

# **BASIC, SUPPLEMENTARY AND ANCILLARY SERVICES CATALOG WITH PRICES**

**Network  
Statement  
2020**

Updated to May 2020



# **BASIC, SUPPLEMENTARY AND ANCILLARY SERVICES CATALOG WITH PRICES**

**Network  
Statement  
2020**

Updated to May 2020





# Services Catalogue with Prices

<b>1. INTRODUCTION .....</b>	<b>234</b>
<b>2. LIST OF OFFERED RELATED RAIL SERVICES.....</b>	<b>234</b>
2.1. BASIC SERVICES .....	234
2.2. SUPPLEMENTARY SERVICES .....	235
2.3. ANCILLARY SERVICES .....	235
<b>3. CONDITIONS TO ACCESS ADIF OWNED SERVICE FACILITIES .....</b>	<b>236</b>
3.1. GENERAL PRINCIPLES .....	236
<b>4. PROVISION OF OFFERED RELATED RAIL SERVICES .....</b>	<b>241</b>
4.1. GENERAL SCOPE .....	241
4.2. SCOPE OF FREIGHT TRANSPORT TERMINALS.....	241
4.3. SCOPE OF PASSENGER TRANSPORT STATIONS .....	242
<b>ANNEX I – APPLICATION MODELS.....</b>	<b>272</b>
BASIC SERVICES MODELS.....	272
ANCILLARY SERVICES MODELS.....	272





# 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
	SX-11	Logistics for loading and unloading on board services



## 3. CONDITIONS TO ACCESS ADIF OWNED SERVICE FACILITIES

### 3.1. GENERAL PRINCIPLES

#### 1. Purpose and Scope of Application

The purpose of this document is to govern access conditions to service facilities - owned by the railway infrastructure manager - for rail transport in the General Interest Rail Network, regardless of who operates the service.

The scope is any service facility defined in art. 42 In Law 38/2015, in Rail Sector Act (RSA), except for sections e), g), h) and j).

#### 2. Financial Conditions

The allocation and use of service facilities is subject to the payment of the tariffs referred to in Art. 98 of the Rail Sector Act and which corresponding amounts to each component shall be determined under Law on State Budget and published in the Statement Network.

The tariff does not include the electricity, water, diesel, telephone service supply or of another type, which shall be separately invoiced, depending on the data provided by the owner.

In cases where, for reasons beyond the client, the facility is not in work order under the terms set in this document, there shall be no tariffs accrued.

#### 3. Obligations of the Owner of the Facility

Adif has the following obligations with regard to the use and functionality of the service facilities:

- a) Ensure access to the facility when there is available capacity.

- b)** Respond to client requests for capacity in good time according to the allocation process.
- c)** Ensure the operation of the service facility for as long as the client maintains the allocated capacity or offer an equivalent alternative to capacity if necessary.
- d)** Inform clients of changes to the catalogue of service facilities.
- e)** Written response to client complaints within a maximum period of 30 days after receipt.
- f)** Inform clients with a minimum advance of 2 months of use restrictions at service facilities by reason of programmed repair, maintenance, renewal, expansion or improvement of assets linked to them.
- g)** Inform clients of plans to expand and improve of assets linked to the facility, driven by increased client demand.
- h)** Inform railway undertakings of infrastructure manager procedures that define the activities performed at railway service facilities.
- i)** Coordinate with railway undertakings, SGS procedures that shall govern the conditions of the services provided.
- j)** Provide railway undertakings with the list of qualified personnel, as well as the training programs whereupon approvals are based.

#### 4. Obligations of the Client

Client obligations regarding the use of service facilities, are as follows:

- a) Ensure, before requesting the capacity of a service facility, the suitability to function as designed.
- b) Ensure compatibility between the capacity allocated for traffic on lines of the General Interest Rail Network (path) and the use availability at the service facility expected to be used.
- c) Ensure, before starting to use a service facility, the provision of services that could be required on it for rail equipment operations, loading/unloading operations, .....
- d) Inform the owner, before starting to use the facility, of developing activities that are likely to generate pollution or waste that require specific management system. Of the system used and adopted prevention measures, it shall provide the necessary certificates for this purpose.
- e) Inform the owner, at the beginning of using the facility of any circumstance involving the lack of effectiveness of the service facility.
- f) Comply with railway safety requirements and, in particular, with the provision of railway personnel relevant qualifications and with the railway rolling stock conditions, as well as with occupational risk prevention.
- g) Use the facility for the purposes specified in their request for capacity.
- h) Guard the rolling stock, the loading ancillary items and the freight at service facilities owned by the client.
- i) Inform the owner of the facility of any accident or incident as well as anomalies or failures that occur at the service facility.
- j) Remove rolling stock from service facilities upon expiring the time given in the capacity allocation, leaving it in operating conditions.
- k) Provide that qualified personnel who are going to coordinate train operations with the railway infrastructure Manager Signaller are at the service facility with sufficient time to avoid delays in his/her operations.
- l) Inform the infrastructure manager of the railway undertaking procedures that define the activities performed at railway service facilities.
- m) Coordinate, together with the infrastructure manager, SGS procedures that shall govern the conditions of the services received.
- n) Authorize the personnel providing services at a service facility.

#### 5. Facility Owner Responsibilities

Regarding liability that could arise from inefficiencies at service facilities, specifically the liability regime and its limits, it shall be subject to Rail Sector Act and Regulation and their implementing standards.

For these purposes Adif acts as freight forwarder assistant, according to the liability general regime arising from freight transport, i.e. delivery periods of freight as well as grounds for exemption and limits to compensation, and therefore according to Law 15/2009 of 11 November on Contract for Land Transport of Freight.

In relation to damage on rolling stock as a result of inefficiencies at the service facility, it shall be as provided for within the limits specified in the General Conditions for the use of wagons published by the GCU Bureau SPRL.

The owner of the facility shall not be liable before its clients for fortuitous cases of force majeure. Also the owner of the facility shall not be liable toward clients for damages caused by third parties, which are alien to him/her.

## 6. Liabilities of the Client

The client shall be liable toward the owner of the facility for damages to in rail infrastructure and the elements that are not part of it, but are in the passenger station or freight terminal.

The client shall be equally responsible for any damage caused to other clients or third parties arising from improper use of the service facilities, as set under Rail Sector Act and its implementing regulations and, where applicable, under Inland Freight Transport Contract Applicable Law.

In any case, the client shall be liable for acts and omissions of ancillary, dependent or independent, which services are used to fulfil its obligations.

The client shall neither be liable for the acts of nature or force majeure, nor for damages caused by any third party that is not their partner.

## 7. Civil Liability Insurance

The client is obliged to contract with an insurance company of recognized solvency and prior to the capacity allocation, an insurance policy for damages and civil liability for a sufficient amount to cover damages and liabilities arising from the use of service facilities, including ecologic and environmental damages that could be produced.

Said policy shall be valid during the allocation period, and the owner of the facility may require, at all times, to see the documents certifying that the client is to date with payments for these insurance premiums.

Availability and use of service facilities by railway undertakings shall be covered by civil liability insurance as set out in the Rail Sector Act, the amount and conditions of coverage shall be determined in the regulations.

All other clients who wish to use service facilities should have contracted civil liability insurance with a minimum coverage of 1.500.000 €.

## 8. Follow-up and Control

The owner of the facility reserves the majority of power of follow-up and control over allocated service facilities. Said supervision and control will be carried out by the personnel designated by the owner for this purpose, the client having to provide and / or provide as much data and / or documents related to the use of the facility and the railway material found therein.

Responsible persons for the environmental management of the owner of the facility may at any time request proof to ensure a proper compliance with environmental standards (permits, hazardous waste management, disposal authorization, noise limits, ...).

## 9. Safety and Supervision

Service facilities do not have a specific service for safety and security, so clients should carry out the actions they deem necessary to ensure the safekeeping of rolling stock, ancillary elements of cargo, and the freight in it.

## 10. Rail Safety

### 10.1. General Criteria

The Rail Rolling Stock shall be duly approved and authorized for running and all personnel involved in traffic processes shall have the corresponding professional authorization, according to the standards applicable at all times, taking into account that obligations and stabling operations, immobilisation of rolling stock deposited at the service facility, train composition, and its signaling, arrangement and braking, and arrangement of the cargo in wagons are responsibility of the railway Undertaking (RU) or, if applicable, of the rail infrastructure manager when they are responsible for the rolling stock.

### 10.2. Operational Criteria

The power to direct train traffic and shunting corresponds to the rail infrastructure manager signalman, and he/she may be assisted in the process of traffic by RU personnel or the rail infrastructure manager, which the corresponding professional authorization.

This personnel shall perform under orders from the signalman certain tasks as required, such as point operation and barriers at level crossings, shunting and other complementary tasks. Therefore it is necessary to have available service tools and media as provided for under the standards in order to ensure the adequate transmission of orders and information on traffic processes.

Adif shall activate deviations of routes entirely performed in the interlocking frame for which it is liable. The facility service client user shall activate deviations that - manually or electrically operated - are performed on site, therefore the personnel who perform the services related to Traffic Safety shall know the special orders and other regulatory documentation related to safety facilities used and to the type of operation performed in the operational field of the service facility and unit in question, and shall be subject to safety inspections and investigation of accidents carried out by Adif. In any case, the RU toward the rail infrastructure manager shall be liable for the entry into service of the train after it is formed.

### **10.3. Transport of Dangerous Goods**

In accordance with the provisions of the RSF, when the capacity requested by a client is to be used for the transport of dangerous goods, it should be put in the request.

The transport of dangerous goods is carried out in accordance with the requirements of the Standard concerning the International Carriage of Dangerous Goods by Rail (RID) and Royal Decree 412/2001, of 20 April, in which Article 4 includes the general standards on traffic (see section 3.4.3 of the NS).

At service facilities, special attention shall be paid to the application of the safety distance between wagons or special containers, for the purpose of stabling with other trains loaded with dangerous goods on adjoining tracks on the same load terminal.

### **10.4. Incidents, Accidents and Abnormalities**

In case of incidents or accidents in traffic or incidents in loading and unloading processes, the operator or the client shall not self-initiate any action on the rolling stock or railway facilities.

In these cases it shall act completing the action and communication protocols established in the Contingency Plans of Adif, and in Self-Protection Plans.

## **11. Coordination of Activities**

In compliance with Royal Decree 171/2004, of 30 January, developing article 24 in Law 31/1995 of 8 November, on Prevention of Labour Risks, in terms of coordinating of business activities and prior to using the facility, the client shall set POP 12 and POP 16 operating procedure for prevention.

## **12. Environment**

Clients are obliged to comply with current Law concerning environment in terms of soil, waste, noise, emissions, waste and hazardous substances.

It shall be the sole responsibility of the client, if so required to environmentally recover and clean the service facility given any spillage or leakage, as well as strict compliance with industrial, environmental and safety standards at a national, autonomic or local level.

## **13. Inappropriate Use of a Service Facility**

It is considered inappropriate use of a service facility:

- a) To perform activities with a purpose different to the functionality defined for the service facility.
- b) To not report of the rolling stock, which is out of the transport productive cycle performed on service facilities, which apart from the siding, have other functions.
- c) Position traction, hauling and railway stock at fuel supply fixed facilities outside service hours or at mobile point facilities without the supply mean that shall perform it.
- d) Breach the rail safety, labour risk and environmental standards.
- e) Use the facility without the proper capacity allocation.
- f) Use or occupy the facility out of the capacity allocated.
- g) Obtain but not use the allocated capacity in the terms of efficient use established in this document.

The Service Information Manager shall inform the client if detecting any of afore behaviour for the purpose of correcting these within the requested term.

## 14. Effects of Inappropriate Use of a Service Facility

The Service Information Manager may eliminate the allocated capacity or may not allocate capacity at the facility if he previously informed the client of inappropriate use of the allocated capacity and it did not take the necessary corrective measures in the indicated term and manner.

The client to whom capacity has been removed or has been informed of the impossibility to access the service facility, may request capacity on it, only given a prior proof toward the Service Information Manager of the measures taken to correct the inappropriate use that caused the decision.

Additionally, and particularly for the situations described in sections e) and f) above, the Service Information Manager of the facility shall inform the client of these situations when they are detected, also informing him of the time of accrual to be taken as a reference for the purposes of applying the tariffs.

Furthermore, if these situations are affecting the operations of other clients, the Service Information Manager of the facility:

- I) Shall require to the client to remove the rolling stock, ancillary elements of cargo and freight which are at service facilities, and any other item that the Client may have installed on its own or by others at the facility or space as indicated by the Service Information Manager.
- II) Should it not be able to remove it on time, GIS shall authorize the affected client, who can not use the facility, to remove the railway stock, by its own means or of third parties, to the facility indicated by GIS.  
  
The Service Information Manager shall in no case be responsible for any damage caused to the affected client if the former can not use the facility for any reason of inappropriate use by other clients. In these cases, the affected client is entitled to pass on to the company that unduly occupied the service facility the amount for the damages that could have caused.
- III) The Service Information Manager shall pass to the client that inappropriately occupies the service facility the tariff for an occasional use period.

Notwithstanding the above, in the event of any breach of the conditions of use of the facility, could apply Title VII, Penalty and Inspection System of Rail Sector Act.

## 15. Use of Facilities by several Successful Bidders

A service facility may be used by multiple clients, although the facility is allocated, with reserved capacity, initially to a client (main contractor), for a period of time and provided it is not saturated.

The Service Information Manager may request to the main contractor that other clients use this service facility (secondary awardees), if the surplus capacity is compatible with operations scheduled by secondary awardees.

The main contractor may authorize the use of this excess capacity in favor of secondary, in which case they shall be entitled to the allowances provided for under Rail Sector Act.

In cases where the main contractor and the Service Information Manager agree to use excess capacity by the secondary, the main contractor shall be obliged to make it available in the agreed timetables.

Should the main contractor not access to share the excess capacity, the System information Manager shall verify the use of the allocated capacity and may modify it if it is compatible.

## 16. Usage Measuring Criteria of the Allocated Capacity

The System Information Manager shall measure the use of the capacity allocated to the clients at service facilities depending on the effective occupation thereof (use) and of the allocated capacity (availability).

In order to measure the effective use, the total length of tracks occupied in service facilities with identical functionality, at a determined station or terminal, during the allocation period.

To calculate the allocated use, the total length of tracks allocated shall be taken into account at service facilities with identical functionality, of a particular station or terminal, for the allocated time.

The use shall be determined by the relationship between the effective use and the allocated.

In the event that the Service Information Manager expects that a particular service facility may be used by multiple clients, he/she may request a responsible statement for the level of activity that will be carried out in it, in order to compare the estimations made by the client which served as the basis for his/her capacity request and the effective use he/she is making.

Given the risk that some companies intend to have a long-term capacity, particularly at the most congested facilities, Adif reserves the right to introduce, with immediate effect, stricter use thresholds that would justify the revocation of such capacity or, given the case, the mandatory facility sharing with secondary awardees.

## 17. Claims

The client has the right to file a claim to the owner of a service facility in case of discrepancy in their actions.

These claims shall be submitted within one month after the event or the corresponding decision that caused the discrepancy.

The owner of the facility agrees to give written response to the claims raised by clients concerning allocation/removal/change of capacity within a maximum period of 30 days.

The owner of the facility is committed to responding in writing to property claims raised by clients for damages resulting from their actions within the legally set period for this purpose.

In the cases provided for in the Rail Sector Act, the client may go to the National Commission of Markets and Competition, in accordance with Law 3/2013, of 4 June, on creation of the National Commission of Markets and Competition.

### Right to information

Clients may consult the catalogue of service facilities through the Network Statement or on a website where such information may be obtained free of charge in electronic format.

## 18. Investments in Service Facilities

Owners of service facilities shall be responsible for maintenance and replacement of service facilities included in the Catalogue of Facilities.

Notwithstanding the above, clients may make investments in equipment as they deem necessary for their activity at service facilities, with prior authorization of the facility owner. Therefore, the client shall submit the corresponding request to the latter, reporting in detail the actions in equipment intended to be performed at said facility.

The owner of the facility shall analyze the technical and economic viability of the proposal and may reject it with reasons.

If the owner of the facility considers the proposal of the interested client technically and economically feasible, the necessary authorizations shall be set and, if applicable, the aforementioned investment formally agreed upon.



# 4. PROVISION OF OFFERED RELATED RAIL SERVICES

## 4.1. 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.

## 4.2. Scope of Freight Transport Terminals

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



## 4.3. Scope of Passenger Transport Stations

### 4.3.1. 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 commercial information of their circular letters through an ordinary courier service.
- ◆ 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.

Standardization of basic information in transport tickets to check in:

The task entrusted to the infrastructure manager to ensure station safety in a multi-operator context, requires that transport tickets of different operators providing passenger transport services include standard information.

This homogenization facilitates control access to train boarding gates and platforms, and validates minimum guarantees in the transport ticket handed-over to allow access to platforms.

The information shown in every ticket will be encrypted by means of AZTEC codes.

The information that the Manager uses to identify a ticket at the time of check-in will be as follows:

AZTEC Code fields	Positions	Notes
Commercial train Nr.	5 positions	
Travel date	10 positions	dd/mm/yyyy
Train departure time	5 positions	hr:min
Origin station	7 positions	In case national tickets the first two digits shall be
Destination station	7 positions	In case national tickets the first two digits shall be 00
Undertaking	5 positions	
A control or sequential number for every undertaking	13 positions	
Coach	3 positions	Train without reservation will arrive unfilled
Seat	3 positions	Train without reservation will arrive unfilled
Combined ticket	2 positions	value: YES / NO
Intermediate station on the combined ticket	7 positions	In case national tickets the first two digits shall be 00
ADIF Reserved	33 positions	
Space to be used by operators on a discretionary basis	Up to completing the maximum capacity	

QThe first 100 characters are reserved for administrator use.

Printed AZTEC in the tickets shall have the following technical features:

Layers: 10

Size: 57x57 pixels

Capacity: 516 digits 414 letters 256 bytes.

### 4.3.2. 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 included in the service price:  
To set the service price, an estimated average consumption has been considered taking into account the consumption of the field equipment, like in the case of self-selling machines.

◆ Supplies at premises:

The consumption of services provided by the Railway Infrastructure Manager shall be calculated based on the occupied surface of the premises.

◆ 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

### 4.3.3. 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.

4.3.4.      **PROCESS FOR SERVICE REQUESTS AT PASSENGER STATIONS**

Request processing by RUs for services linked or related to rail transport at Passenger Stations and their allocation by ADIF-Alta Velocidad, shall be performed according to transparent and non-discriminatory criteria, applying the criteria of priority and coordination, if necessary.

**1. SCOPE OF APPLICATION**

This process shall be applied, in general, to all services related to rail passenger transport provided by ADIF-Alta Velocidad at passenger stations.

ADIF- Alta Velocidad publishes in a file attached to this Catalog a station planning with the location of premises/spaces areas intended to provide services that require allocating specific premises/space for their provision.

Likewise, the description of the service facilities is available in the catalog of descriptive sheets in force at all times, a document available on ADIF-Alta Velocidad website annexed to this NS.

**2. PROCESS DESCRIPTION**

**2.1. TYPES OF REQUESTS**

Given the different characteristics of the services offered by ADIF- Alta Velocidad, the railway undertaking may make different types of requests depending on the characteristics of each one, using the request models included in the Catalog.

At end of this section there is a summary table of the types of requests required for the offered services, which, in any case, are performed for each service file included in the Catalog.

