	1	1	1
VILAGARCIA DE AROUSA	ADIF AV	1	1	1	0

Stations located in Levante Corridor

STATION	Ownership	Basic services		
		TICKET SALES LOCATION	TICKETING ITEM SPACE DE TICKETING	PREMISES FOR ONBOARD OPERATING STAFF
		SB-7	SB-8	SB-9
ALBACETE LOS LLANOS	ADIF Alta Velocidad	1	3	0
ALICANTE - ALACANT		1	2	1
CASTELLO DE LA PLANA		1	1	1
CUENCA FERNANDO ZOBEL		1	1	2
MADRID-CHAMARTÍN		1	1	0
VALENCIA JOAQUÍN SOROLLA		1	1	1

STATION	Ownership	Ancillary services				
		SPACES FOR EPHEMERS	EQUIPPED BOARDING POINT	LOCKERS IN SHARED DRESS-ROOM	MANAGEMENT OF LOST OBJECTS	VIP ROOM
		SX-4	SX-6	SX-8	SX-9	SX-10
ALBACETE LOS LLANOS	ADIF Alta Velocidad	0	1	1	1	1
ALICANTE - ALACANT		1	3	1	1	1
CASTELLO DE LA PLANA		0	2	1	0	0
CUENCA FERNANDO ZOBEL		0	2	1	0	0
MADRID-CHAMARTÍN		0	6	0	1	1
VALENCIA JOAQUÍN SOROLLA		1	6	1	1	1

Stations located in Northeast Corridor

STATION	Ownership	Basic services		
		TICKET SALES LOCATION	TICKETING ITEM SPACE DE TICKETING	PREMISES FOR ONBOARD OPERATING STAFF
		SB-7	SB-8	SB-9
BARCELONA-SANTS	ADIF Alta Velocidad	1	3	1
CAMP DE TARRAGONA		2	2	0
FIGUERES-VILAFANT		2	1	2
GIRONA		2	1	1
LLEIDA-PIRINEUS		1	3	2
MADRID-PUERTA DE ATOCHA		1	1	1
ZARAGOZA DELICIAS		2	3	1

STATION	Ownership	Ancillary services					
		SPACES FOR EPHEMERS	PLATFORM SPACE FOR MOBILE EQUIPMENT	EQUIPPED BOARDING POINT	LOCKERS IN SHARED DRESS-ROOM	MANAGEMENT OF LOST OBJECTS	VIP ROOM
		SX-4	SX-5	SX-6	SX-8	SX-9	SX-10
BARCELONA-SANTS	ADIF Alta Velocidad	3	2	4	1	1	1
CAMP DE TARRAGONA		2	1	2	1	0	1
FIGUERES-VILAFANT		1	3	3	1	0	0
GIRONA		1	1	1	3	1	1
LLEIDA-PIRINEUS		1	0	3	1	1	1
MADRID-PUERTA DE ATOCHA		0	0	27	2	1	2
ZARAGOZA DELICIAS		0	0	4	2	1	1

Stations located in Northwest Corridor

STATION	Ownership	Basic services	
		TICKET SALES LOCATION	TICKETING ITEM SPACEDE TICKETING
		SB-7	SB-8
LEON	ADIF Alta Velocidad	1	1
MADRID-CHAMARTÍN		1	1
PALENCIA		1	2
SEGOVIA-GUIOMAR		1	0
VALLADOLID-CAMPO GRANDE		1	1

STATION	Ownership	Ancillary services			
		EQUIPPED BOARDING POINT	LOCKERS IN SHARED DRESS-ROOM	MANAGEMENT OF LOST OBJECTS	VIP ROOM
		SX-6	SX-8	SX-9	SX-10
LEON	ADIF Alta Velocidad	1	0	1	0
MADRID-CHAMARTÍN		6	0	1	1
PALENCIA		1	0	0	0
SEGOVIA-GUIOMAR		1	1	0	0
VALLADOLID-CAMPO GRANDE		1	0	1	1

Stations located in South Corridor

STATION	Ownership	Basic services		
		TICKET SALES LOCATION	TICKETING ITEM SPACEDE TICKETING	PREMISES FOR ONBOARD OPERATING STAFF
		SB-7	SB-8	SB-9
ANTEQUERA-SANTA ANA	ADIF Alta Velocidad	1	1	0
CIUDAD REAL		1	1	1
CÓRDOBA		1	1	0
MADRID-PUERTA DE ATOCHA		1	1	1
MÁLAGA MARIA ZAMBRANO		1	1	1
PUERTOLLANO		1	1	1
SEVILLA-SANTA JUSTA		1	1	1

STATION	Ownership	Ancillary services			
		EQUIPPED BOARDING POINT	LOCKERS IN SHARED DRESS-ROOM	MANAGEMENT OF LOST OBJECTS	VIP ROOM
		SX-6	SX-8	SX-9	SX-10
ANTEQUERA-SANTA ANA	ADIF Alta Velocidad	1	1	0	0
CIUDAD REAL		1	2	0	0
CÓRDOBA		2	1	1	1
MADRID-PUERTA DE ATOCHA		27	2	1	2
MÁLAGA MARIA ZAMBRANO		4	2	1	1
PUERTOLLANO		1	2	0	0
SEVILLA-SANTA JUSTA		3	1	1	1

3.3.6. BASIC SERVICES PLANIMETRY AT PASSENGER TRANSPORT STATIONS

A file attached to this catalog, provides a basic plan of every station with the location of the offered services.

For additional information consult with:

Directorate of Passenger Stations, Avenida Pío XII, 110-28036 Madrid.

3.3.7. BASIC SERVICES

3.3.7.1. SERVICE OFFER, DEFINITION, DESCRIPTION

RUs - upon their allocation of infrastructure capacity - may need to provide certain services at passenger transport stations to perform their passenger commercial operations.

These Basic Services are associated with the use of spaces or services at passenger building or station platforms by RUs given the case.

Definition and Offer:

BASIC SERVICES	Scope of Passenger Transport Stations
SB-5	<p>Use of stations by passengers</p> <p>Access to buildings and platforms at Passenger Transport Stations. It includes the use by passengers of common facilities at stations, accesses, hallways, waiting areas, etc., as well as information, safety, comfort, cleaning, etc.</p> <p>Section 6.2.2.5.2 of this Network Statement indicates the prices (tariffs) for using passenger stations depending on the station category.</p>
SB-6	<p>Use of travel information media.</p> <p>Use of standardized station stands for RU information to their clients.</p> <p>This service is additional to the one included in SB-5 service.</p> <p>Stands may be for printed information panels and or dynamic information panels.</p> <p>If possible, non-standard media shall also be authorized.</p>
SB-7	<p>Local for tickets sale and information services.</p> <p>Premises located outside the boarding rooms that are made available to RUs to perform their duties of ticket sales for rail transport services, as well as information and client service related to this activity, admitting the sale of other rail transport products, provided these are linked to transport service ticket acquisitions.</p> <p>The premises shall be arranged in an area or location with similar representation and prominence.</p>
SB-8	<p>Spaces for ticketing elements.</p> <p>This basic service is for RUs to use spaces at passenger buildings or station platforms to put machines to sell, formalize or cancel tickets.</p>
SB-9	<p>Premises for on board service operational personnel.</p> <p>Premises for the exclusive use of on-board service operational personnel of a RU.</p>

Description, requirements, conditions of provision, etc. of every service is individually summarized in the following files:

SB-6	Use of Travel Information Stands
DESCRIPTION	<p>Use of standardized station stands for RUs information to their clients.</p> <p>If possible, use of non-standardized stands. The needs shall be analyzed through RUs requests for this type of stands and so shall be allocated according to the possibilities of the station and priority criteria.</p> <p>The location of these supports shall not be identified in the Commercial Services to RUs.</p>
PRIORITY CRITERIA	<p>For all RUs requesting it and with a commercial stop at the station, the available stands shall be measured in proportion to their turnover, as follows:</p> <p>* Number of trains stopping at the station.</p> <p>For stands allocation, a distribution will be made proportional to the number of trains stopping at the station of every RU The undertaking with most trains with a stop at the station shall have preference in the choice of spaces, and so on.</p> <p>In the event that any RU, when making the request for new spaces, premises and/or services, already had any consolidated one due to prior allocations, the percentage of this allocation shall be considered upon new allocations.</p> <p>The request for services by RUs shall be done together with the capacity request.</p> <p>Upon service allocation, the contracts set for this purpose with RUs shall be considered to be priority criteria for new requests by other RUs.</p> <p>Since it is a basic service, at least the use of an information medium is guaranteed to all RUs with a commercial stop at the station upon request.</p>
PROVISION CONDITIONS	<p>Use of stands for specific information of RUs in a timely manner in contents related to their transport services.</p>
RESTRICTIONS	<p>It does not enable the RU to advertise.</p> <p>Posters that may be considered offensive or against the image of the infrastructure manager or of any other RU are not authorized</p> <p>The infrastructure manager will define the stands and their location at different stations.</p>
INVOICING UNIT	<p>€/month</p>
AMOUNT	<p>Prices for monthly periods.</p> <p>For periods of less than one month, the calculation will be as follows:</p> <ul style="list-style-type: none"> • Cost of the monthly period, increased by 50%, dividing the result by 30 and multiplying it by the number of days of use
APPLICATION CONDITIONS	<p>In the case of non-standard supports, their use and location shall be approved by the railway infrastructure manager.</p> <p>In the case of printed information, the making, editing and updating of posters corresponds to RUs, which shall facilitate it to the railway infrastructure manager for their placing and removal. In the case of digital information, RUs shall provide the contents in a format indicated by the railway infrastructure manager that will load it on the stands as established.</p> <p>In all cases, the contents shall be approved by the railway infrastructure manager.</p> <p>The supply is included in the price.</p>