The types of requests that can be made are:

**a) Continuous use**

Should the railway undertaking requires a service continuously for a period of time that may be year/s or months. They differ in:

DESCRIPTION OF THE CONTINUED SERVICE REQUEST	TYPE	COORDINATED PROCESS
Linked to the term of a Framework Agreement	A1	Yes
Yearly	A21	Yes
	A22	No
Monthly	A31	Yes
	A32	No

The railway undertaking shall specify, in the request, the term intended for every service, based on the expected ones in the service sheet for every service. (See summary table)

**b) For one use**

The railway undertaking requires one service for a period of time that may be days, hours or by train. They differ in::

DESCRIPTION OF THE SPECIFIC USE REQUEST	TYPE	COORDINATED PROCESS
Days	B1	Nr.
Hours	B2	Nr.
Train	B3	Nr.

The railway undertaking shall specify, in the request, the term intended for every service, based on the expected ones in the

service sheet for every service. (See summary table)

## 2.2. REQUEST CALENDAR

Within the capacity allocation process to provide services, it is essential to comply with the scheduled timetable in order to guarantee quality and to enable, according to transparent and non-discriminatory criteria, the allocation upon different railway undertakings present at a station, and the necessary areas to all of them, where appropriate, for their provision.

In any case, requests could be:

### a) Subject to timetables

REQUESTS	REQUESTS SUBJECT TO CALENDAR	DEADLINE
A1	Linked to a Framework Agreement	15 days after signing the Framework Agreement
A21, A31	Linked to NS domestic ordinary paths to publish the Service Timetable (1)	15 days after a final communication of service hours
A31	Linked to the request for concerted adjustments summarized in the NS	15 days after a final communication of capacity

(1) Railway undertakings that only operate with international lines must adhere to the planned schedule of requests in NS for domestic traffic.

### b) Not subject to calendar

REQUESTS	REQUESTS NOT SUBJECT TO CALENDAR
A22, A32, B1, B2, B3	At least 48 hours prior to needing it
B1, B2, B3	Urgent

## 2.3. PHASES OF THE PROCESS

### 2.3.1. Reception and Resolution of Requests

#### a) Ways to send requests

The railway undertaking shall send the service request model to [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es), ADIF-Alta Velocidad shall register it and send an acknowledgment of receipt by email.

The application models are located in [ANNEX I](#) at the end of this document.

#### b) Availability and feasibility analysis

The applications received will be ordered according to the date and time of their receipt.

ADIF- Alta Velocidad shall analyze the requests received and the capacity available to attend it and, if there is available capacity, it shall be directly allocated, starting, in the event of conflict, the coordination process.

In accordance with Art.8.3 in the Regulation, should the request not contain all the information required and necessary to make a decision, ADIF- Alta Velocidad shall inform the railway undertaking. The client will have a maximum period of 10 working days after receipt, depending on the request made, to complete the required documentation. If the required documentation is not presented within this period, the request may be rejected.

#### c) Response times for services that do not require a coordination process

ADIF- Alta Velocidad shall respond within a maximum period of 5 business days, which, if affirmative and given a full request satisfaction, it shall be considered as definitively allocated. In the event that ADIF- Alta Velocidad did not include any condition to the request, the client shall expressly accept it.

Given any reasonable exception, clients may request urgent services within a shorter period than that provided for non-calendar services. These requests shall be provided only on business days (Monday to Friday), applications shall be

submitted before 12 noon the day before capacity can be assigned.

In the event that of a particularly urgent and exceptional need outside the aforementioned times, it may be authorized by ADIF-Alta Velocidad by email, formalizing the request later.

ADIF- Alta Velocidad does neither guarantee that all urgent requests made can be met, nor a satisfaction to other requests not subject to a calendar and not urgent that require an analysis time exceeding the 48 hours in advance required for the presentation of this type of requests.

#### d) Response times for services that may require a coordination process

If the service request requires initiating the coordination process, ADIF- Alta Velocidad shall communicate the provisional and final allocation within the following terms regarding the request submitted:

KIND	DESCRIPTION	DEADLINE
A1	Linked to a Framework Agreement	30 days
A21, A31	Linked to the NS request for domestic ordinary paths for the publication of the Service Timetable	30 days
A31	Linked to the request for concerted adjustments summarized in the NS	30 days

#### 2.3.2. Coordination Process

If ADIF- Alta Velocidad receives a request to provide a service by a railway undertaking and said request is incompatible with another request or coincides with an already allocated capacity, they shall try to make all requests compatible by negotiating and coordinating with the affected railway undertakings, in accordance with Art. 10 in the Regulations.

ADIF- Alta Velocidad shall study different options to reconcile incompatible requests to access a service facility or to provide services at the facility. Options should include, if appropriate, measures to maximize the facility available capacity and shall not entail additional investments in resources or equipment.

Requests allocated after a coordination process shall be expressly confirmed by the client.

#### 2.3.3. Priority Criteria

In accordance with Art. 11 in the Regulations, if despite the coordination procedure, requests for rail services are incompatible, ADIF- Alta Velocidad shall resolve the requests according to the following priority criteria (\*):

- 1º Railway undertakings with existing contracts on services or areas that are a priority and with a signed Framework Agreement
  - 2º Railway undertakings that already have existing contracts on services or areas that are a priority and do not have a Framework Agreement
  - 3º Railway undertakings with a Framework Agreement without existing contracts on services or areas to prioritize
  - 4º Railway undertakings without a Framework Agreement and without existing contracts on services or areas to prioritize
- (\*) These criteria shall only be applied after signing Framework Agreements as well as the first request for services at stations. Before applying the criteria, priority for requests shall be set according to trains with a scheduled stop at the station at the time of the request or, where appropriate, set in the offer presented in the process of framework capacity allocation.

Within every category, priority shall be given based on trains with a planned stop at the station upon request, and requests of railway undertakings with most trains with a planned stop at the station shall have a priority, and so on.

Trains with a scheduled stop at the station shall be calculated - in terms of request term - subject to a priority criterion (Framework Agreement, Service Hours or Concerted Adjustment), including that considered as long distance and intercity according to Rail Sector Act.

Given any previous contract with railway undertakings, and if requests are for areas linked to basic services, ADIF-Alta Velocidad

may require to change the allocated capacity in order to include new operators.

In these cases, the railway undertaking is entitled to compensation for the investments pending amortization that - in the space changed - would have been approved by ADIF-Alta Velocidad and performed by the railway undertaking.

Requests allocated after a process with intervention of the priority criteria shall be expressly confirmed by the client.

#### 2.3.4. Claims

In accordance with the provisions of Art. 13.5 in the Directive, and Art. 14 in the Regulation, if ADIF- Alta Velocidad does not have any viable alternative, and if it cannot satisfy all capacity requests corresponding to the facility in question based on the needs proved by the railway undertaking, it may claim to the regulatory body (CNMC).

### **3. USE OF ALLOCATED AREAS**

Railway undertakings have the obligation to use the allocated premises/areas in the conditions upon allocations.

ADIF- Alta Velocidad may analyze the usage level of the allocated premises/areas, and revoke it in the event of total or partial non-use thereof, without prejudice to actions provided under Rail Sector Act and which ADIF- Alta Velocidad may undertake in cases that represent a significant breach for the effective use of passenger stations facilities.

If a railway undertaking does not intend to use the allocated capacity, it shall inform ADIF-Alta Velocidad without undue delay and in accordance with the deadlines set out in point 6.

Measuring criteria for facilities considered to be specially monitored by ADIF-Alta Velocidad are:

#### **a) Premises for ticket sales and information services**

The relationship between the hours of scheduled opening over 4 months prior to the analysis, compared to the totals that elapse between the 30 minutes prior to company's first train departure and 30 minutes after the railway undertaking's last train shall be considered in order to measure the use of these premises.

#### **b) Areas for ticketing**

The number of days with operational incidents (non-operation) detected and reported by Adif-AV to the railway undertaking responsible for the equipment shall be considered - over the 4 months prior to the analysis - in order to measure the use of these areas.

### **4. CANCELLATIONS OF ALLOCATED CAPACITIES**

In general, request cancellations prior to starting a space occupation or a service shall have, in general, the following treatment:

- If these are made more than 24 hours in advance, there shall be no penalty.
- If these are made less than 24 hours in advance, they shall pay one hundred percent of the total budgeted amount.

Notwithstanding the foregoing, specific penalties may be considered for certain services as specified in their service files.

Cancellations requested during a space allocation or a service provision shall generally have the following penalties:

- If 50% of the awarded period has not been used, they shall pay a minimum amount equivalent to 50% of the total budgeted amount.
- If more than 50% of the awarded period has been used, there shall be no penalty.

Notwithstanding the foregoing, specific penalties may be considered for certain services that are specified in their service files.

### **5. COMMITMENTS AND MINIMUM GUARANTEES ON CERTAIN SERVICES**

The nature of some planned services, the need to guarantee their quality and investments that railway undertakings or ADIF-Alta Velocidad may make in certain areas/premises require minimum commitments by the parties.

#### **5.1. PREMISES TO PROVIDE TICKET AND INFORMATION SALES SERVICE (SB-7) AND PREMISES FOR ONBOARD SERVICES OPERATIONAL PERSONNEL (SB-9)**

##### 5.1.1. A1 Applications Subject to Framework Agreement

The railway undertaking, upon accepting the premises allocated by ADIF-Alta Velocidad, shall commit to staying there for 5 years.

ADIF- Alta Velocidad guarantees their presence at the allocated premises during the term of the Framework Agreement, as well

as the investments made under the terms provided for in this document.

#### **5.1.2. A21 And A31 Applications Not Subject to The Framework Agreement**

The railway undertaking, upon accepting ADIF-Alta Velocidad allocated premises shall commit to staying 1 year (the one corresponding to the Service Hours) therein

ADIF- Alta Velocidad guarantees their presence at the allocated premises during said period, as well as the investments have made under the terms set out in this document.

ADIF- Alta Velocidad may sign agreements that exceed the period initially foreseen for this type of request if investments are proposed and approved at premises that cannot be amortized within the Service Hours.

In these cases, the railway undertaking may not occupy all areas provided at the station for said services.

#### **5.2. VIP LOUNGES (SX-10)**

Any railway undertaking requesting this service, upon accepting the service provision conditions shall commit to the effective use, subject to loyalty programs, for at least 1 year.

ADIF- Alta Velocidad guarantees access to this service by railway undertaking clients, under the loyalty conditions required by them, during said period.

#### **5.3. ON-BOARD SERVICES LOADING AND UNLOADING (LOGISTICS) (SX-11)**

Any railway undertaking requesting this service, upon accepting the service provision conditions shall commit to requesting this service - in accordance with programs to adapt the transfer points and coordinate the transfers - for at least 1 year.

ADIF- Alta Velocidad guarantees that railway undertakings may access these logistics services, within the indicated period, if these services are provided under a self-service regime.

If any third party, at their own risk, provides these services they shall require that the service operator guarantees to railway undertakings access to these services within the indicated period.

### **6. SUSPENSION OR TOTAL OR PARTIAL REVOCATION**

#### **6.1. SUSPENSION**

ADIF- Alta Velocidad may require that, in certain services, the provision of a service for reasons of safety or capacity management at station areas is suspended, after communicating it to the railway undertakings, and no damages shall be claimed for this decision.

#### **6.2. TOTAL OR PARTIAL REVOCATION**

ADIF- Alta Velocidad may revoke all or part of the allocated capacity in the following cases:

##### **6.2.1. Maintenance and Remodeling Works**

Should it be necessary to perform maintenance and/or remodeling works that affect the rail transport service, whether they are scheduled or urgent, ADIF- Alta Velocidad may modify the allocated capacity after communicating it to the railway undertakings.

ADIF- Alta Velocidad shall communicate, in general, at least 6 months in advance with regard to the planned execution, the completion of the scheduled maintenance and or remodeling works.

ADIF- Alta Velocidad shall communicate, as soon as they becomes aware of it, the need to perform urgent maintenance and/or remodeling works.

ADIF- Alta Velocidad - if possible - shall enable, in all cases, alternative premises/areas to provide these services.

In these cases, the railway undertaking shall have the right to modify the economic conditions associated with its allocation, depending on whether it is total or partial.

##### **6.2.2. Rail Service Needs and Other Assumptions**

Additionally, ADIF-Alta Velocidad may revoke the capacity if it is necessary for the railway service or in order to comply either with any governmental provision or from any authority of the Public Administration based on the public use statement, or for a general interest, or given any affecting change in use as may be produced after changing the General Urban Planning Plan.

In these cases, ADIF- Alta Velocidad shall notify the railway undertaking in writing of the capacity revocation 6 months in

advance of the date on which said revocation should take place, the client committing, in this case, to free and expedite in favor of ADIF- Alta Velocidad said facility over this period. In this case, they shall have the right to compensation in the part pending amortization of any investment approved by ADIF-Alta Velocidad prior to revoking the capacity.

ADIF- Alta Velocidad - if possible - shall enable, in all cases, alternative premises/areas to provide these services.

### 6.2.3. Total Or Partial Lack Of Use

A total or partial revocation may be carried out after analyzing the use level of allocated premises/areas, if it lays under:

- 80% at coordinated stations
- 50% in the rest of the uncoordinated stations, unless this is due to non-economic reasons beyond client control

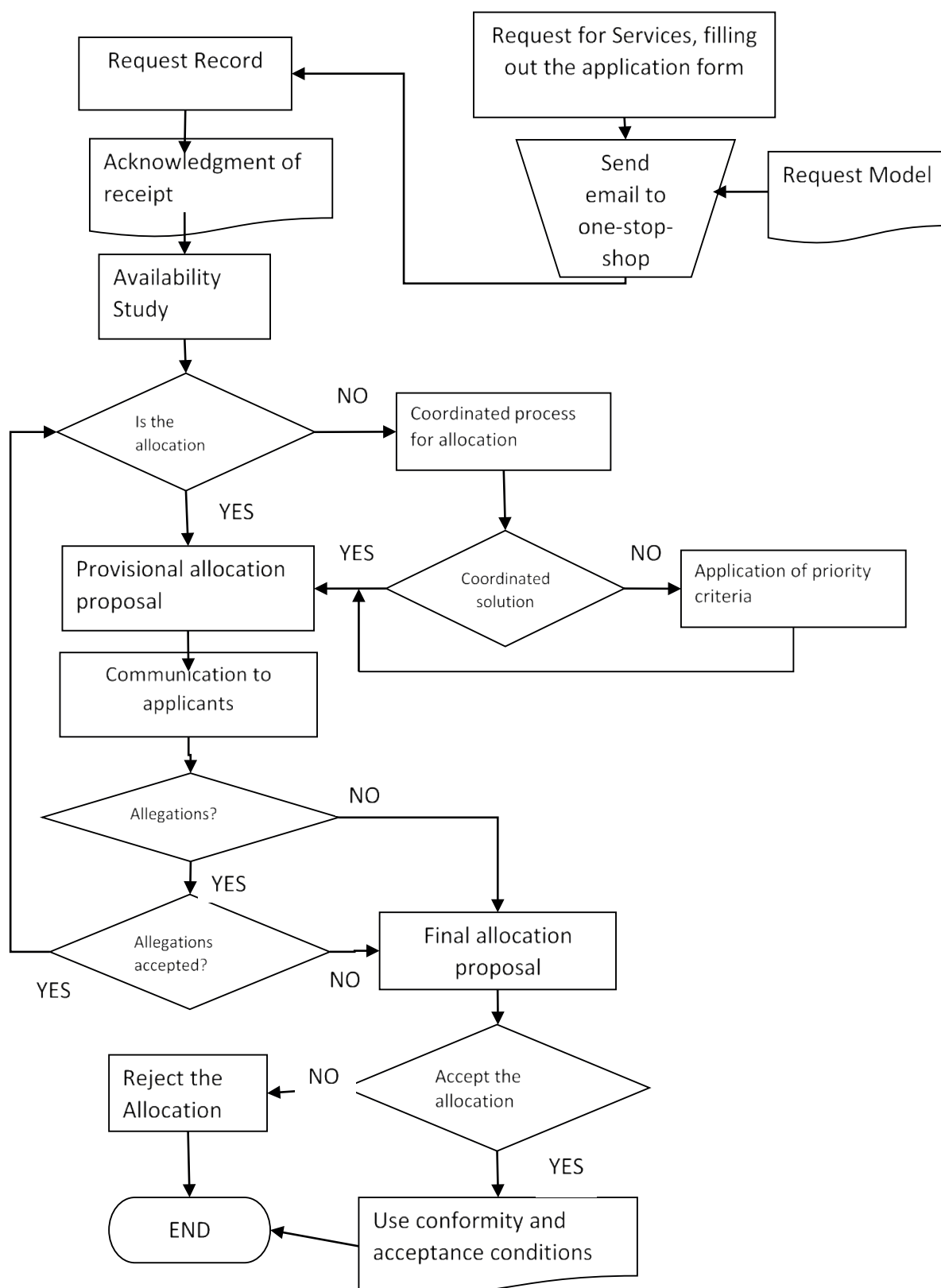
If they see any reason to revoke, the railway undertaking shall be required to use the facilities or services allocated, giving a reasonable period of time that shall not exceed one month. If said requirement is neglected, it may be revoked.

In cases where a lack of use is detected and the total or partial revocation of the allocated capacity is urged, railway undertakings shall not have the right to request any compensation.

## SUMMARY TABLE OF TYPE OF REQUEST BY SERVICE

		DURATION	FRAMEWORK AGREEMENT	ANNUAL TERM		MONTHLY		DAYS	HOURS	TRAIN	
		COORDINATED PROCESS FORECAST	Yes	Yes	No	Yes	No	No	No	No	
	Service	Description	A1	A21	A22	A31	A32	B1	B2	B3	Charging system
BASIC	SB5	Access to buildings and platforms at Passenger Transport Stations (requested with train path request )									Tariff
	SB6	Use of travel information support			Yes		Yes				Price
	SB7	Ticketing and information service premises	Yes	Yes							Price
	SB8	Area for ticketing items		Yes							Price
	SB9	Premises for on-board service operating personnel	Yes	Yes		Yes					Price
ANCILLARY	SX4	Areas for ephemeral: where RUs may install ephemeral items (counter type or similar)					Yes	Yes	Yes	Yes	Price
	SX5	Areas on platforms for RUs mobile equipment, intended for storage to facilitate operations on platforms		Yes		Yes					Price
	SX6	Equipped boarding point			Yes		Yes			Yes	Price
	SX7	Last minute services		Yes		Yes					Price
	SX8	Lockers in shared dressing room		Yes		Yes					Price
	SX9	Lost & found management			Yes						Price
	SX10	VIP lounges			Yes						Price
	SX11	Loading and unloading on-board services			Yes						Price

### 4.3.5. PROCESS IN THE FIELD OF PASSENGER TRANSPORT STATIONS



### 4.3.6. 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	TICKETING ITEM SPACEDE TICKETING	EQUIPPED BOARDING POINT	MANAGEMENT OF LOST OBJECTS
		SB-7	SB-8	SX-6	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 SPACEDE 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	LOADING AND UNLOADING ON-BOARD SERVICES
		SX-4	SX-6	SX-8	SX-9	SX-10	SX-11
ALBACETE LOS LLANOS	ADIF Alta Velocidad	0	1	1	1	1	-
ALICANTE - ALACANT		1	3	1	1	1	Yes
CASTELLO DE LA PLANA		0	2	1	0	0	-
CUENCA FERNANDO ZOBEL		0	2	1	0	0	-
MADRID- CHAMARTÍN		0	6	0	1	1	Yes
VALENCIA JOAQUÍN SOROLLA		1	6	1	1	1	Yes

## 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-GUOMAR		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	LOADING AND UNLOADING ON-BOARD SERVICES
		SX-6	SX-8	SX-9	SX-10	SX-11
LEON	ADIF Alta Velocidad	1	0	1	0	-
MADRID-CHAMARTÍN		6	0	1	1	Yes
PALENCIA		1	0	0	0	-
SEGOVIA-GUOMAR		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 SPACE DE 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	LOADING AND UNLOADING ON-BOARD SERVICES
		SX-6	SX-8	SX-9	SX-10	SX-11
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	Yes
MÁLAGA MARIA ZAMBRANO		4	2	1	1	Yes
PUERTOLLANO		1	2	0	0	-
SEVILLA-SANTA JUSTA		3	1	1	1	Yes

### 4.3.7. 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.

### 4.3.8. BASIC SERVICES

#### 4.3.8.1. 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.

Adaptations of travel information media shall be made by ADIF.