SB-7	Premise for ticket sales and information service
DESCRIPTION	<p>Premises located outside boarding rooms available to several RUs to carry out ticket sales and client service functions.</p> <p>The premises assigned for ticket sales shall be identified in RUs Commercial Services plan.</p> <p>Assignment of premises, guaranteeing as far as possible the representativeness and prominence of every RU at the station.</p>
PRIORITY CRITERIA	<p>For all RUs requesting it and with a stop at the station, measuring the space to occupy proportionally to their turnover, measured as follows:</p> <p>* Number of trains stopping at the station.</p> <p>The Railway Undertaking with most trains and with a stop at the station and so on will have priority in choosing the premises.</p> <p>In the event that any RU, when making the request for new spaces, premises and/or services, already had any consolidated one for prior allocations, the percentage of this allocation shall be considered upon new allocations.</p> <p>The request for services by RUs shall be done together with the capacity request.</p> <p>Upon service allocation, the contracts set for this purpose with RUs shall have a priority criteria for new requests of other RUS</p> <p>Since it is a basic service, at least the use of local for the provision of ticket sales service is guaranteed to all RUs with a commercial stop at the station upon request.</p>
PROVISION CONDITIONS	<p>The ticket sales office can be located in an enclosed space independent of the lobby with its own surface to wait for clients, or be a place open to the lobby.</p> <p>The premise will have electrical and communications sockets to install RU equipment</p>
RESTRICTIONS	<p>RUs shall perform functions passenger transport service ticket sales, as well as information and client service, linked to this activity, admitting the sale of other rail transport products, provided they are associated with acquiring service tickets for passenger transport.</p> <p>Limited to one room per RU</p> <p>The railway infrastructure manager shall allocate complete premises.</p>
INVOICING UNIT	<p>€/month</p>
AMOUNT	<p>Monthly price per sqm of used premise surface.</p> <p>The service is provided for annual or multiannual periods. For periods of less than one year, the price will increased by 25%. However, the duration may not be longer than RU capacity allocated.</p> <p>In this case are accepted long-term agreements to rent the premises, with the following limitations:</p> <ul style="list-style-type: none"> • Request it together with the Framework Agreement request. • The maximum term shall be the Framework Agreement term. • The agreement shall include the penalties applicable to every case. <p>It does not include expenses for consumption, supplies, services, cleaning or maintenance derived from a use of the premises, which will be paid by the RU.</p>
APPLICATION CONDITIONS	<p>Within the premises, RUs may install all the furniture and equipment it deems necessary to perform the provision of sales and information services to clients.</p> <p>Should it be necessary to perform adaptation works inside the premises, these shall be subject to the railway infrastructure manager project approval.</p>

SB-8	Ticketing space
DESCRIPTION	<p>Use of space by RUs to install and operate automatic machines for self-sale tickets, booking seats, cancel tickets or similar for ticket sales, which that are located outside sale premises.</p> <p>The spaces assigned to machines shall be identified in Service Catalog plan for RUs. These spaces shall also be zoned based on the station visibility.</p> <p>Space allocation at station homogeneous areas, ensuring as far as possible the representativeness and prominence at the station of all RUs In every zone.</p>
PRIORITY CRITERIA	<p>For all RUs requesting it and with a stop at the station, measuring the space to occupy proportionally to their turnover, measured as follows:</p> <p>* Number of trains stopping at the station.</p> <p>For space allocation there shall be a distribution proportional to the number of trains stopping at the station of every RU. The undertaking with the most trains with a stop at the station and will have preference in the choice of spaces, and so on.</p> <p>In the event that any RU, when making the request for new spaces, premises and/or services, already had any consolidated one for prior allocations, the percentage of this allocation shall be considered upon new allocations.</p> <p>RU service request shall be made together with the capacity request.</p> <p>Upon service allocation, the contracts set for this purpose with RUs shall have a priority criteria for new requests of other RUs</p> <p>Since the service is basic, guarantee at least one space for vending machines to all RUs with a commercial stop at the station, upon request.</p>
PROVISION CONDITIONS	<p>The spaces selected to put the machines shall have electrical and communication socket installation.</p> <p>The machines shall be located at a lobby space with good visibility, installed in a grouped way to transfer management unit image and facilitate their attention in case of incidents.</p>
RESTRICTIONS	<p>The maximum measures of the machines may not exceed 0.75 square meters.</p> <p>The project authorization is expressly required by the railway infrastructure manager.</p>
INVOICING UNIT	<p>€/month</p>
AMOUNT	<p>Monthly price per unit installed.</p> <p>In case of canceling or similar, provided they are not integrated in a standard size machine, the price will be 30% unit price.</p> <p>If the company requests space to install additional machines within the same area as the first machine already installed, the amount per machine shall be successively increased by 10%. It is understood that they are in the same area if there is a distance between installed machines of less than 10 meters.</p>
APPLICATION CONDITIONS	<p>Client support services shall correspond to RUs</p> <p>Machine maintenance and cleaning shall be in charge of RUs</p> <p>Electricity consumption is included in the price.</p>

SB-9 Premises for Operative Personnel Services on board	
DESCRIPTION	<p>Premises at the station for RU personnel providing on board services to stay.</p> <p>The spaces allocated to Operative Personnel for RU exclusive use shall be identified in the Commercial Services plan for RUs.</p>
PRIORITY CRITERIA	<p>For all RUs requesting it, the space to occupy shall be proportionally measured to their turnover, as follows:</p> <p>* Number of trains stopping at the station.</p> <p>Rus with most stopping trains at the station will have preference upon choosing the premises, and so on.</p> <p>In the event that any RU, when making the request for new spaces, premises and/or services, already had any consolidated one for prior allocations, the percentage of this allocation shall be considered upon new allocations.</p> <p>The request for services by RUs shall be done together with the capacity request.</p> <p>Upon service allocation, the contracts set for this purpose with RUs shall have a priority criteria for new requests of other RUs</p> <p>Since the service is basic, guarantee at least one space for on-board service personnel to all RUs with a commercial stop at the station, upon request.</p>
PROVISION CONDITIONS	No furniture is included.
RESTRICTIONS	It does not provide the premise with own information media outside the premises or located on the facade of the premises, for a view outside the premises.
INVOICING UNIT	€/month
AMOUNT	<p>Monthly price per sqm of used premise surface.</p> <p>The service is provided for annual or multiannual periods. However, the duration may not be longer than RU capacity allocated</p> <p>For periods of less than one year, the price will increase by 25%.</p> <p>It does not include expenses for consumption, supplies, services or maintenance resulting from the use of the premises, which shall be paid by RUs.</p> <p>In this case are accepted long-term agreements to rent the premises, with the following limitations:</p> <ul style="list-style-type: none"> Request it together with the Framework Agreement request. The maximum term shall be the Framework Agreement term. The agreement shall include the penalties applicable to every case.
APPLICATION CONDITIONS	Should it be necessary to perform adaptation works inside the premises, these shall be subject to project approval by the railway infrastructure manager

3.3.7.2. BASIC SERVICE PRICES

The following tables indicate the prices of basic services by station category, the amounts indicated are expressed without indirect taxes unless otherwise indicated.

SERVICE	€/SQM/MONTH			
	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
SB-6 USE OF TRAVEL INFORMATION MEDIA	3.73	3.73	3.73	3.73
SB-7 PREMISE FOR TICKET SALES AND INFORMATION SERVICE (1)	19.69	16.54	12.79	9.90

SERVICE	€/MONTH/MACHINE			
	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
SB-8 SPACES FOR TICKETING ELEMENTS (2)	210.00	151.00	105.00	75.00

SERVICE	€/SQM/MONTH			
	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
SB-9 PREMISES FOR SERVICE PERSONNEL ON BOARD (3)	11.81	9.93	7.67	5.94

(1) For periods of less than one year, the price will increase by 25%.

(2) Monthly price per standard unit (maximum 0.75m²). Larger units, payment for 2. In the case of canceling or similar, as long as they are not integrated in a standard size machine, the price will be 30% unit.

If the company requests space to install additional machines within the same area as the first one already installed, the amount per machine will be increased successively by 10%. It is understood that they are in the same area if there is a distance between installed machines of less than 10 meters.

(3) For periods of less than one year, the price increases by 25%.

3.3.7.3. APPLICATION MODELS IN THE FIELD OF PASSENGER TRANSPORT STATIONS

Basic services

APPLICANT DETAILS:

COMPANY DATA:

Contact person	Business name:
First name:	Tax Id:
Position:	Address:
Phone(s):	
E-mail:	PC: Country:
Station:	Total Nr. sheets (including this one):

REQUESTED SERVICE	START DATE	FINAL DATE	CHARACTERISTICS (SPECIFY WHAT YOU WANT)
INFORMATION STANDS			
Information Stands			
TICKET SALES			
Premise for ticket sales			
TICKETING SPACES			
Ticket machines			
Formalizers			
Winches with franking machine			
PREMISE ON BOARD SERVICE OPERATIONAL STAFF			
Premise for Operating personal rest			

Name, date and signature:

ENTRY REGISTRATION

Basic services

APPLICANT DETAILS:**COMPANY DATA:**

Contact person	Business name:
First name:	Tax Id:
Position:	Address:
Phone(s):	
E-mail:	PC: Country:
Station:	

DETAIL OF THE REQUEST SPECIFIC CHARACTERISTICS

Name, date and signature:

ENTRY REGISTRATION

3.3.8. SUPPLEMENTARY SERVICES

3.3.8.1. Service Offer, Definition and Description

The railway infrastructure manager does not currently offer supplementary services in the scope of passenger transport stations.