The furniture inside the premises is the responsibility of RUs, there are no restrictions other than those arising from legislation on safety, fire protection, environmental, accessibility or other applicable laws.

#### Definition and Offer:

BASIC SERVICES	Scope of Passenger Transport Stations
<b>SB-5</b>	<p><b>Use of stations by passengers</b></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>
<b>SB-6</b>	<p><b>Use of travel information media.</b></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>
<b>SB-7</b>	<p><b>Local for tickets sale and information services.</b></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>
<b>SB-8</b>	<p><b>Spaces for ticketing elements.</b></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>
<b>SB-9</b>	<p><b>Premises for on board service operational personnel.</b></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"> <li>Cost of the monthly period, increased by 50%, dividing the result by 30 and multiplying it by the number of days of use</li> </ul>
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	€/month
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"> <li>Request it together with the Framework Agreement request.</li> <li>The maximum term shall be the Framework Agreement term.</li> <li>The agreement shall include the penalties applicable to every case.</li> </ul> <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	€/month
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	<p>No furniture is included.</p>
RESTRICTIONS	<p>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.</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. 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"><li>Request it together with the Framework Agreement request.</li><li>The maximum term shall be the Framework Agreement term.</li><li>The agreement shall include the penalties applicable to every case.</li></ul>
APPLICATION CONDITIONS	<p>Should it be necessary to perform adaptation works inside the premises, these shall be subject to project approval by the railway infrastructure manager</p>

4.3.8.2. 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	CATEGORY 5
<b>SB-6</b> USE OF TRAVEL INFORMATION MEDIA	3.73	3.73	3.73	3.73	----
<b>SB-7</b> PREMISE FOR TICKET SALES AND INFORMATION SERVICE (1)	19.69	16.54	12.79	9.90	5.58

SERVICE	€/MONTH/MACHINE				
	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	CATEGORY 5
<b>SB-8</b> SPACES FOR TICKETING ELEMENTS (2)	210.00	151.00	105.00	75.00	54.00

SERVICE	€/SQM/MONTH			
	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
<b>SB-9</b> 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%.

#### 4.3.8.3. APPLICATION MODELS IN THE FIELD OF PASSENGER TRANSPORT STATIONS

The application models are located in [ANNEX I](#) at the end of this document.



## 4.3.9. SUPPLEMENTARY SERVICES

### 4.3.9.1. Service Offer, Definition and Description

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

## 4.3.10. ANCILLARY SERVICES

### 4.3.10.1. 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	<b>Spaces for ephemeral.</b> Where RUs may install ephemeral elements to provide different services, such as flexible structure stands, mobile counters or other similar elements.
	SX-5	<b>Areas on platforms for RUs mobile equipment.</b> 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	<b>Equipped on board point.</b> 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	<b>Last minute attention point.</b> 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	<b>Lockers in shared locker room.</b> 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	<b>Management of Lost objects.</b> 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	<b>VIP rooms.</b> 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.
	SX-11	<b>Logistics for loading and unloading on board services</b> Provision of services, among others, of freight acceptance at the station Transfer Point (street/train side), their unloading and transfer inside, conditioning, inventory control, preparation of the stock, stock loading in the vehicles special transfer and transfer to the train side to load on board the train these stock at a height level of the access door (single or double-deck trains)

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> <ul style="list-style-type: none"> <li>* Number of trains stopping at the station.</li> </ul> <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> <ul style="list-style-type: none"> <li>* Connection for data communication.</li> <li>* Connection to broadcast messages by local public address system.</li> </ul>
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>

SX-5	Platform spaces for RUs mobile equipment
PRIORITY CRITERIA	<p>For all RUs requesting it, measuring the space to occupy proportionally to their turnover, measured as follows:</p> <ul style="list-style-type: none"> <li>* Number of trains stopping at the station.</li> </ul> <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>
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.</p> <p>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 maintenance 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"> <li>* Computer screen for information provision.</li> <li>* Code bar reader.</li> <li>* Con-nection to broadcast messages by local public address system.</li> <li>* Connectivity for RUs to connect to their own systems.</li> </ul>
RESTRICTIONS	It does not enable RUs to install any of their own elements.

SX-6 Equipped Boarding Point	
INVOICING UNIT	€/month/counter.
AMOUNT	The service is provided for annual or multiannual periods. The duration may not be longer than RU capacity allocation. For periods of less than one year, the price will increase by 25%.
APPLICATION CONDITIONS OF	Consumption costs are included in the price.

SX-7 Last Minute Service Point	
DESCRIPTION	Use of items provided by the railway infrastructure manager, counter type or similar intended to provide last minute attention. These elements may be fixed or mobile. The spaces assigned for this use shall not be identified in RUs Commercial Services plan.
PRIORITY CRITERIA	For all RUs requesting it, the space to occupy shall be proportionally measured to their turnover, as follows: * Number of trains stopping at the station. 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. The request for services by RUs shall be done together with the capacity request. 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. 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 railway infrastructure manager shall provide to RUs different items, fixed or mobile, for last-minute care services. Enabled spaces will have at least one electrical outlet to connect computer equipment. Includes connectivity for RUs to access their own systems.
RESTRICTIONS	It does not enable RUs to install any of their own elements.
INVOICING UNIT	€/month/counter.
AMOUNT	The service is provided for annual or multiannual periods. The duration may not be longer than RU capacity allocation. For periods of less than one year, the price will increase by 25%. 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: * Allocation time, which is the one reserved by the RU. * The effective occupation time. 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.
APPLICATION CONDITIONS OF	Consumption costs are included in the price.

SX-8	Lockers in shared locker room
DESCRIPTION	<p>Use of individual lockers in shared use locker rooms.</p> <p>The spaces destined to common changing rooms shall be identified in RUs Commercial Services plan. Closed premises, fully finished, with access control system available.</p>
PRIORITY CRITERIA	<p>For all RUs requesting it, the space to occupy shall be measured proportionally to their turnover, as follows:</p> <p>* Number of trains stopping at the station.</p> <p>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.</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 re-questing 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 lockers will be numbered for identification and will have a lock, providing access code or giving two keys per locker.</p> <p>The dressing room will have benches, hangers and electric sockets, hot and cold water.</p> <p>Maintenance and cleaning of shared locker spaces shall be performed by the Railway Infrastructure Manager.</p>
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	<p>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.</p> <p>The rental of individual lockers in shared locker rooms is made for annual periods in all cases, without exception.</p> <p>It includes expenses for consumption, supplies, services or maintenance arising from the use of the premises.</p>

SX-9	Management of Lost Objects
DESCRIPTION	<p>It is the railway infrastructure manager management of objects lost by passengers in trains.</p> <p>These objects are delivered to their owners prior proper accreditation.</p>
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	<p>Certain objects with special characteristics shall first pass through safety control by means of a scanner.</p> <p>Perishable items are not allowed.</p>
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 capacity 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"> <li>• Request it together with the Framework Agreement request.</li> <li>• The maximum term shall be the Framework Agreement term.</li> <li>• The agreement shall include the penalties applicable to every case.</li> </ul>
APPLICATION CONDITIONS OF	€/sqm/month at rental premises (commercial lease contract), the supply is not included..

SX-11 Catering Logistics	
DESCRIPTION	Logistics for loading and unloading on board services
SERVICE REGIME	By third parties at their own risk
SERVICE CONDITIONS	Provision of services, among others, of freight acceptance at the station Transfer Point (street/train side), their unloading and transfer inside, conditioning, inventory control, preparation of the stock, stock loading in the vehicles special transfer and transfer to the train side to load on board the train these stock at a height level of the access door (single or double-deck trains) It also includes reverse logistics from the train to the departure to the street through the Transfer Point.
REQUESTS	As defined by the service operator.
PRIORITY CRITERIA	As defined by the service operator.
ECONOMIC CONDITIONS	As defined by the service operator.
EXPECTED CHANGES TO THE SERVICE	Implementation during 2020 of this management model at Madrid Puerta de Atocha, Madrid Chamartín, Barcelona Sants, Valencia Joaquín Sorolla, Alicante, Málaga María Zambrano and Sevilla Santa Justa stations to be managed by a third party at their own risk.

#### 4.3.10.2. 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	
<b>SX-4</b> SPACE FOR EPHEMERALS	746.25	537.75	477.75	298.50	UP TO 4 m <sup>2</sup> €/MONTH
	1,243.75	896.25	796.25	497.50	UP TO 8 m <sup>2</sup> €/MONTH
<b>SX-5</b> EQUIPMENT SPACES AT PLATFORMS	1.77	1.49	1.15	0.89	€/m <sup>2</sup> / 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	
<b>SX-6</b> EQUIPPED BOARDING POINT (1)	40.00	40.00	40.00	40.00	€/MONTH/ COUNTER
<b>SX-7</b> LAST MINUTE ATTENTION POINT (1)	20.00	20.00	20.00	20.00	€/MONTH/ COUNTER
<b>SX-8</b> LOCKERS IN SHARED DRESS-ROOM	15.00	15.00	15.00	15.00	MONTH / BOX OFFICE
<b>SX-9</b> LOST OBJECTS	550.00	300.00	175.00	125.00	€/MONTH

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

## 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%

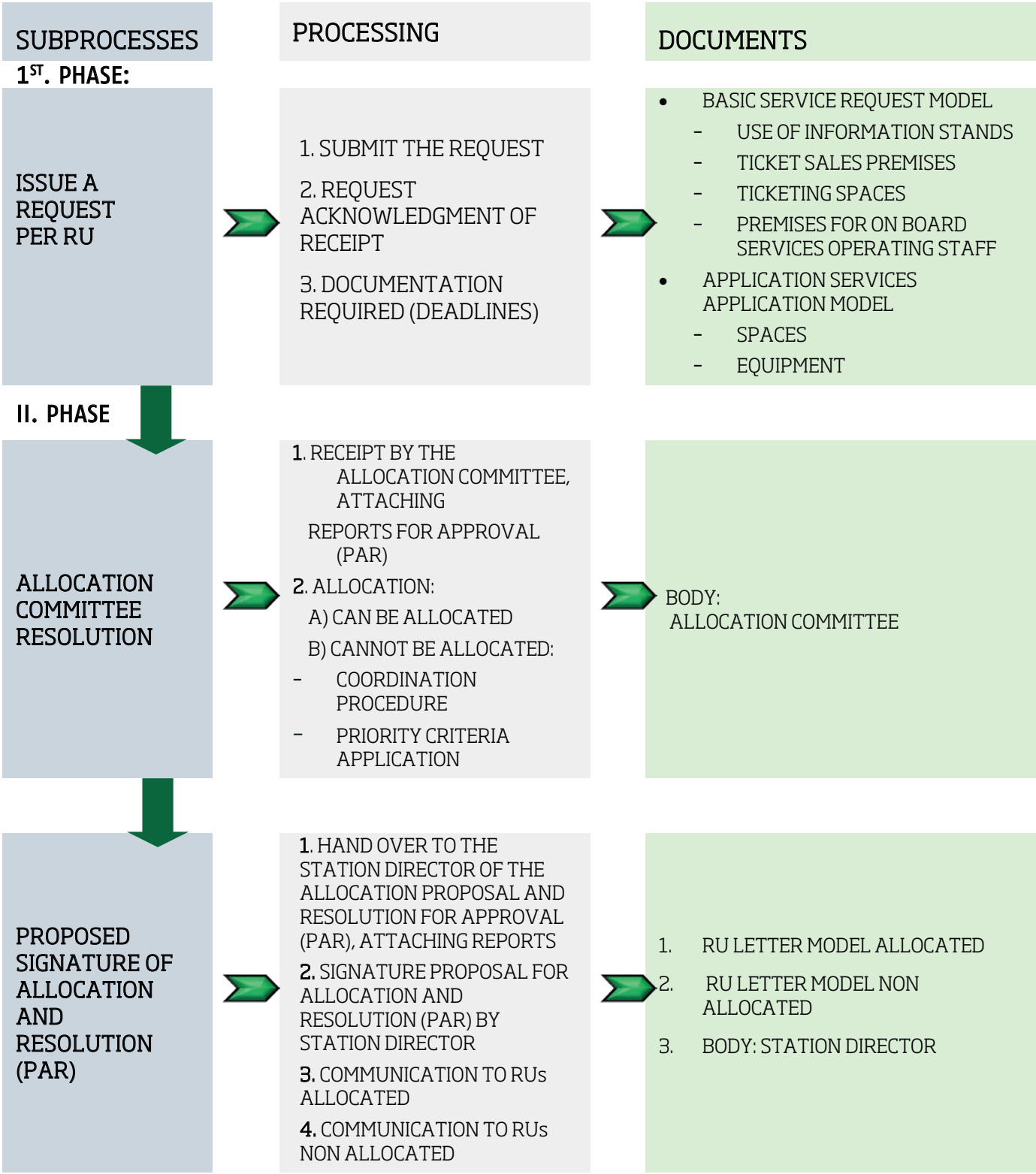
The price per user will be calculated according to the service cost.

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

4.3.10.3. APPLICATION MODELS IN THE FIELD OF PASSENGER TRANSPORT STATIONS

The application models are located in [ANNEX I](#) at the end of this document.

4.3.10.4. SPACE AND SERVICE ALLOCATION PROCESS, FOR ANCILLARY SERVICES



## **ANNEX I – APPLICATION MODELS**

### **Basic Services Models**

### **Ancillary Services Models**

**Request schedule for this service:**

- Yearly (A22): At least 48 hours prior to needing it
- Monthly (A32): At least 48 hours prior to needing it

## REQUEST FORM

### SB-6 | USE OF TRAVEL INFORMATION SUPPORT

APPLICANT'S DATA	COMPANY DATA:
Contact person	Headquarters: _____
Name: _____	Tax Id No: _____
Position: _____	Address: _____
Phone No(s): _____	_____
E-mail: _____	Postal Code _____ City: _____

<b>STATION:</b>	
-----------------	--

**TYPE OF REQUEST:**

	Yearly (A22)		Monthly (A32)		
--	--------------	--	---------------	--	--

**REQUESTED CAPACITY:**

Supports	For forms (No)		For digitals (No)	
Need	From		To	

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

--

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

**Service request calendar:**

- Framework Agreement (A1): 15 days after signing the Framework Agreement
- Yearly (A21): 15 days after the definitive communication of the service hours

## REQUEST FORM

### SB-7 | TICKETING AND INFORMATION SERVICE PREMISES

APPLICANT'S DATA	COMPANY DATA:
Contact person Name: _____ Position: _____ Phone No(s): _____ E-mail: _____	Headquarters: _____ Tax Id No: _____ Address: _____ _____ Postal      Code      _____      City: _____

<b>STATION:</b>	
-----------------	--

**TYPE OF REQUEST:**

	Framework Agreement (A1)		Yearly (A21)		
--	--------------------------	--	--------------	--	--

**REQUESTED CAPACITY:**

Area (sqm)				
Need	From		To	

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

--

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

Service request calendar:

- Framework Agreement (A1): 15 days after signing the Framework Agreement
- Yearly (A21): 15 days after the definitive communication of the service hours

## REQUEST FORM

### SB-8 | AREA FOR TICKETING ITEMS

APPLICANT'S DATA	COMPANY DATA:
Contact person	Headquarters: _____
Name: _____	Tax Id No: _____
Position: _____	Address: _____
Phone No(s): _____	_____
E-mail: _____	Postal Code _____ City: _____

STATION:	
----------	--

TYPE OF REQUEST:

	Yearly (A21)				
--	--------------	--	--	--	--

REQUESTED CAPACITY: (A standard area of 0.75 sqm per machine is allocated)

Items			Sqm. - machine	
Need	From		To	

ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)

--

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

- Yearly (A21): 15 days after the definitive communication of the service hours

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

## REQUEST FORM

### SB-9 PREMISES FOR OPERATING PERSONNEL OF ON-BOARD SERVICES

APPLICANT'S DATA	COMPANY DATA:
Contact person	Headquarters: _____
Name: _____	Tax Id No: _____
Position: _____	Address: _____
Phone No(s): _____	_____
E-mail: _____	Postal Code _____ City: _____

STATION:	
----------	--

**TYPE OF REQUEST:**

Framework Agreement (A1)	Yearly (A21)	Monthly (A31)
--------------------------	--------------	---------------

**REQUESTED CAPACITY:**

Area (sqm)			
Need	From	To	

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

--

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

**Request schedule for this service:**

- Monthly (A32): At least 48 hours prior to needing it
- Days (B1): At least 48 hours prior to needing it and urgent
- Hours (B2): At least 48 hours prior to needing it and urgent
- Train (B3): At least 48 hours prior to needing it and urgent

## REQUEST FORM

**SX-4**

### AREAS FOR EPHEMERALS WHERE RUs MAY INSTALL COUNTER-TYPE OR SIMILAR EPHEMERAL ITEMS

APPLICANT'S DATA	COMPANY DATA:
Contact person Name: _____ Position: _____ Phone No(s): _____ E-mail: _____	Headquarters: _____ Tax Id No: _____ Address: _____ _____ Postal      Code      _____      City: _____

<b>STATION:</b>	
-----------------	--

**TYPE OF REQUEST:**

	Monthly (A32)		Days (B1)		Hrs (B2) Minimum 1 hr
	Train (B3)				

**REQUESTED CAPACITY:** Counters installed shall occupy a space of 8sqm maximum each

Counters		Counter sqm.	
Need	From	To	

**ADDITIONAL INFORMATION:** (indicate specific circumstances that you want to show)

NAME, DATE AND SIGNATURE:

ENTRY RECORD:

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted. Red.

**Service request calendar:**

- Yearly (A21): 15 days after the definitive communication of the service hours
- Monthly (A31): 15 days after the definitive communication of the service hours

## REQUEST FORM

**SX-5**

**AREAS ON PLATFORMS FOR RUs MOBILE EQUIPMENT, INTENDED FOR STORAGE TO ENABLE OPERATIONS ON PLATFORMS**

APPLICANT'S DATA	COMPANY DATA:
Contact person Name: _____ Position: _____ Phone No(s): _____ E-mail: _____	Headquarters: _____ Tax Id No: _____ Address: _____ _____ Postal      Code      _____      City: _____

<b>STATION:</b>	
-----------------	--

**TYPE OF REQUEST:**

Yearly (A21)	Monthly (A31)	
--------------	---------------	--

**REQUESTED CAPACITY:**

Space (sqm)			
Need	From		To

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

**Service request calendar:**

- Yearly (A22): At least 48 hrs prior to needing it
- Monthly (A32): At least 48 hrs prior to needing it
- Train (B3): At least 48 hrs prior to needing it and urgent

## REQUEST FORM

### SX-6 | EQUIPPED BOARDING POINT

APPLICANT'S DATA	COMPANY DATA:
Contact person	Headquarters: _____
Name: _____	Tax Id No: _____
Position: _____	Address: _____
Phone No(s): _____	_____
E-mail: _____	Postal      Code      _____      City: _____

<b>STATION:</b>	
-----------------	--

**TYPE OF REQUEST:**

Yearly (A22)	Monthly (A32)	Train (B3)
--------------	---------------	------------

**REQUESTED CAPACITY:**

Standard: 1 control point per train					
Extended: additional points per train (above 1)				Additional points	
Need	From		To		

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

--

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

**Service request calendar:**

- Yearly (A21): 15 days after the definitive communication of the service hours
- Monthly (A31): 15 days after the definitive communication of the service hours

## REQUEST FORM

### SX-7 | LAST MINUTE SERVICES

APPLICANT'S DATA	COMPANY DATA:
Contact person Name: _____ Position: _____ Phone No(s): _____ E-mail: _____	Headquarters: _____ Tax Id No: _____ Address: _____ _____ Postal      Code      _____      City: _____

<b>STATION:</b>	
-----------------	--

**TYPE OF REQUEST:**

	Yearly (A21)		Monthly (A21)		
--	--------------	--	---------------	--	--

**REQUESTED CAPACITY:**

Attention points (per person)					
Need	From		To		

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

**Service request calendar:**

- Yearly (A21): 15 days after the definitive communication of the service hours
- Monthly (A31): 15 days after the definitive communication of the service hours

## REQUEST FORM

### SX-8 LOCKERS IN SHARED DRESSING ROOM

APPLICANT'S DATA	COMPANY DATA:
Contact person Name: _____ Position: _____ Phone No(s): _____ E-mail: _____	Headquarters: _____ Tax Id No: _____ Address: _____ _____ Postal      Code      _____      City: _____

<b>STATION:</b>	
-----------------	--

**TYPE OF REQUEST:**

	Yearly (A21)		Monthly (A21)		
--	--------------	--	---------------	--	--

**REQUESTED CAPACITY:**

Lockers				
Request	From		To	

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

## REQUEST FORM

### SX-9 | LOST & FOUND MANAGEMENT

APPLICANT'S DATA	COMPANY DATA:
Contact person	Headquarters: _____
Name: _____	Tax Id No: _____
Position: _____	Address: _____
Phone No(s): _____	_____
E-mail: _____	Postal Code _____ City: _____

**REQUESTED CAPACITY:**

Station				
Need	From		To	
Station				
Need	From		To	
Station				
Need	From		To	
Station				
Need	From		To	

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

--

NAME, DATE AND SIGNATURE:

ENTRY RECORD

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

**Service request calendar:**

- Framework Agreement (A1): 15 days after signing the Framework Agreement
- Monthly (A22): 15 days after the definitive communication of the service hours

## REQUEST FORM

### SX-10 | VIP rooms (self-service only)

APPLICANT'S DATA	COMPANY DATA:
Contact person Name: _____ Position: _____ Phone No(s): _____ E-mail: _____	Headquarters: _____ Tax Id No: _____ Address: _____ _____ Postal      Code      _____      City: _____

<b>ESTACIÓN:</b>	
------------------	--

**TIPO DE SOLICITUD:**

	Framework Agreement (A1)		Yearly (A21)		
--	--------------------------	--	--------------	--	--

**REQUESTED CAPACITY:**

Area (sqm)				
Need	From		To	

**ADDITIONAL INFORMATION: (indicate specific circumstances that you want to show)**

NAME, DATE AND SIGNATURE:

ENTRY RECORD

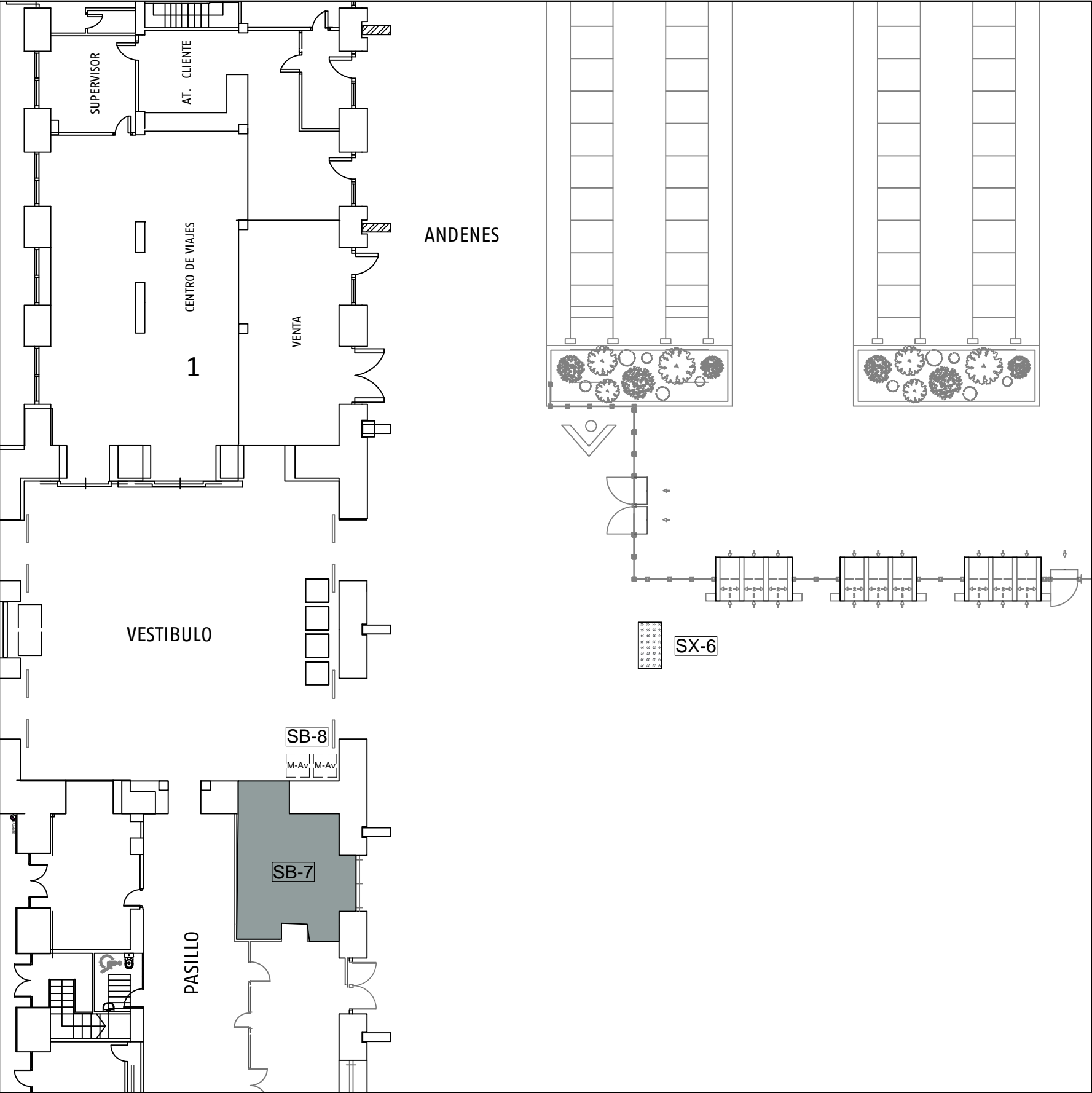
---

The request shall be sent to the email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

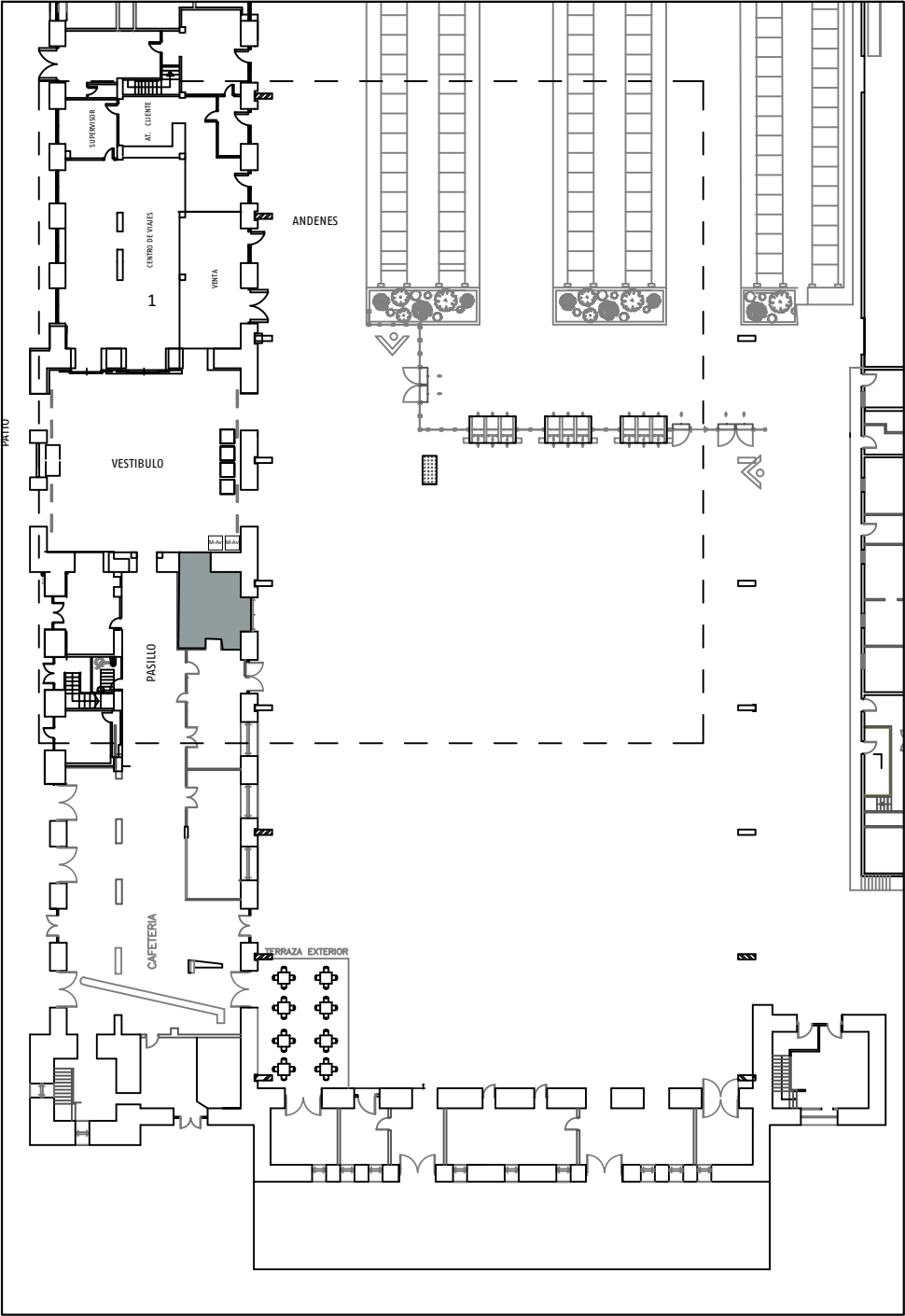
For further questions, related to this service, please addressed to the following email address: [serviciosestaciones@adif.es](mailto:serviciosestaciones@adif.es)

- ☒ By submitting the request, the conditions of the application procedure and the commercial terms set forth in the Network Statement are expressly accepted.

# PLANS



DETALLE PLANTA VESTÍBULO



UBICACIÓN PLANTA VESTÍBULO

- SB-7** LOCALES DE VENTA DE BILLETES
- SB-8** ESPACIOS PARA ELEMENTOS TICKETING
- SX-6** PUNTO DE EMBARQUE EQUIPADO POR ADIF



TÍTULO:  
Espacios para Empresas Ferroviarias

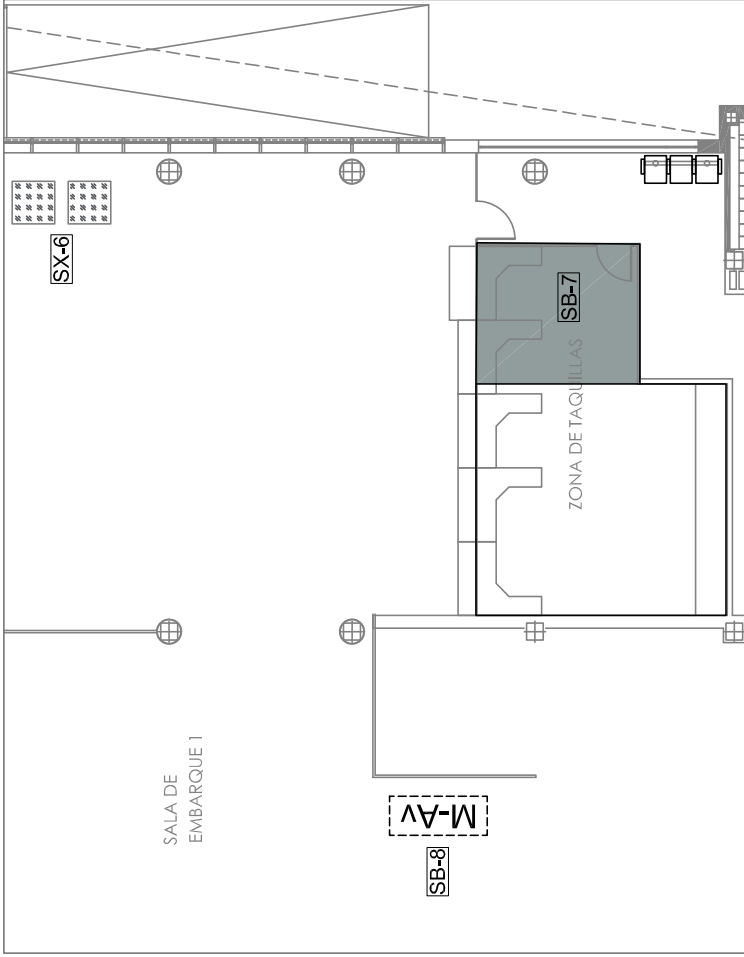
AUTOR:  
---

FECHA:  
Julio-2019

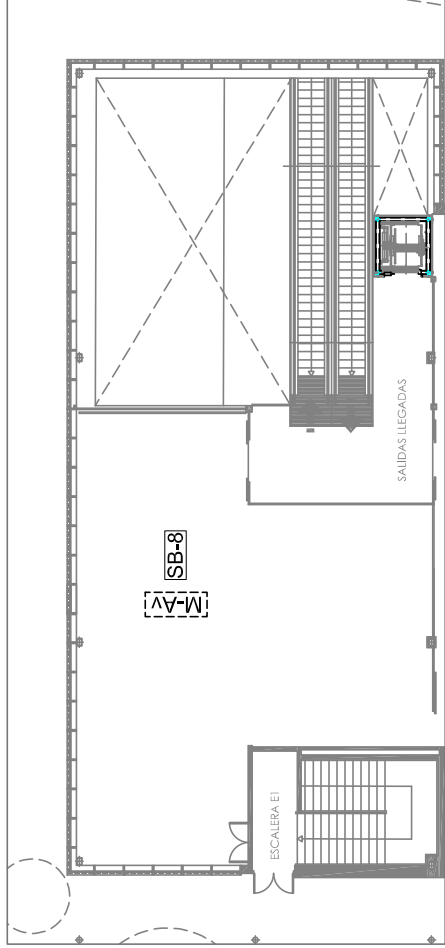
SUBDIRECCIÓN TERRITORIAL: Noroeste  
ESTACIÓN: A Coruña - San Cristóbal  
CATEGORÍA: 2