3.3.9. ANCILLARY SERVICES

3.3.9.1. SERVICE OFFER, DEFINITION, DESCRIPTION

RUs may request Ancillary Services to the railway infrastructure manager or other providers. The service facility operator shall not be obliged to provide these services, but if upon offering such service to any railway undertaking, this shall be provided in a non-discriminatory way to any Railway Undertaking requesting it.

The provision of Ancillary Services shall be performed under private law.

The prices to provide Ancillary Services are set according to the station category.

The premises and spaces offered to various Rail Transport Operators shall be in areas of similar visibility.

In accordance with this document, the railway infrastructure manager currently offers Rail Services and other Applicants the provision of the services detailed below, structured in groups according to their typology:

Definition and Offer

ANCILLARY SERVICES		Scope of Passenger Transport Stations
SPACES	SX-4	Spaces for ephemeral. Where RUs may install ephemeral elements to provide different services, such as flexible structure stands, mobile counters or other similar elements.
	SX-5	Areas on platforms for RUs mobile equipment. For storage of RUs mobile equipment such as cleaning machinery, service platforms for people with disabilities, trolleys or other equipment for catering, and similar items to facilitate platform operations.
EQUIPMENT	SX-6	Equipped on board point. Use of counter-type or similar items provided by Adif to help RUs to develop passenger services with access control and boarding trains. It includes the equipment and computer support necessary for RUs. by connecting these to their own systems.
	SX-7	Last minute attention point. Use of counter-type or similar items provided by Adif, intended to develop RUs client service for last minute assistance services. Includes connectivity for RUs to access their own systems.
	SX-8	Lockers in shared locker room. Use of individual lockers modules in shared locker rooms located at the station. It includes using of common facilities and equipment available in the locker room, which can be shared with personnel of other RUs or undertakings, or with the railway infrastructure manager.
	SX-9	Management of Lost objects. The railway infrastructure manager will have at certain stations a collection service for lost objects found on trains and shall be available to RUs. This service will make resources compatible with the station lost object services.
	SX-10	VIP rooms. By virtue of RUs demand and depending on premises availability to carry out the activity at every station, Adif may offer a VIP Lounge service managed by them, or through third parties, on equal terms to all RUs. Furthermore any RU in a commercial regime may sign an agreement to rent the premises for the purpose of offering a VIP lounge service to their clients.

Description, requirements, conditions of provision, etc. of every service is individually summarized in the following files:

SX-4 Spaces for ephemeral	
DESCRIPTION	<p>Spaces where RUs may place ephemeral elements, counter type or similar, to provide different services. These elements shall have a prior authorization of the railway infrastructure manager.</p> <p>The spaces assigned for this use are not identified in the plans of Commercial Services to RUs.</p> <p>The needs shall be analyzed through RU requests for this type of items and shall be assigned according to the station possibilities and priority criteria.</p>
PRIORITY CRITERIA	<p>For all RUs requesting it, measuring the space to occupy proportionally to their turnover, measured as follows:</p> <p>* Number of trains stopping at the station.</p> <p>For space allocations the distribution shall be proportional to the number of trains stopping at the station of every RU. The undertaking that has most trains with a commercial stop at the station will have priority to choose spaces, and so on.</p> <p>The request for services by RUs shall be done together with the capacity request.</p> <p>In the event that any RU - upon requesting new spaces, premises and/or services - already has any consolidated one due to prior allocations, the percentage of this allocation shall be considered upon new allocations.</p> <p>Upon service allocation, the contracts set for this purpose with RUs shall have a priority criteria upon new requests of other RUs.</p>
PROVISION CONDITIONS	<p>The enabled spaces will have at least one electrical outlet for connecting computer equipment. Certain spaces may include:</p> <p>* Connection for data communication.</p> <p>* Connection to broadcast messages by local public address system.</p>
RESTRICTIONS	The use, format and location shall be subject to approval by the railway infrastructure manager.
INVOICING UNIT	€/month
AMOUNT	<p>Price per occupied sqm.</p> <p>The service provision is performed for annual periods. The duration may not be longer than RU capacity allocation.</p> <p>For periods less than 6 months, the price increases by 25%</p>
APPLICATION CONDITIONS OF	The supply cost is included in the price.