ESCALA (A3):  
1:200  
1:500

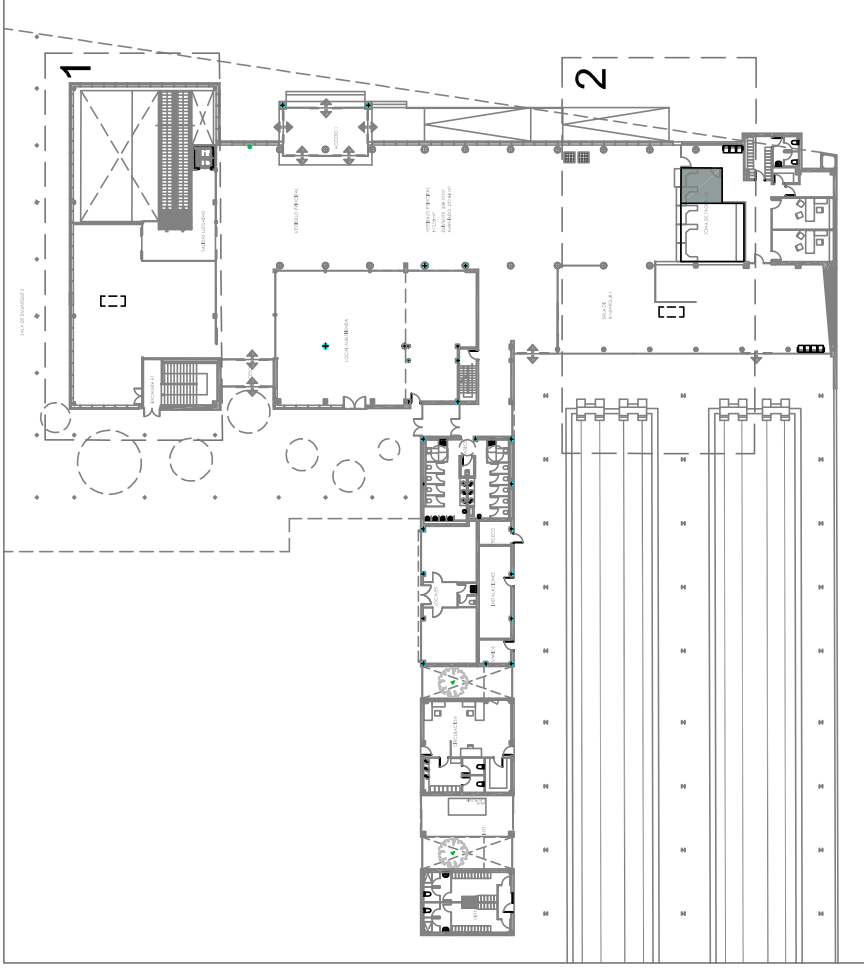
Nº PLANO:  
01



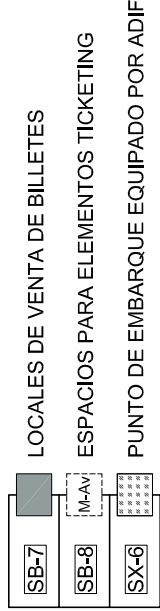
DETALLE 2 PLANTA VESTÍBULO



DETALLE 1 PLANTA VESTÍBULO



UBICACIÓN PLANTA VESTÍBULO



Título:  
Espacios para Empresas Ferroviarias

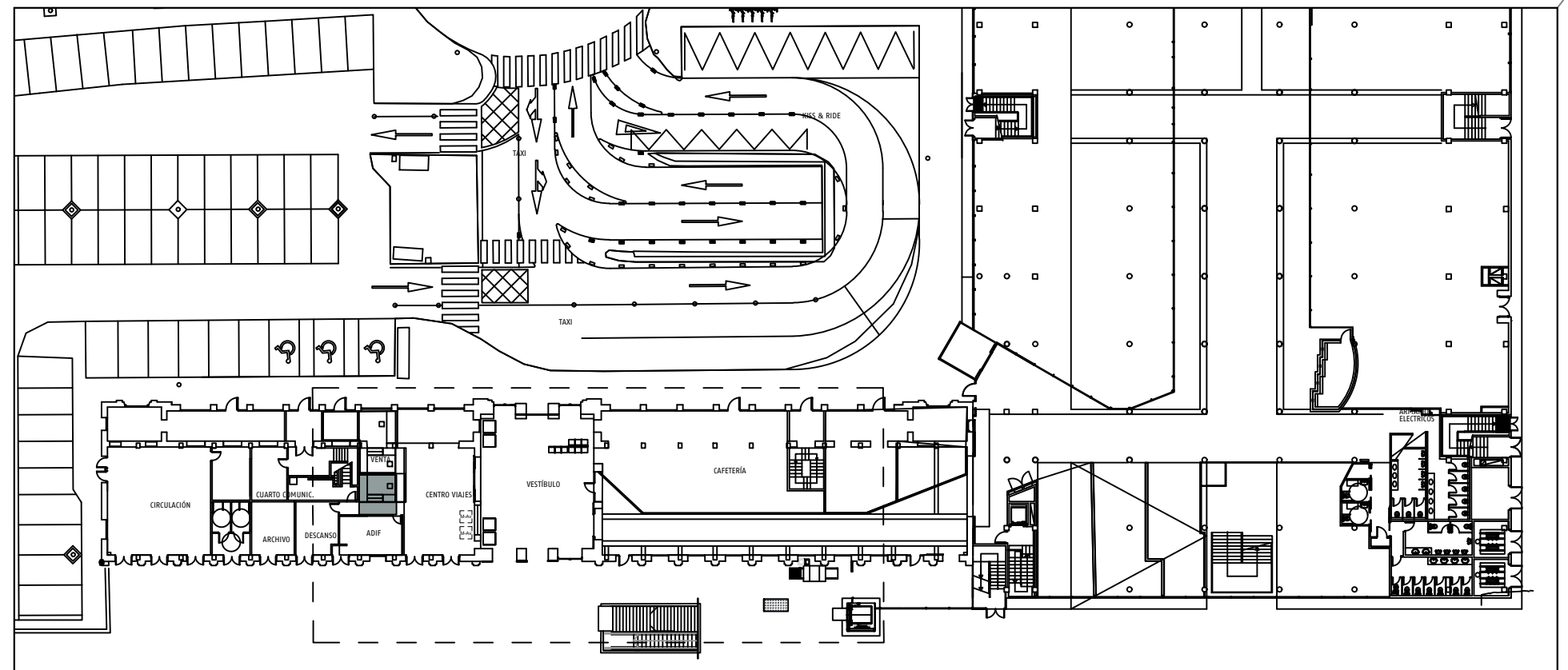
FECHA:  
Julio-2019

SUBDIRECCIÓN TERRITORIAL: Noroeste  
ESTACIÓN: León  
CATEGORÍA: 2

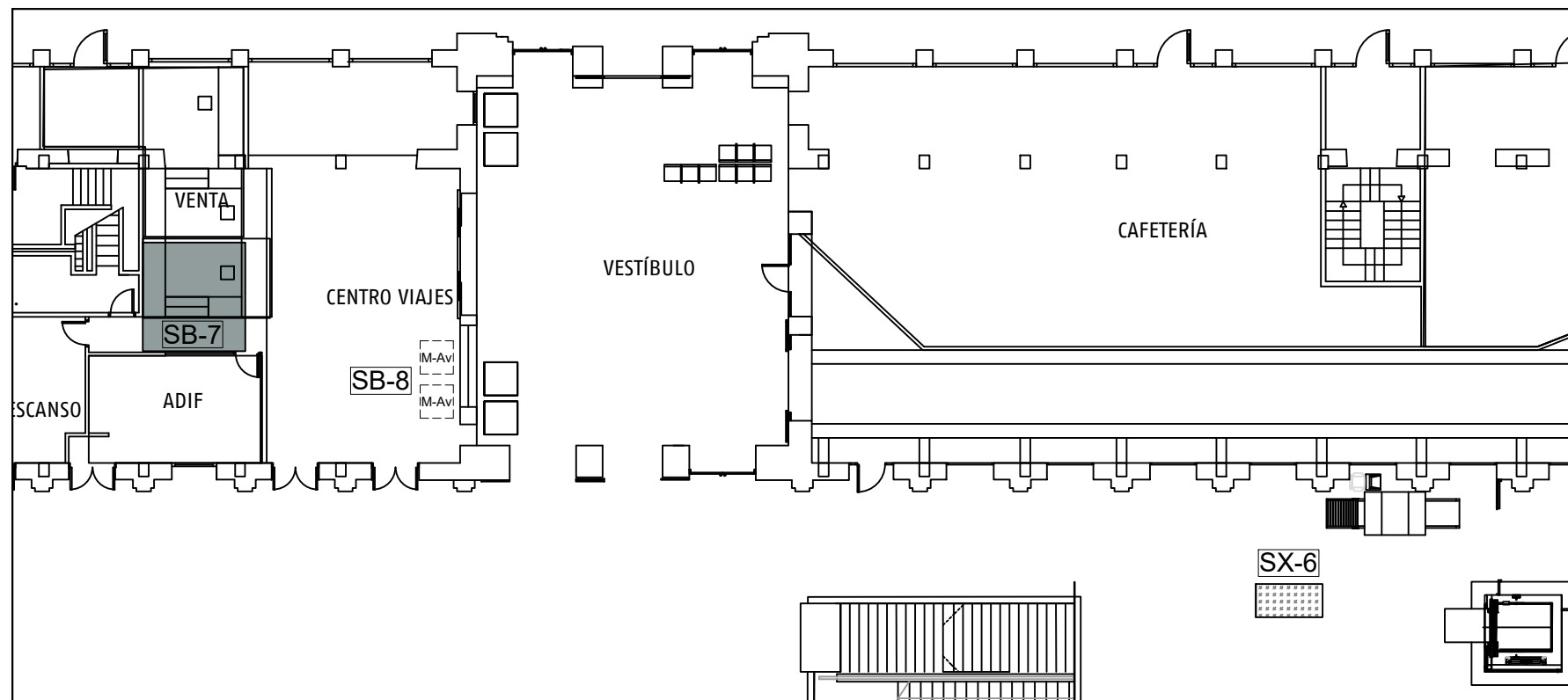
ESCALA (A3):  
1:200  
1:500

Nº PLANO:  
01

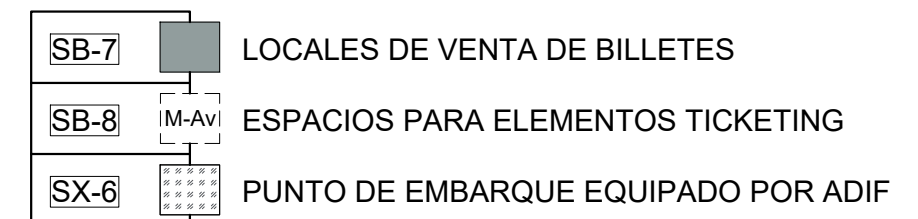
AUTOR:  
---

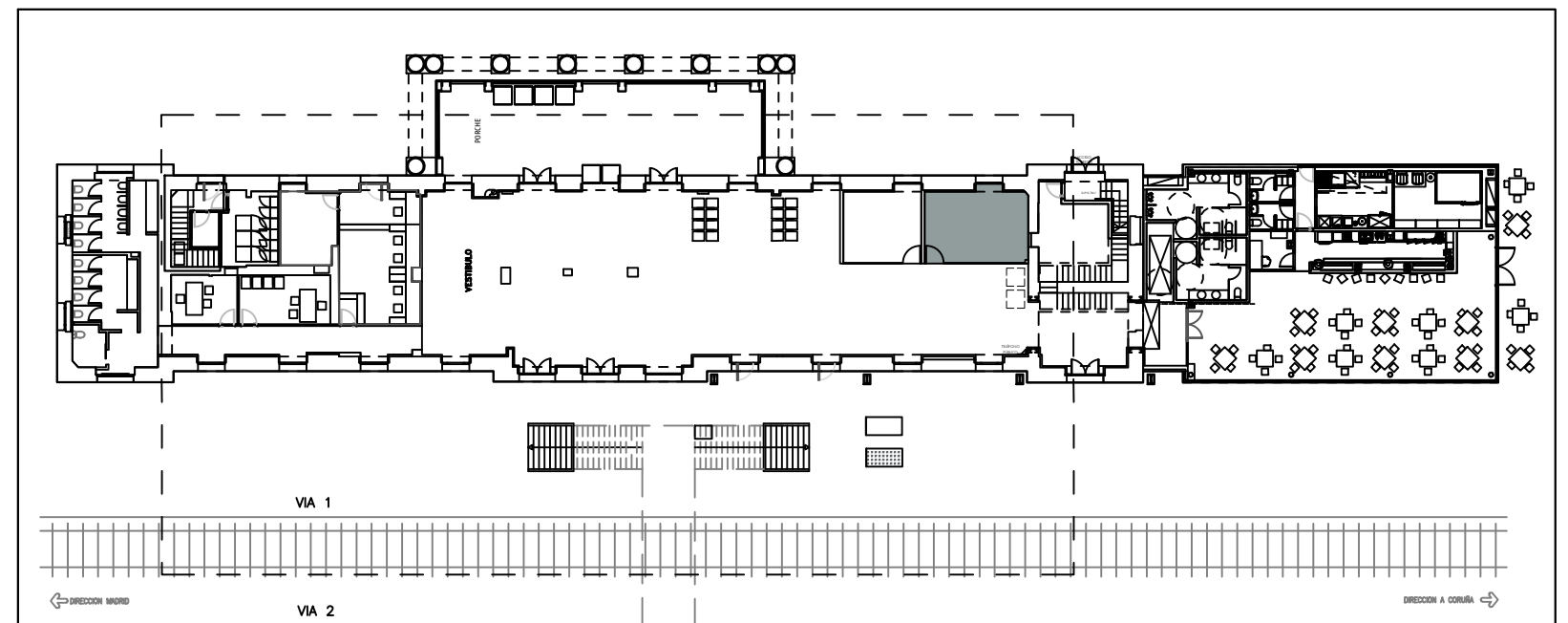


UBICACIÓN PLANTA VESTÍBULO

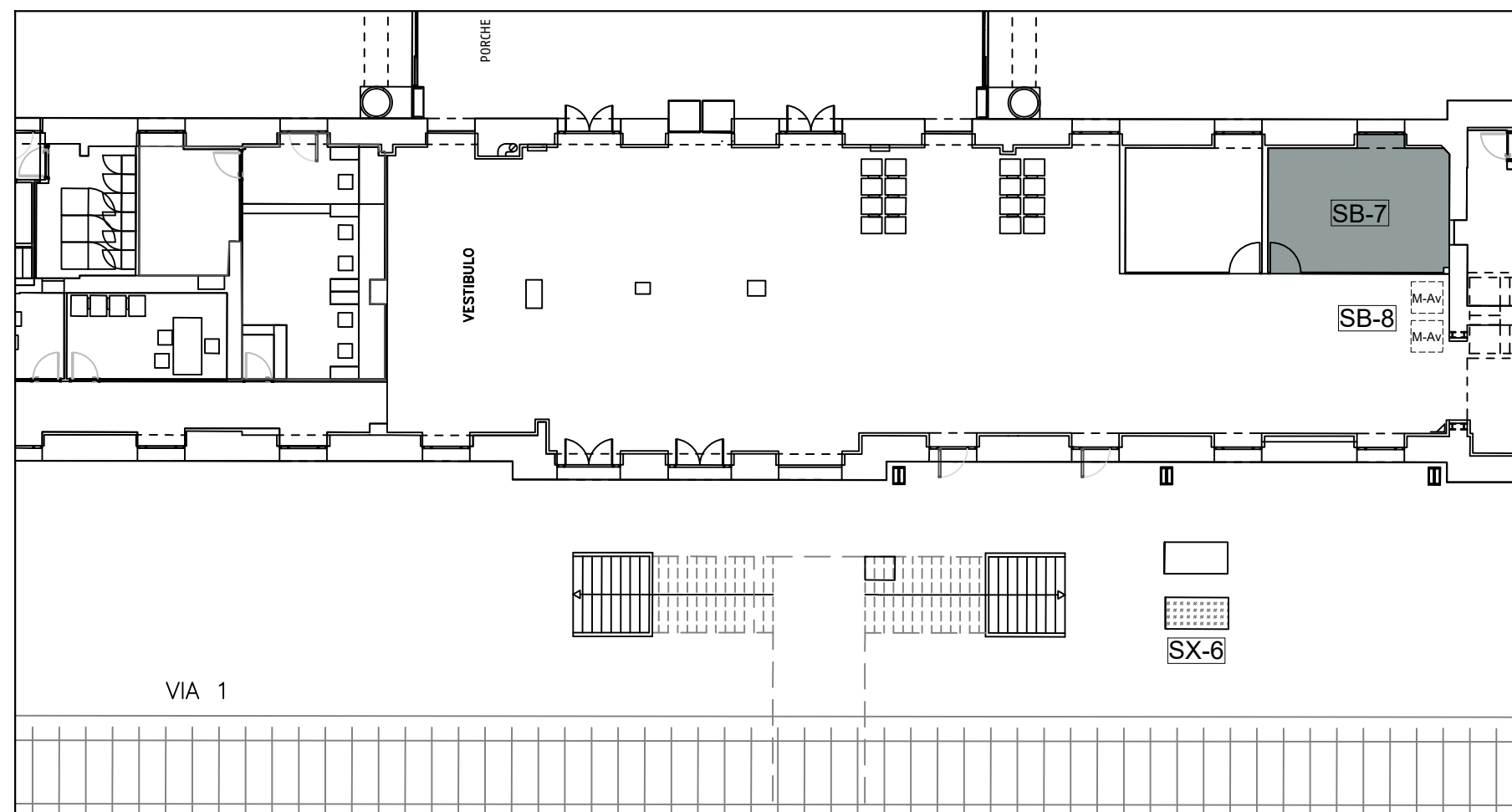


DETALLE PLANTA VESTÍBULO





UBICACIÓN PLANTA VESTÍBULO



DETALLE PLANTA VESTÍBULO

- SB-7** LOCALES DE VENTA DE BILLETES
- SB-8** ESPACIOS PARA ELEMENTOS TICKETING
- SX-6** PUNTO DE EMBARQUE EQUIPADO POR ADIF



**TÍTULO:**  
Espacios para Empresas Ferroviarias

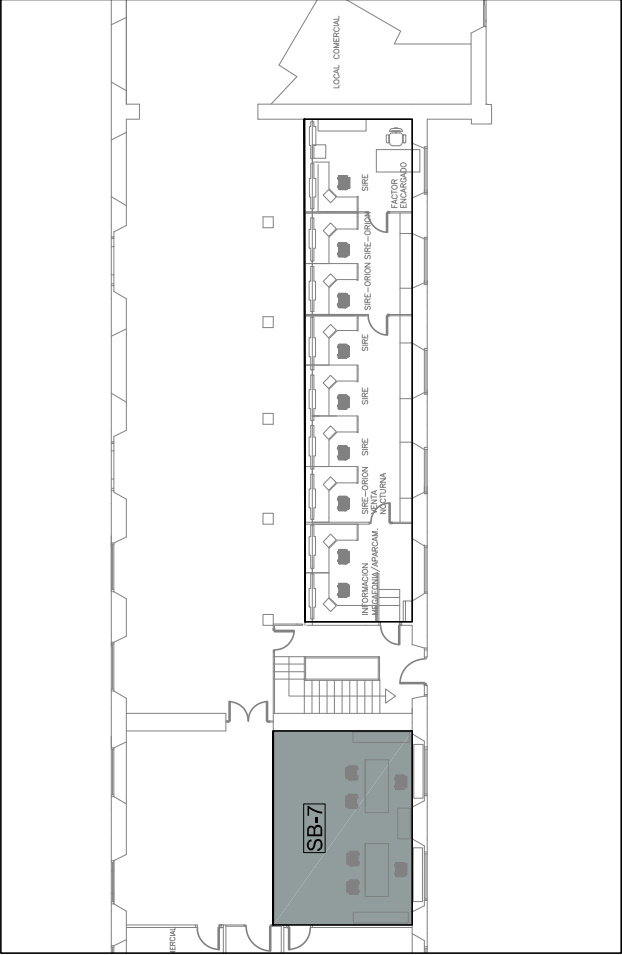
**AUTOR:**  
---

**FECHA:**  
Julio-2019

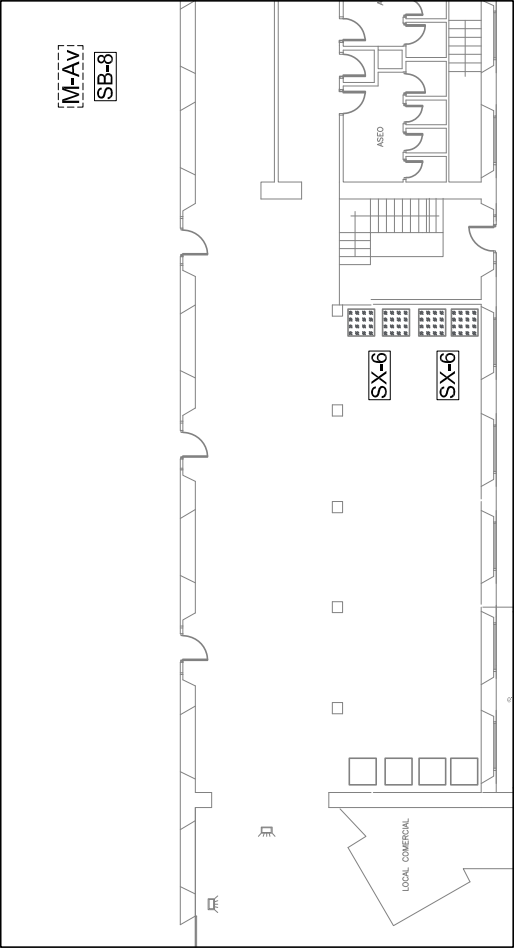
**SUBDIRECCIÓN TERRITORIAL:** Noroeste  
**ESTACIÓN:** Santiago  
**CATEGORÍA:** 2