SX-5 Platform spaces for RUs mobile equipment	
DESCRIPTION	<p>Use by RUs of spaces with scarce visibility at station's platforms to perform supplementary activities to passenger transport service.</p> <p>Includes spaces for storage of RUs mobile equipment such as cleaning machinery, service platforms for people with disabilities, trolleys or other equipment for catering, or other mobile elements, etc.</p> <p>The spaces destined for this use shall be identified in the Commercial Services Plan for RUs.</p>
PRIORITY CRITERIA	<p>For all RUs requesting it, measuring the space to occupy proportionally to their turnover, measured as follows:</p> <p>* Number of trains stopping at the station.</p> <p>For space allocation there shall be a distribution proportional to the number of trains stopping at the station of every RU. The undertaking with the most trains with a stop at the station and will have preference in the choice of spaces, and so on.</p> <p>The request for services by RUs shall be done together with the capacity request.</p> <p>In the event that any RU, when making the request for new spaces, premises and/or services, already had any consolidated one for prior allocations, the percentage of this allocation shall be considered upon new allocations.</p> <p>Upon service allocation, the contracts set for this purpose with RUs shall have a priority criteria given new requests of other RUs.</p>

SX-5 Platform spaces for RUs mobile equipment	
PROVISION CONDITIONS	Some spaces can have electrical sockets.
RESTRICTIONS	RUs are not authorized to instal any module, fixed or mobile.
INVOICING UNIT	€/month
AMOUNT	<p>Monthly price per used sqm surface.</p> <p>The service is provided for annual periods. The duration may not be longer than RU capacity allocation. For periods shorter than 6 months, the price increases by 25%</p> <p>The price does not include facilities improve-ment costs, which will be proportionally paid by RUs.</p>
APPLICATION CONDITIONS OF	<p>RUs fulfillment of the Safety Standards and the Procedures to Perform and Monitor Activities set by the railway infrastructure manager.</p> <p>The cost of supplies, cleaning and mainte-nance arising from the use of this space are included in the price.</p>

SX-6 Equipped Boarding Point	
DESCRIPTION	<p>Use of items provided by the railway infrastructure manager, counter type or similar and that are intended to provide services such as access control and boarding trains.</p> <p>These elements may be fixed or mobile.</p> <p>The spaces assigned for this use shall be identi-fied in RUs Commercial Services plan.</p>
PRIORITY CRITERIA	The assignment shall be conditioned to using access tracks.
PROVISION CONDITIONS	<p>The railway infrastructure manager makes the various elements available to RUs so that it can provide boarding point services.</p> <p>Enabled spaces will have at least one electrical outlet to connect computer equipment.</p> <p>It includes:</p> <ul style="list-style-type: none"> * Computer screen for information provision. * Code bar reader. * Con-nection to broadcast messages by local public address system. * Connectivity for RUs to connect to their own systems.
RESTRICTIONS	It does not enable RUs to install any of their own elements.
INVOICING UNIT	€/month/counter.
AMOUNT	<p>The service is provided for annual or multiannual periods. The duration may not be longer than RU capacity allocation.</p> <p>For periods of less than one year, the price will increase by 25%.</p>
APPLICATION CONDITIONS OF	Consumption costs are included in the price.

SX-7	Last Minute Service Point
DESCRIPTION	<p>Use of items provided by the railway infrastructure manager, counter type or similar intended to provide last minute attention.</p> <p>These elements may be fixed or mobile.</p> <p>The spaces assigned for this use shall be identified in RUs Commercial Services plan.</p>
PRIORITY CRITERIA	<p>For all RUs requesting it, the space to occupy shall be proportionally measured to their turnover, as follows:</p> <ul style="list-style-type: none"> * Number of trains stopping at the station. <p>For space allocation there shall be a distribution proportional to the number of trains stopping at the station of every RU. The undertaking with most trains with a stop at the station shall have preference in the choice of spaces, and so on.</p> <p>The request for services by RUs shall be done together with the capacity request.</p> <p>In the event that any RU, when making the request for new spaces, premises and/or services, already had any consolidated one for prior allocations, the percentage of this allocation shall be considered upon new allocations.</p> <p>Upon service allocation, the contracts set for this purpose with RUs shall have a priority criteria upon new requests of other RUs.</p>
PROVISION CONDITIONS	<p>The railway infrastructure manager shall provide to RUs different items, fixed or mobile, for last-minute care services.</p> <p>Enabled spaces will have at least one electrical outlet to connect computer equipment.</p> <p>Includes connectivity for RUs to access their own systems.</p>
RESTRICTIONS	<p>It does not enable RUs to install any of their own elements.</p>
INVOICING UNIT	<p>€/month/counter.</p>
AMOUNT	<p>The service is provided for annual or multiannual periods. The duration may not be longer than RU capacity allocation.</p> <p>For periods of less than one year, the price will increase by 25%.</p> <p>For counters that, within the railway infrastructure manager space availability and criteria, these may be leased by hour or fraction, as counter time of use shall be considered the largest amongst the following:</p> <ul style="list-style-type: none"> * Allocation time, which is the one reserved by the RU. * The effective occupation time. <p>For the purpose of calculating the time of use, the scheduled time or actual occupation start time is considered to be the start, if it occurs prior to the service hours scheduled, and, the end of the use period shall be the scheduled one or the actual end of occupation, if this occurs after the scheduled one. Regardless of the time the counter is used, the minimum payable is one hour of use.</p>
APPLICATION CONDITIONS OF	<p>Consumption costs are included in the price.</p>