**ESCALA (A3):**  
1:100  
1:400

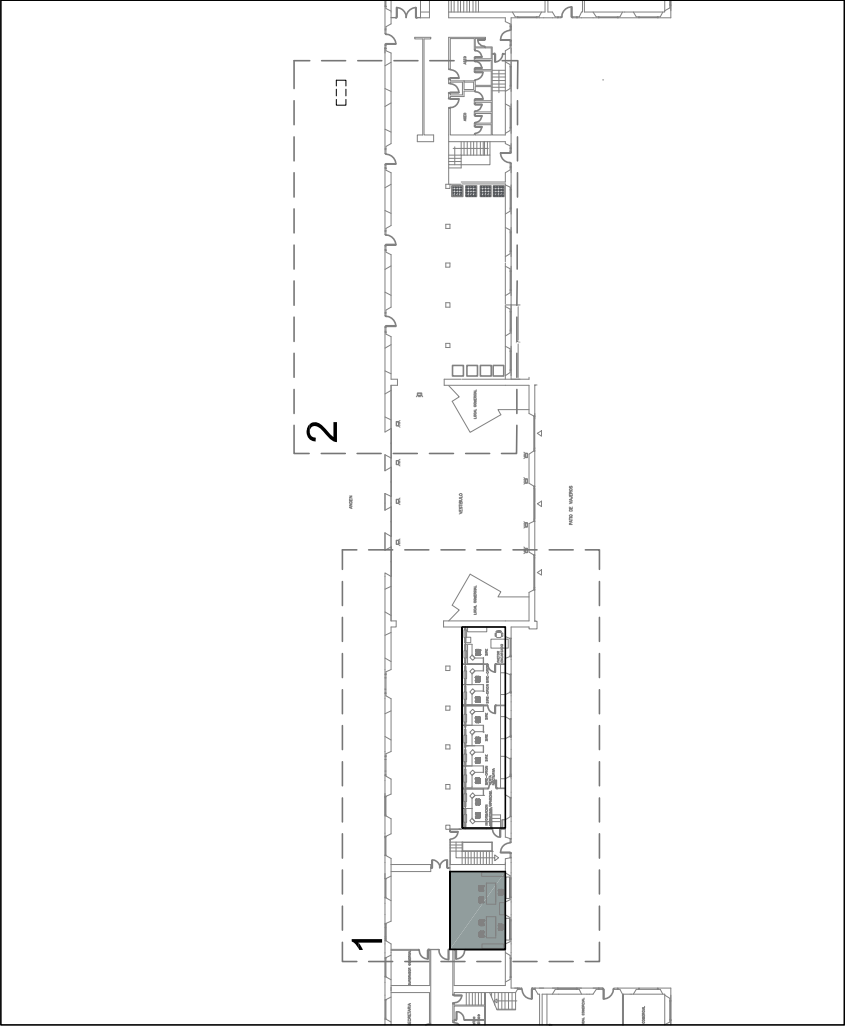
**Nº PLANO:**  
**01**



DETALLE 1 PLANTA VESTIBULO



DETALLE 2 PLANTA VESTIBULO



UBICACIÓN PLANTA VESTIBULO

SB-7

SB-8

SX-6

LOCALES DE VENTA DE BILLETES

ESPACIOS PARA ELEMENTOS TICKETING

PUNTO DE EMBARQUE EQUIPADO POR ADIF



Título:  
Espacios para Empresas Ferroviarias

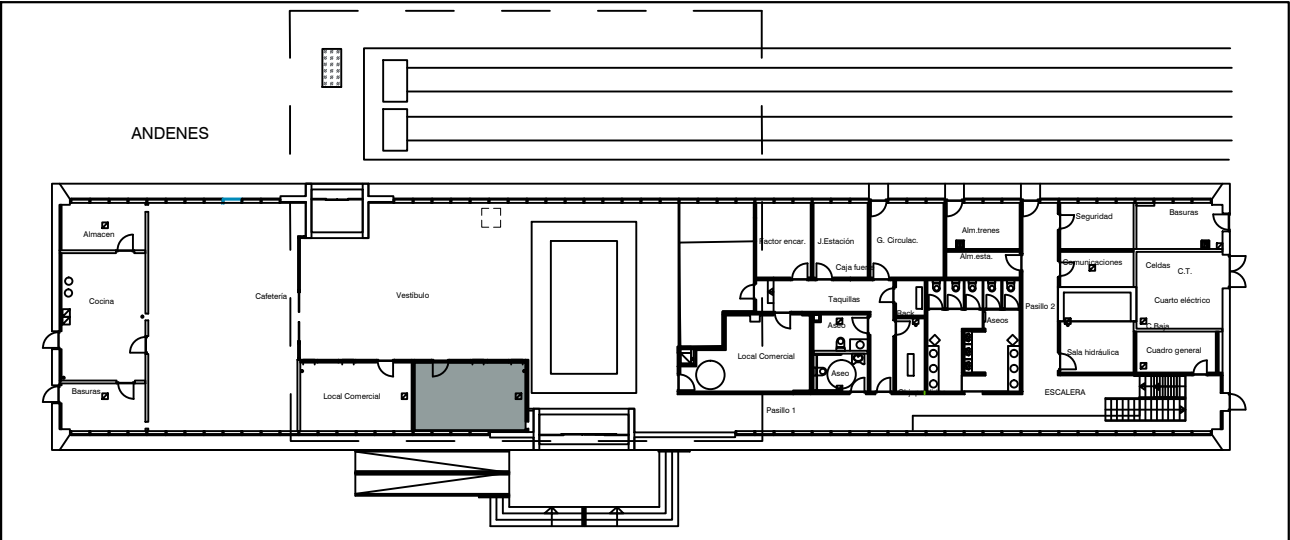
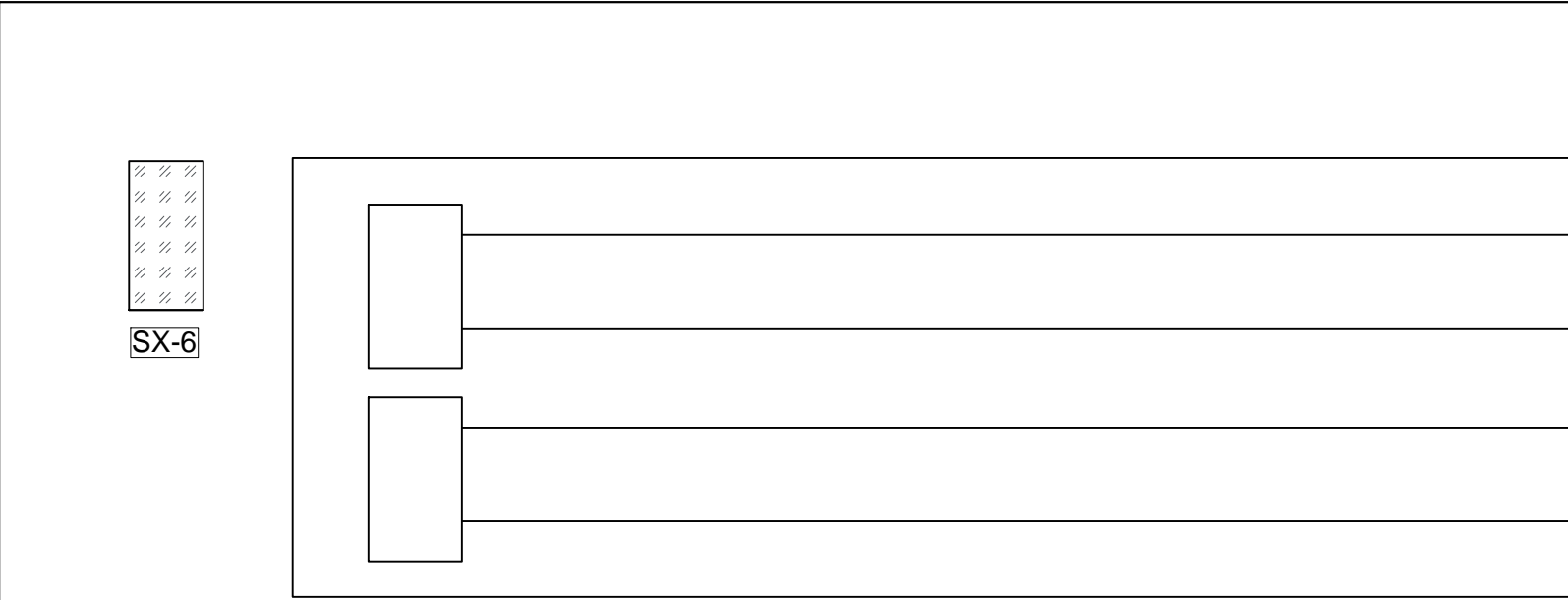
AUTOR:  
---

FECHA:  
Julio-2019

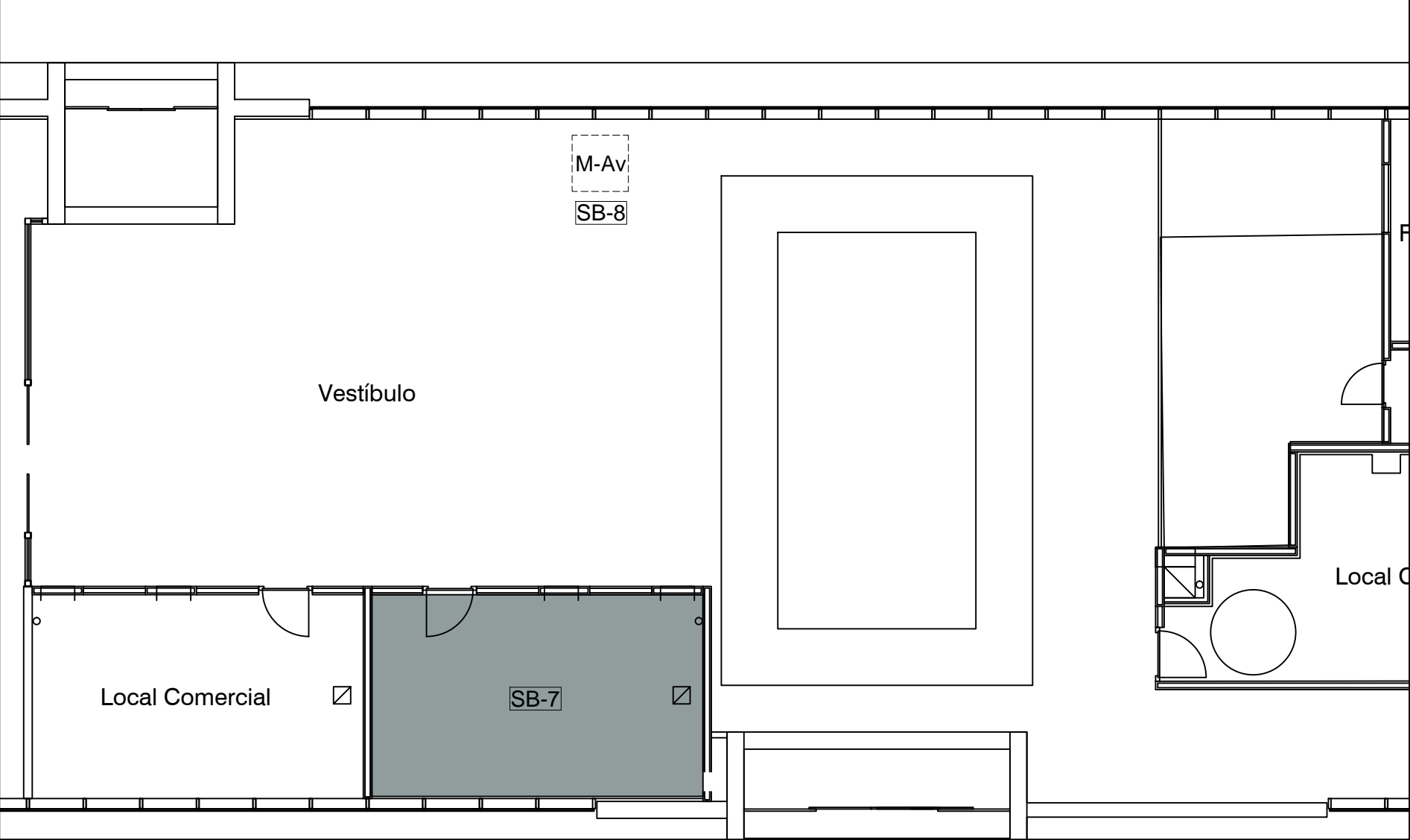
SUBDIRECCIÓN TERRITORIAL: Noroeste  
ESTACIÓN: Valladolid  
CATEGORÍA: 2

ESCALA (A3):  
1:200  
1:500

Nº PLANO:  
01



UBICACIÓN PLANTA VESTÍBULO



DETALLE PLANTA VESTÍBULO

SB-7

LOCALES DE VENTA DE BILLETES

SB-8

M-Av

ESPACIOS PARA ELEMENTOS TICKETING

SX-6

PUNTO DE EMBARQUE EQUIPADO POR ADIF



TÍTULO:  
Espacios para Empresas Ferroviarias

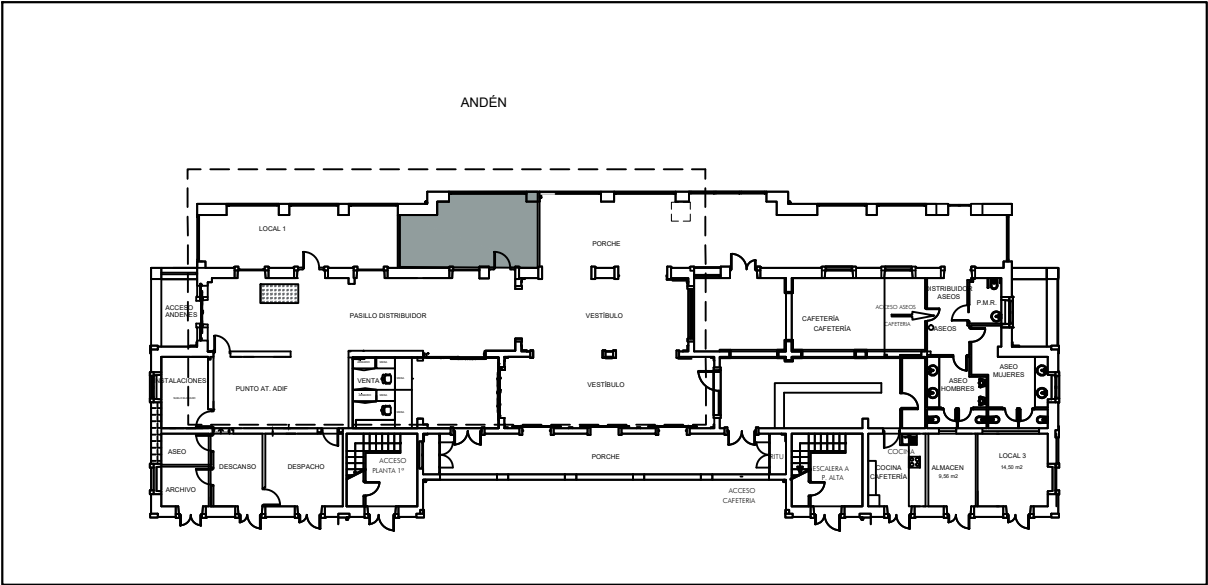
AUTOR:  
---

FECHA:  
Julio-2019

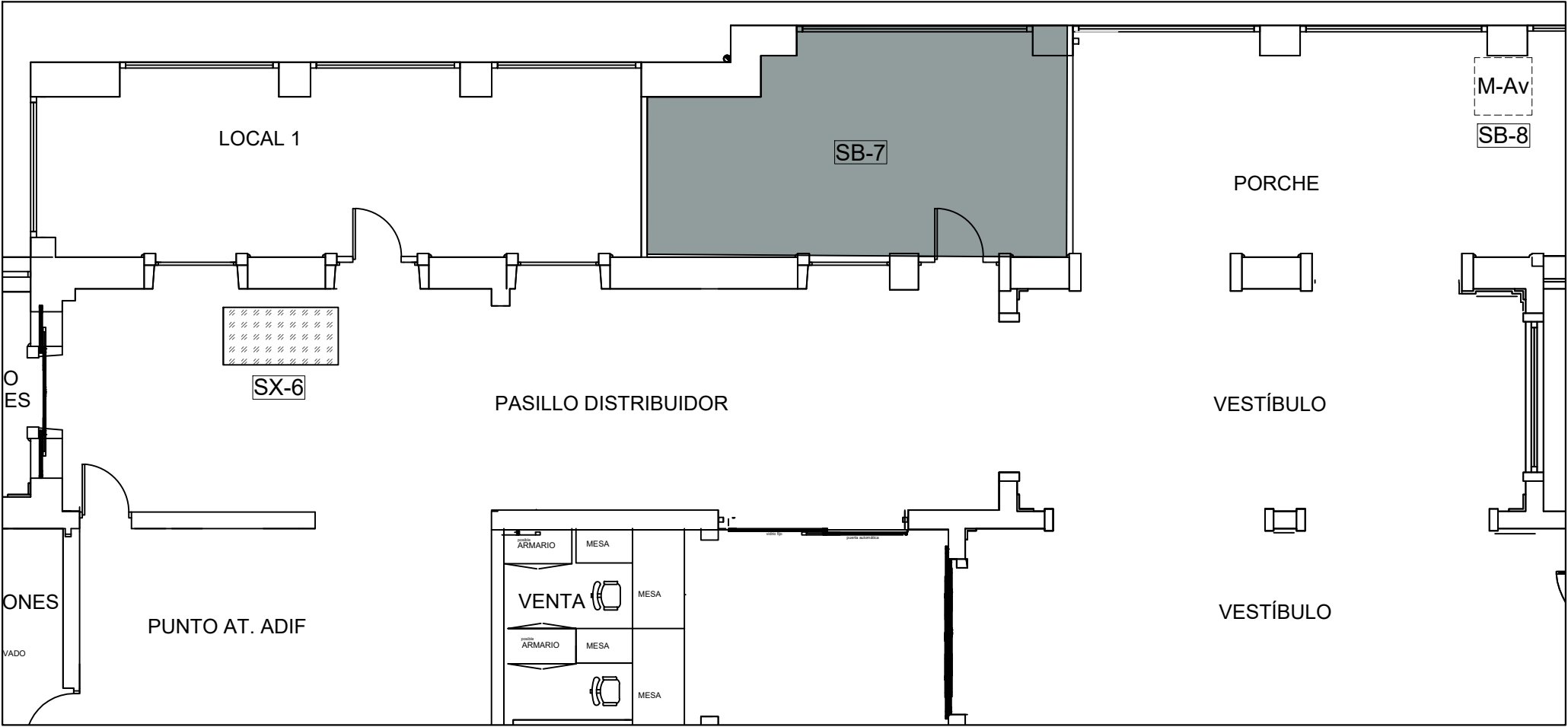
SUBDIRECCIÓN TERRITORIAL: Noroeste  
ESTACIÓN: Vigo Guixar  
CATEGORÍA: 3

ESCALA (A3):  
1:100  
1:400

Nº PLANO:  
01



UBICACIÓN PLANTA VESTÍBULO



DETALLE PLANTA VESTÍBULO

- SB-7 LOCALES DE VENTA DE BILLETES
- SB-8 M-Av ESPACIOS PARA ELEMENTOS TICKETING
- SX-6 PUNTO DE EMBARQUE EQUIPADO POR ADIF



TÍTULO:  
Espacios para Empresas Ferroviarias

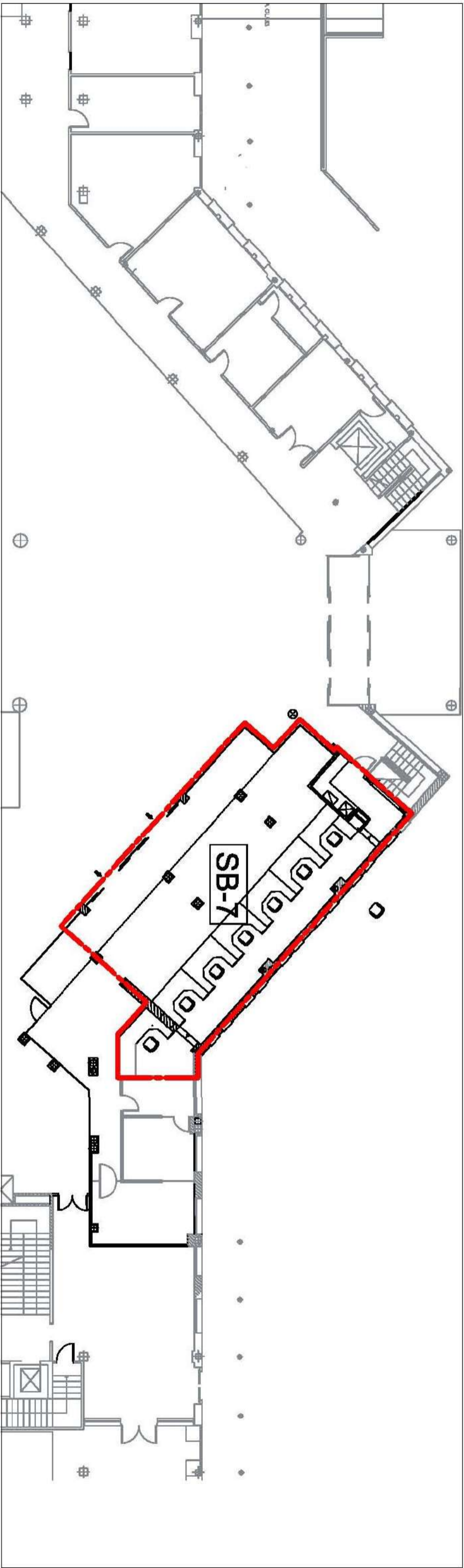
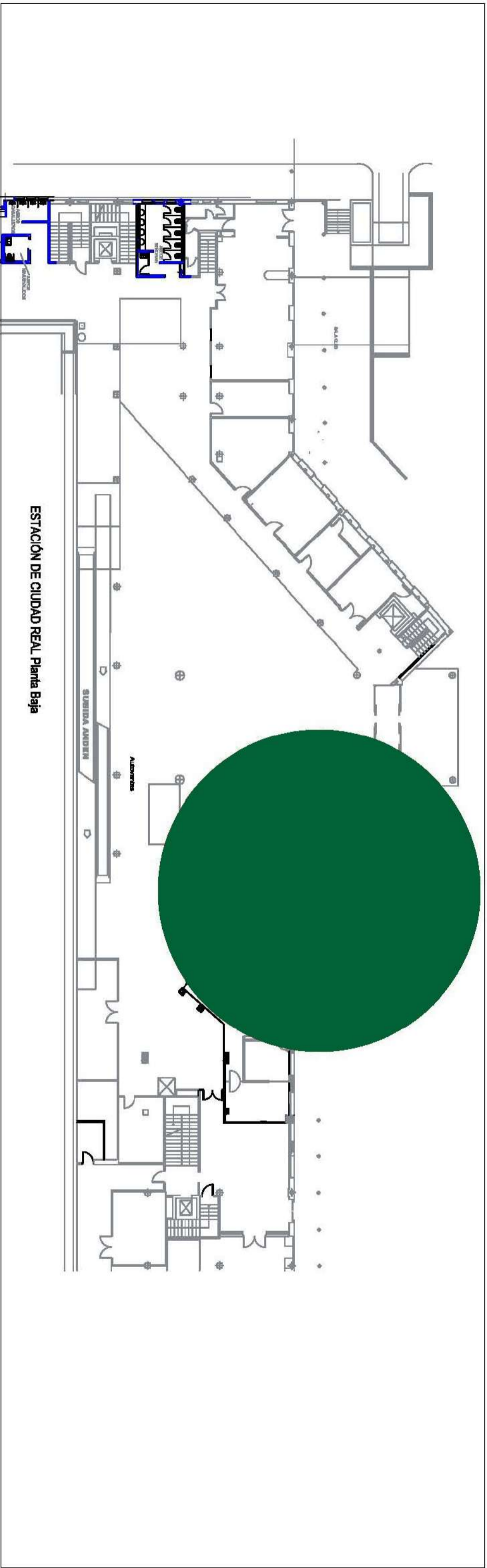
AUTOR:  
---

FECHA:  
Julio-2019

SUBDIRECCIÓN TERRITORIAL: Noroeste  
ESTACIÓN: Vilagarcía de Arousa  
CATEGORÍA: 4

ESCALA (A3):  
1:100  
1:400

Nº PLANO:  
01



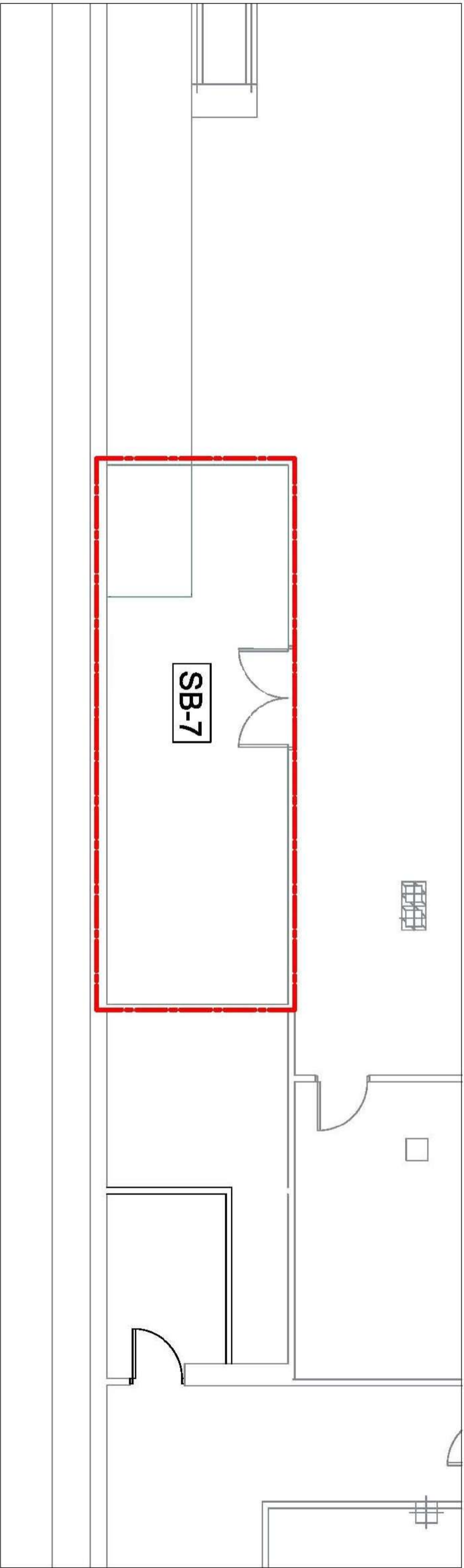
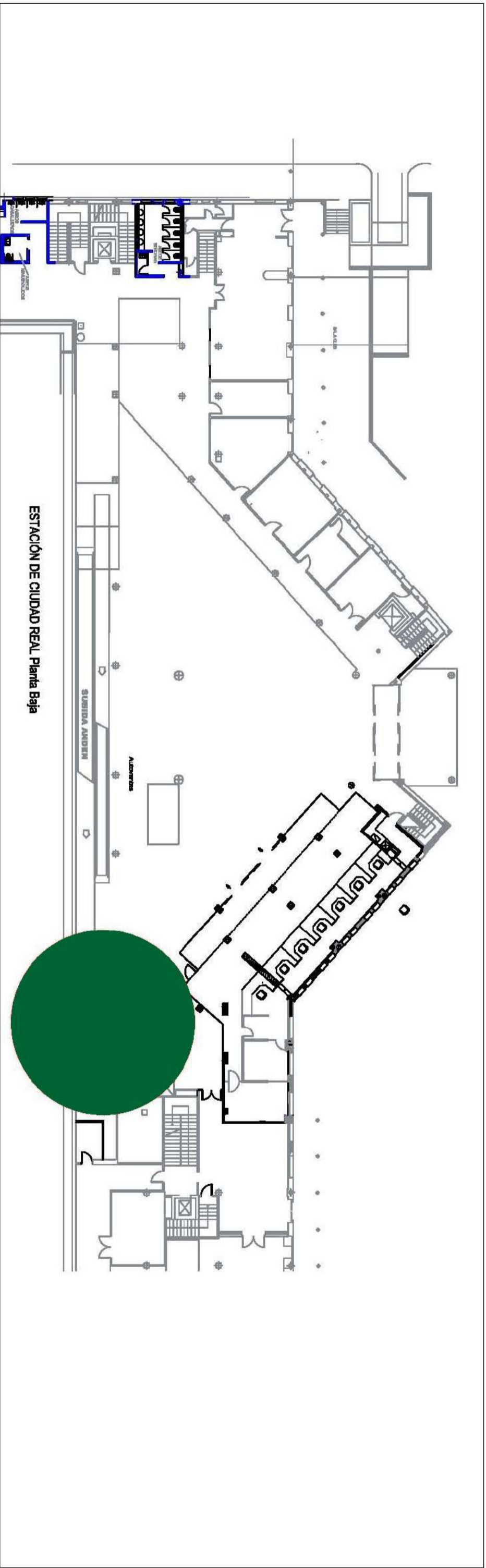
Estación de Ciudad Real. Planta  
Baja. Operadores Ferroviarios.  
SB-7.1

AUTOR:  
Jefatura de Estaciones  
Madrid Sur

FECHA:  
Abril '20

Subdirección territorial: CENTRO  
ESTACIÓN: Ciudad Real  
CATEGORÍA: 2

ESCALA (A3):  
Varías



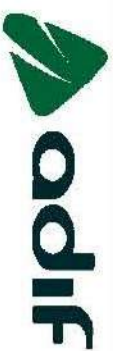
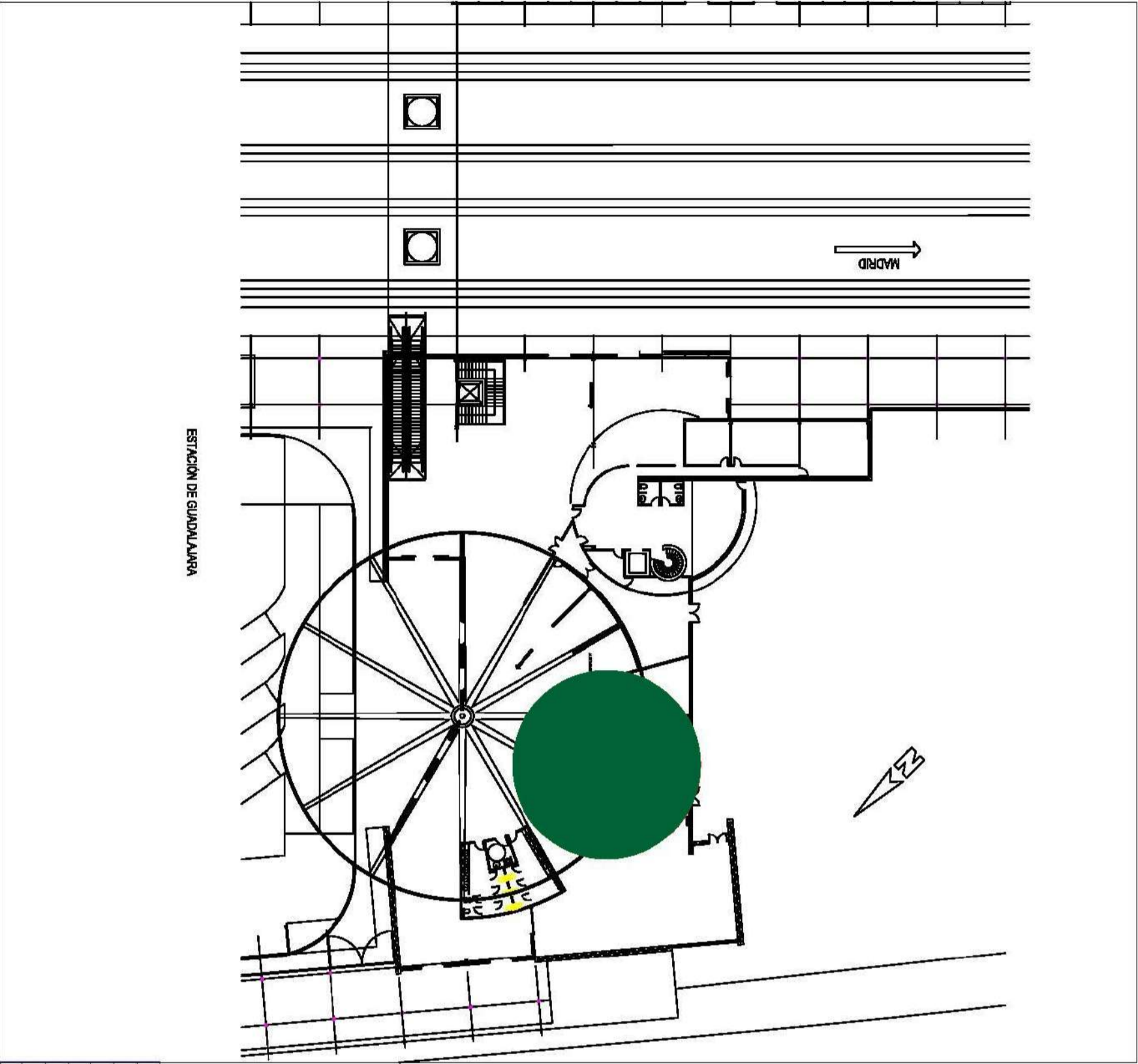
Estación de Ciudad Real. Planta  
Baja. Operadores Ferroviarios.  
SB-7.3

AUTOR:  
Jefatura de Estaciones  
Madrid Sur

FECHA:  
Abril '20

Subdirección territorial: CENTRO  
ESTACIÓN: Ciudad Real  
CATEGORÍA: 2

ESCALA (A3):  
Varías



**TÍTULO:** Estación de Guadalajara-Yebes,  
Operadores Ferroviarios. SB-7. 1

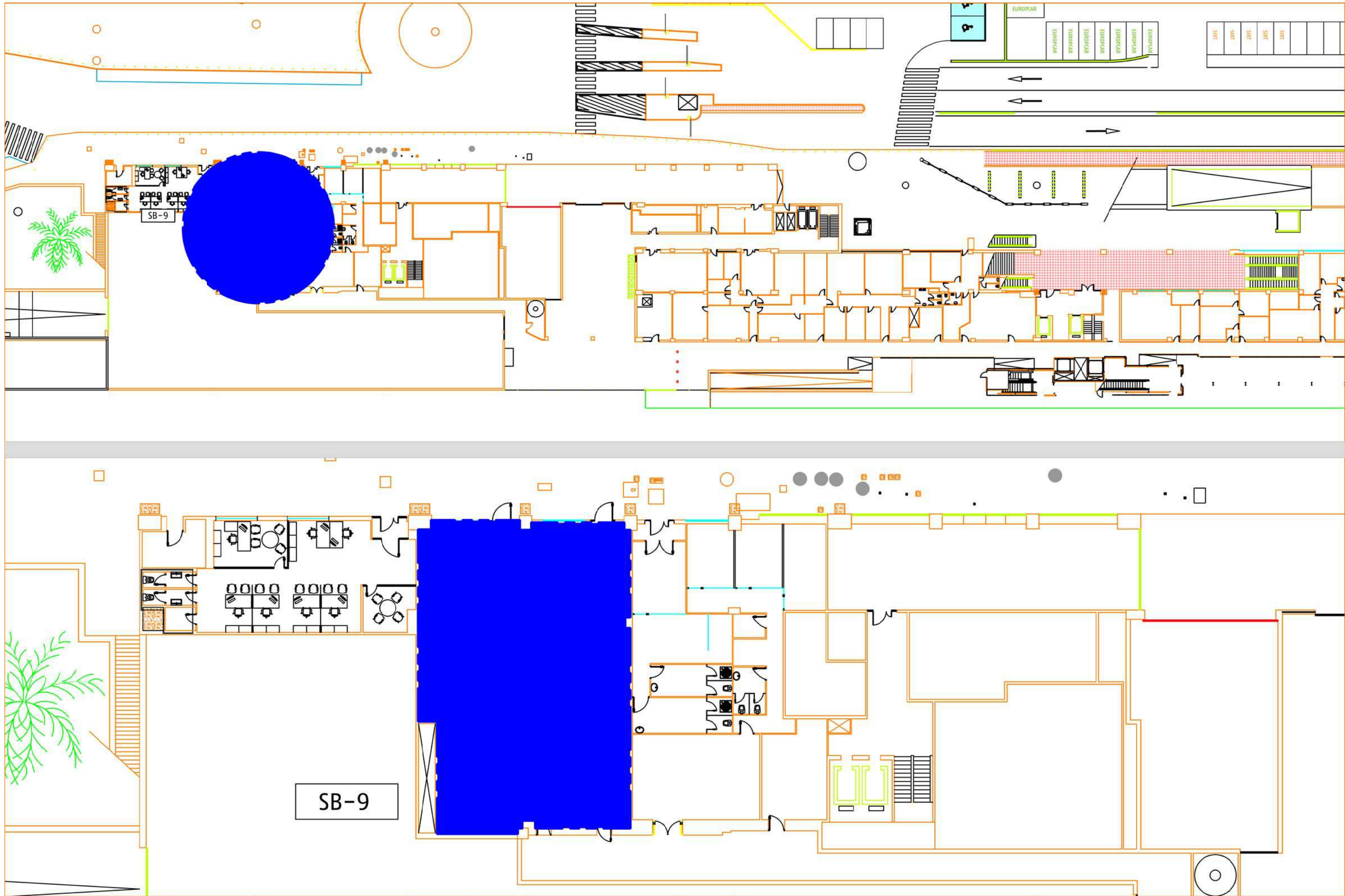
**AUTOR:**  
Jefatura de Estaciones  
Madrid Sur

**FECHA:**  
Abril '20

Subdirección territorial: CENTRO  
**ESTACIÓN:** Guadalajara-Yebes  
**CATEGORÍA:** 3