SX-8 Lockers in shared locker room	
DESCRIPTION	Use of individual lockers in shared use locker rooms. The spaces destined to common changing rooms shall be identified in RUs Commercial Services plan. Closed premises, fully finished, with access control system available.
PRIORITY CRITERIA	For all RUs requesting it, the space to occupy shall be measured proportionally to their turnover, as follows: * Number of trains stopping at the station. For ticket offic-es allocation the distribution shall be proportional to the number of trains stopping at the station of every RU. For ticketing space allocations, the undertaking with most trains stopping at the station shall have priority upon others, and so on. The request for services by RUs shall be done together with the capacity request. In the event that any RU, upon re-requesting new spaces, premises and/or services, already has any consolidated one due to prior allocations, the percentage of this allocation shall be considered upon new allocations. Upon service allocation, the contracts set for this purpose with RUs shall have a priority criteria upon new requests of other RUs.
PROVISION CONDITIONS	The lockers will be numbered for identification and will have a lock, providing access code or giving two keys per locker. The dressing room will have benches, hangers and electric sockets, hot and cold water.
RESTRICTIONS	It does not enable RUs to install any of their own elements.
INVOICING UNIT	€/month.
AMOUNT	Monthly price per rented locker unit.
APPLICATION CONDITIONS OF	The use regime of common changing rooms is the same for different RUs operating at the station and with the right to use it, their contracting personnel and the railway infrastructure manager. The rental of individual lockers in shared locker rooms is made for annual periods in all cases, without exception. It includes expenses for consumption, supplies, services or maintenance arising from the use of the premises.

SX-9 Management of Lost Objects	
DESCRIPTION	It is the railway infrastructure manager management of objects lost by passengers in trains. These objects are delivered to their owners prior proper accreditation.
PRIORITY CRITERIA	For any Railway Undertaking requesting it, and with a commercial stop at the station.
PROVISION CONDITIONS	This service will make resources compatible with the station lost object services.
RESTRICTIONS	Certain objects with special characteristics shall first pass through safety control by means of a scanner. Perishable items are not allowed.
INVOICING UNIT	€/month.

SX-9 Management of Lost Objects	
AMOUNT	The service is provided for annual or multiannual periods. However, the duration may not be longer than the capacity allocated to the RU. For periods of less than one year, the price will increase by 25%.
APPLICATION CONDITIONS OF	There will be a place with its own characteristics to store objects during the custody period until delivery to their owners or, after the prescribed time, these shall be brought to lost object warehouses as determined by the Local Administration. Lost objects at a network level are managed by a computer application of the railway infrastructure manager.
SX-10 VIP rooms	
DESCRIPTION	By virtue of RUs demand and depending on premises availability to carry out the activity at every station, ADIF may offer a VIP Lounge service managed by them, or through third parties, on equal terms to all RUs. Furthermore any RU in a commercial regime may sign an agreement to rent the premises for the purpose of offering a VIP lounge service to their clients.
PRIORITY CRITERIA	Every RU shall have access to the rooms managed by the railway infrastructure manager upon request, proportionally to the number of users previously agreed upon with every Railway Undertaking, and to their turnover, measured based on the following parameters: * Number of trains stopping at the station. RU service request shall be made together with the ca-pacity request. In the event that any RU, upon requesting new spaces, premises and/or services, already had any consolidated one for prior allocations, the percentage of this allocation shall be considered upon new allocations. Upon service allocation, the contracts set for this purpose with RUs shall have a priority criteria given new requests of other RUs.
PROVISION CONDITIONS	To VIP rooms managed by the railway infrastructure manager, only passengers may access if they meet the requirements set by the various RUs as agreed upon with the railway infrastructure manager.
RESTRICTIONS	At VIP lounges managed by the railway infrastructure manager, the restrictions shall be based on the room capacity, proportionally to the number of users agreed upon with every RU. In the application, the RU shall specify the number of clients that monthly commit to using the room. RUs shall be required to occupy a minimum of seats. RUs may not place any information or advertising element of their undertakings inside or outside the rooms.
INVOICING UNIT	€/passenger using the room, at rooms managed by the railway infrastructure manager. €/sqm/month at rental premises (commercial lease contract).
AMOUNT	An access fee/month shall be billed, plus a price per room user. For the price per user, an escalation shall be performed and the price shall be calculated according to the service cost. At rooms managed by a single RU the cost is monthly per sqm. In this case are accepted long-term agreements to rent the premises, with the following limitations: <ul style="list-style-type: none"> • Request it to-gether with the Framework Agreement request. • The maximum term shall be the Frame-work Agreement term. • The agreement shall include the penalties applicable to every case.
APPLICATION CONDITIONS OF	€/sqm/month at rental premises (commercial lease contract).

SX-11 Catering Logistics	
DESCRIPTION	Adif does not offer catering service. The premises that can be used by a catering company shall be considered as commercial contracts.

3.3.9.2. PRICES OF ANCILLARY SERVICES

The following tables indicate the prices of ancillary services by station category, the amounts indicated are expressed without indirect taxes unless otherwise indicated.

ANCILLARY SERVICES					UNIT
SPACES	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	
SX-4 SPACE FOR EPHEMERS	746.25	537.75	477.75	298.50	UP TO 4 M ² €/MONTH
SX-5 EQUIPMENT SPACES AT PLATFORMS	1,243.75	896.25	796.25	497.50	UP TO 8 M ² €/MONTH
	1.77	1.49	1.15	0.89	€/M ² / MONTH

In every case, for contracts of less than one year, the price increases by 25%.

ANCILLARY SERVICES					PRICE
SPACES	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	
SX-6 EQUIPPED BOARDING POINT (1)	40.00	40.00	40.00	40.00	€/MONTH/ COUNTER
SX-7 LAST MINUTE ATTENTION POINT (1)	20.00	20.00	20.00	20.00	€/MONTH/ COUNTER
SX-8 LOCKERS IN SHARED DRESS-ROOM	15.00	15.00	15.00	15.00	MONTH / BOX OFFICE
SX-9 LOST OBJECTS	550.00	300.00	175.00	125.00	€/MONTH

(1) For contracts of less than one year, the price increases by 25%.

(2) Operator franchise places are not included. For this type of places, Railway Undertakings shall reach agreements with the stabling manager.

SX-10 VIP ROOMS
RUs VIP ROOM
IF ONLY ONE RU DEMANDS A ROOM AT THE STATION

€/SQM/MONTH			
CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
19.69	16.54	12.79	9.90

VIP ROOM MANAGED BY THE RAILWAY INFRASTRUCTURE MANAGER

In the case of rooms packed with a transport certificate, RU shall be charged monthly for access rights, plus a price per user processed based on the number of users.

The access charge does not apply to rooms independent of the transport certificate, but the price of users, which will be calculated as in the previous case, will be increased by 6%

The price per user will be calculated according to the service cost.

VIP ROOM PACKAGED WITH SHARED TRANSPORT TITLE	
Access Charge: 1,000/MONTH	
ADULT RATE	
SECTIONS	€/USER
Up to 250 users	
Up to 1,000 users	
Up to 2,000 users	
> 2,000	
CHILD RATE	
from 0 to 4 years	Free
from 5 years	Adult Rate

VIP ROOM INDEPENDENT OF THE TRANSPORT TITLE	
ADULT RATE	
SECTIONS	€/USER
Up to 250 users	
Up to 1,000 users	
Up to 2,000 users	
> 2,000	
CHILD RATE	
from 0 to 4 years	Free
from 5 years	Adult Rate

Ancillary services
 3.3.9.3. APPLICATION MODELS IN THE FIELD OF PASSENGER TRANSPORT STATIONS
 SPACE APPLICATION MODEL

APPLICANT DETAILS:

COMPANY DATA:

Contact person	Business name:		
First name:	Tax Id:		
Position:	Address:		
Phone(s):			
E-mail:	PC:	Country:	
Station:	Total N° Sheets (including this one):		

REQUESTED SERVICE	START DATE	FINAL DATE	CHARACTERISTICS (SPECIFY WHAT YOU WANT)
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SPACES FOR EPHEMERS (DISPLAY)

Describe activity:

STORAGE SPACES AT PLATFORMS

Spaces to store cleaning machinery, care platforms for people with disabilities, etc.

Name, date and signature:

ENTRY REGISTRATION

EQUIPMENT APPLICATION MODEL

APPLICANT DETAILS:

COMPANY DATA:

Contact person	Business name:
First name:	Tax Id:
Position:	Address:
Phone(s):	
E-mail:	PC: Country:
Station:	Total N° Sheets (including this one):

REQUESTED SERVICE	START DATE	FINAL DATE	CHARACTERISTICS (SPECIFY WHAT YOU WANT)
SERVICES			
Equipped Boarding Point			
Last minute care point			
Lockers in shared locker room			
VIP room			

Name, date and signature:

ENTRY REGISTRATION