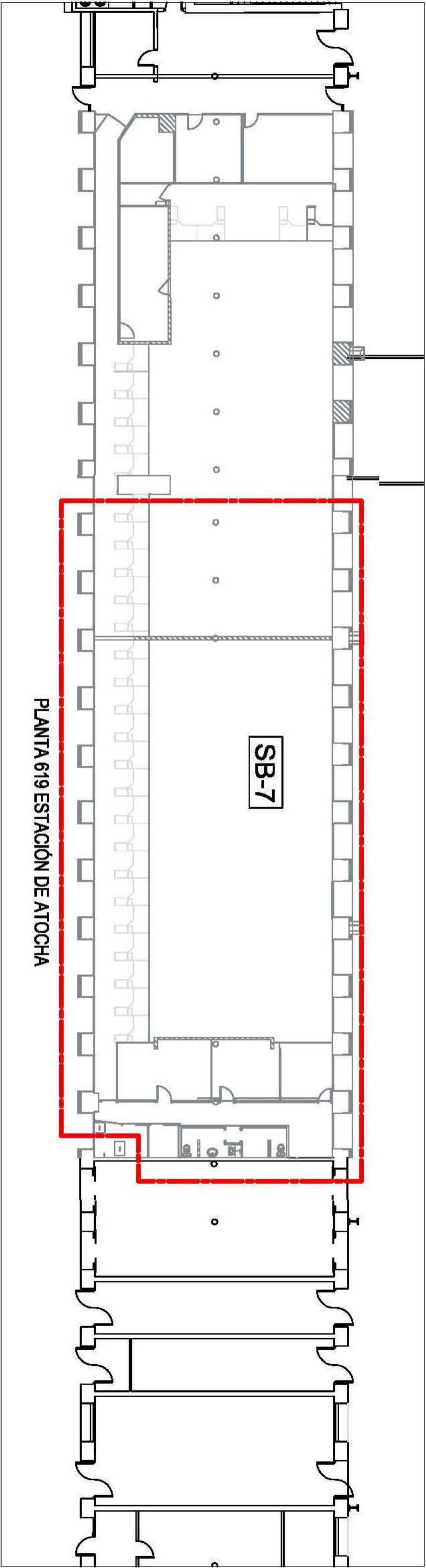
**ESCALA (A3):**  
Varías







PLANTA 619 ESTACIÓN DE ATOCHA



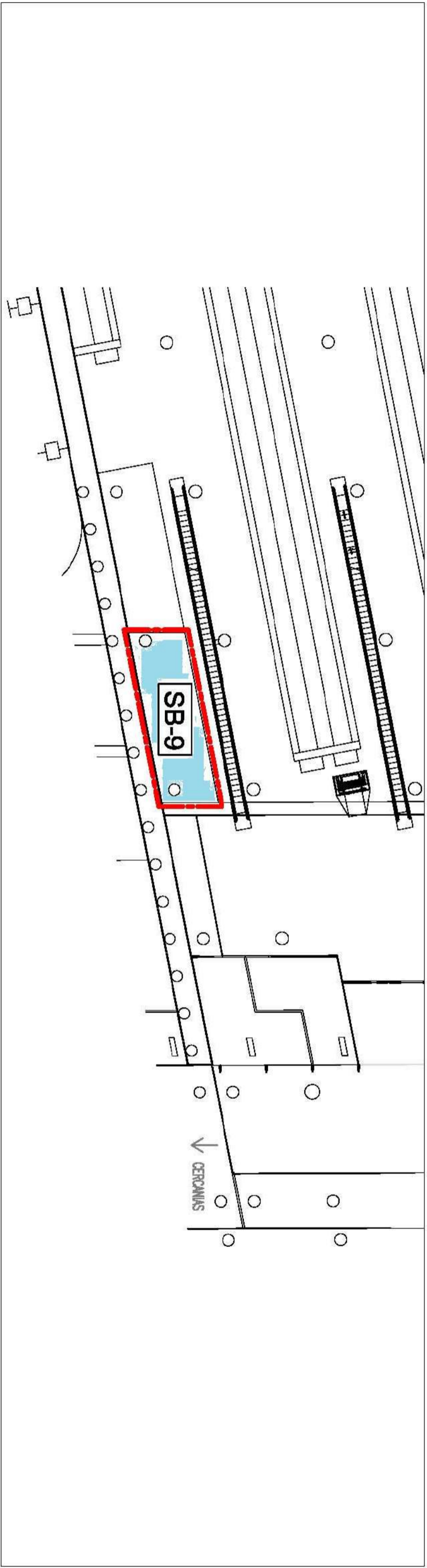
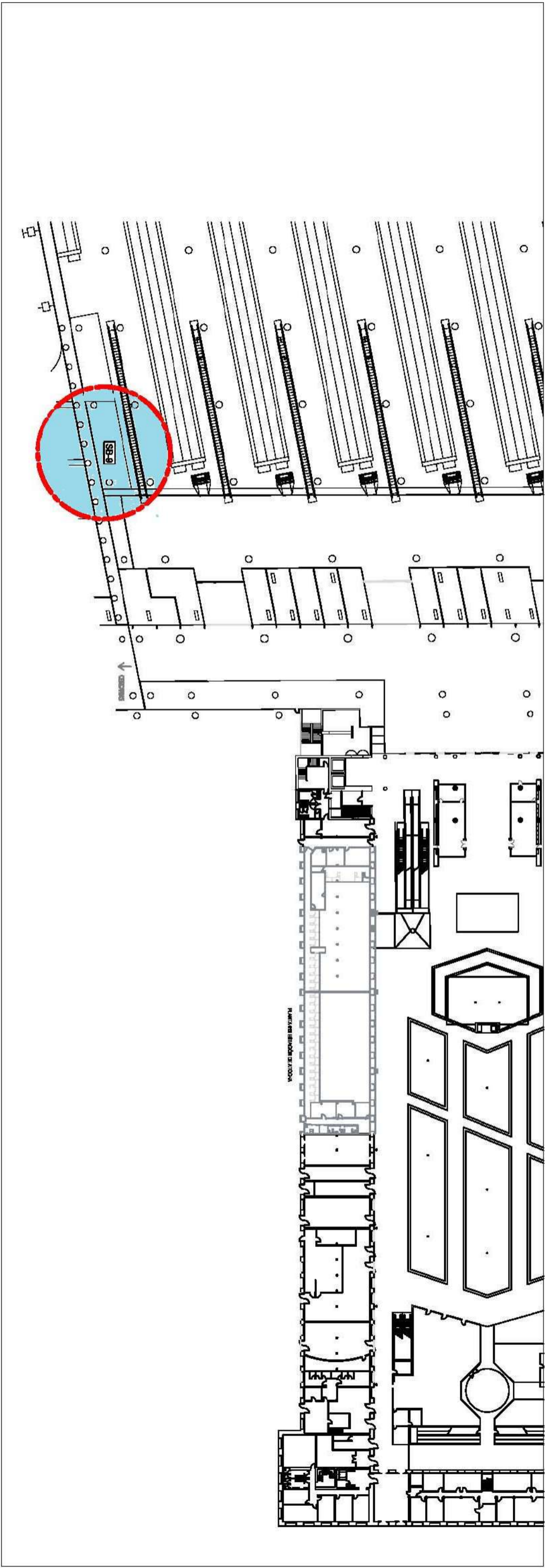
**TÍTULO:** Estación de Madrid Puerta de Atocha, Cota 619 (Planta Baja).  
**Operadores Ferroviarios, SB-7, 1**

**AUTOR:**  
Jefatura de Estaciones  
Madrid Sur

**FECHA:**  
Abril '20

Subdirección territorial: CENTRO  
**ESTACIÓN:** Madrid - Puerta de Atocha  
**CATEGORÍA:** 1

**ESCALA (A3):**  
Varías



**TÍTULO:** Estación de Madrid Puerta de Atocha, Cota 619 (Planta Baja).  
**Operadores Ferroviarios, SB-9, 2**

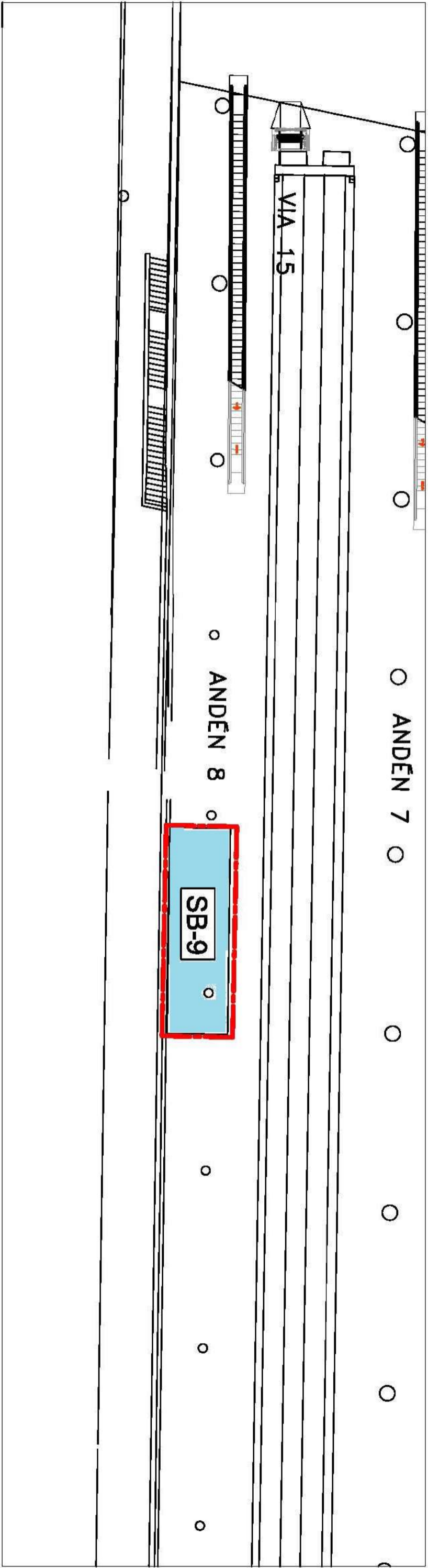
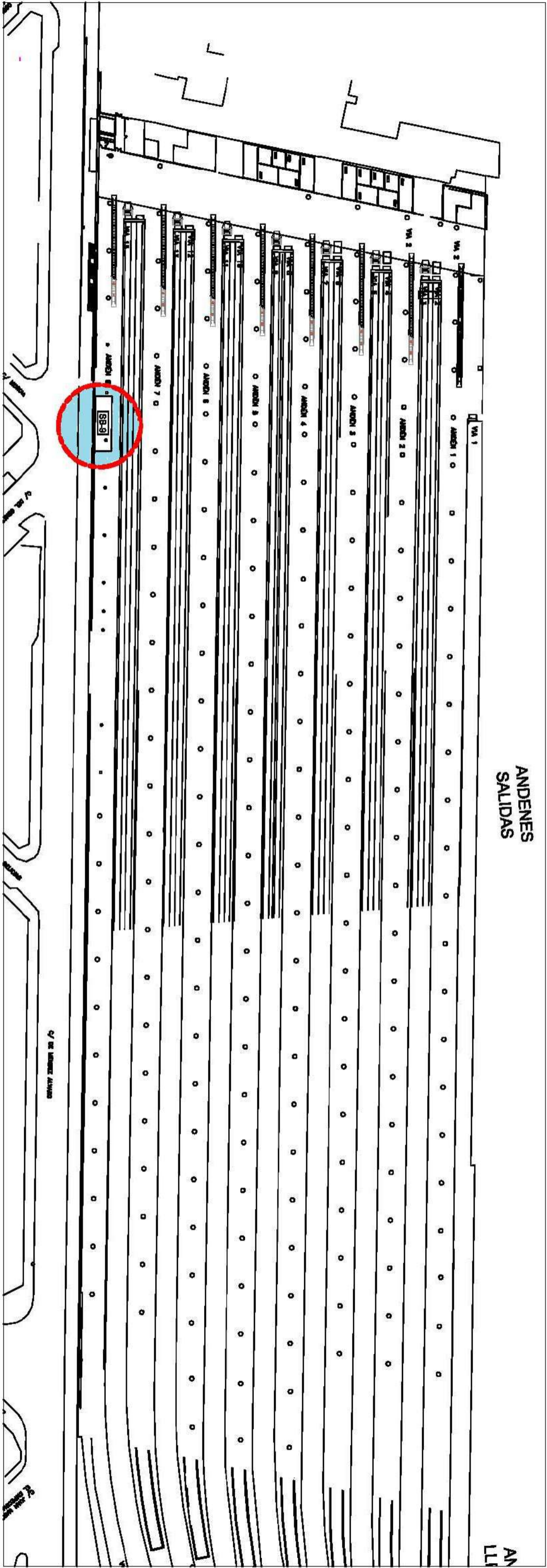
**AUTOR:**  
Jefatura de Estaciones  
Madrid Sur

**FECHA:**  
Abril '20

**Subdirección territorial:** CENTRO  
**ESTACIÓN:** Madrid - Puerta de Atocha  
**CATEGORÍA:** 1

**ESCALA (A3):**  
Varías

ANDENES  
SALIDAS



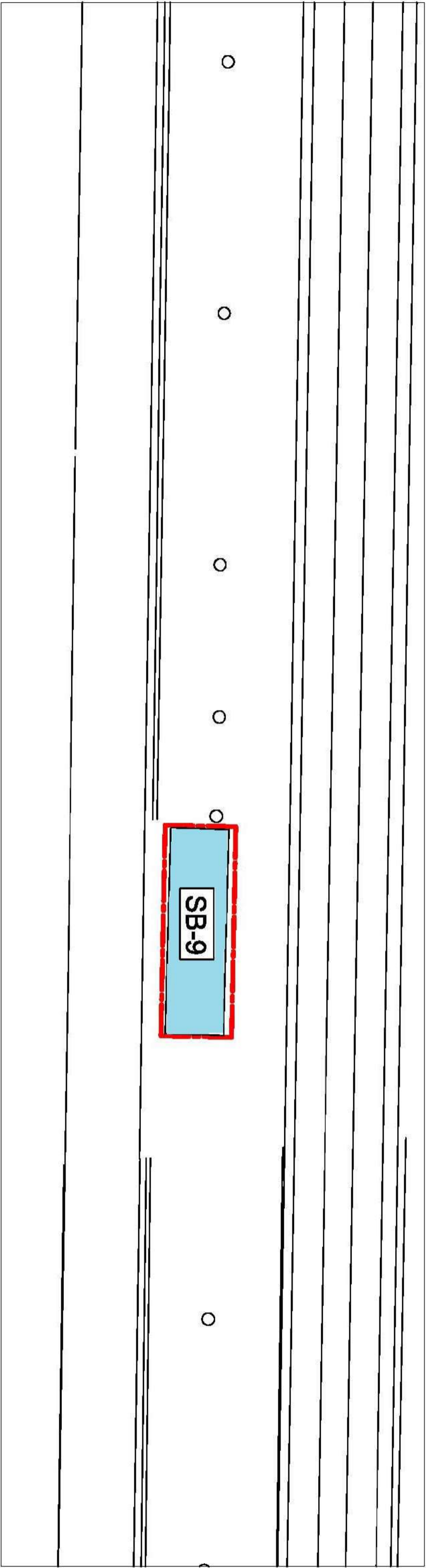
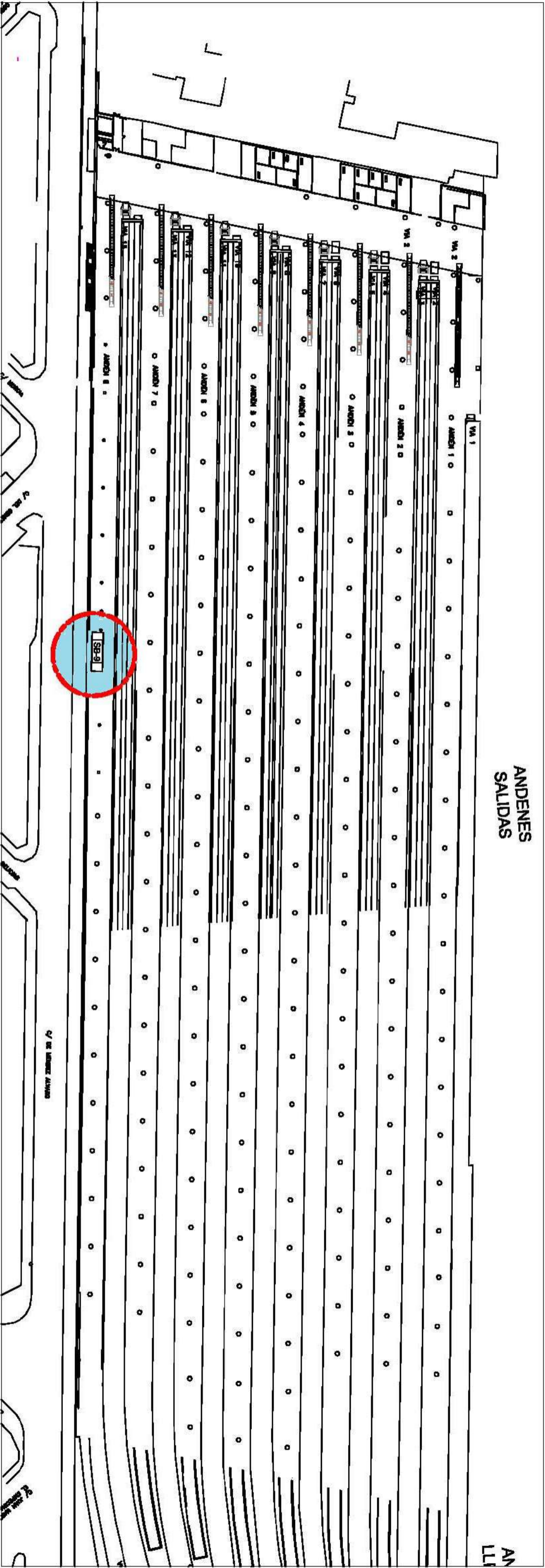
**TÍTULO:** Estación de Madrid Puerta de Atocha, Andenes.  
**Operadores Ferroviarios, SB-9.1**

**AUTOR:**  
Jefatura de Estaciones  
Madrid Sur

**FECHA:**  
Abril '20

Subdirección territorial: CENTRO  
**ESTACIÓN:** Madrid - Puerta de Atocha  
**CATEGORÍA:** 1

**ESCALA (A3):**  
Varías



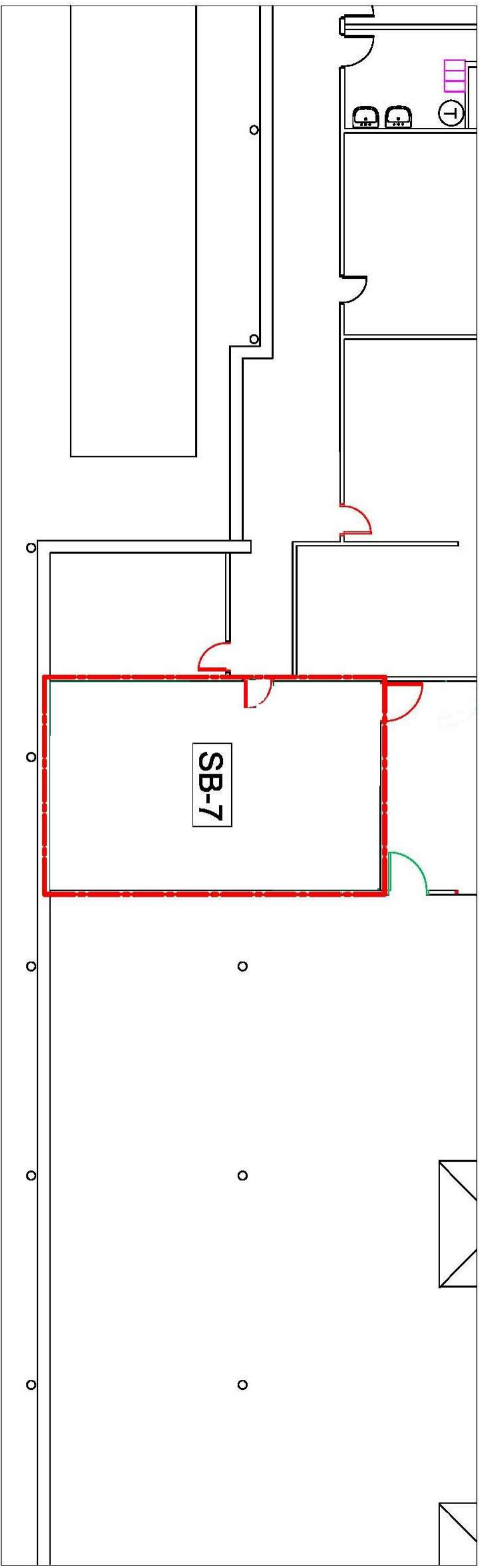
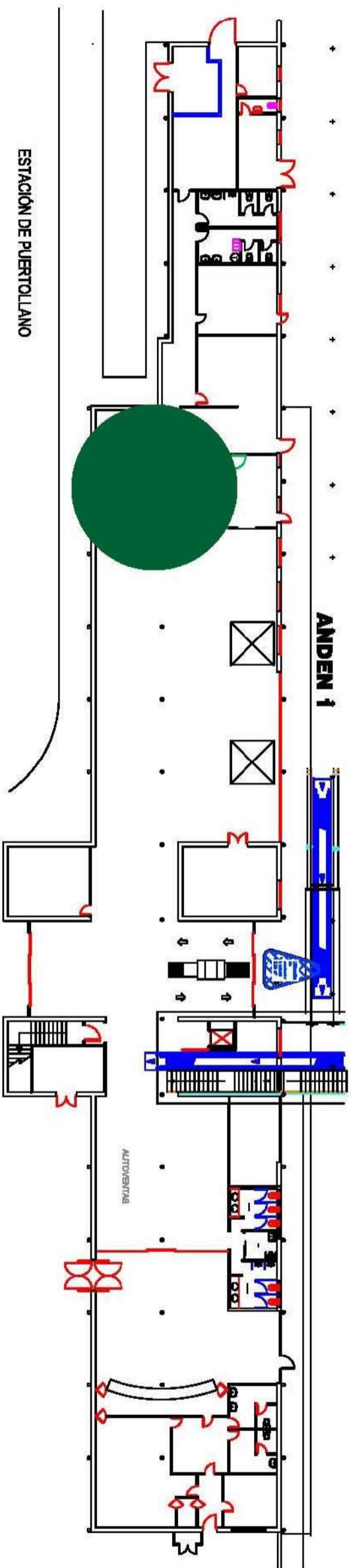
**TITULO:** Estación de Madrid Puerta de Atocha, Andenes.  
**Operadores Ferroviarios, SB-9.2**

**AUTOR:**  
Jefatura de Estaciones  
Madrid Sur

**FECHA:**  
Abril '20

Subdirección territorial: CENTRO  
**ESTACIÓN:** Madrid - Puerta de Atocha  
**CATEGORÍA:** 1

**ESCALA (A3):**  
Varías



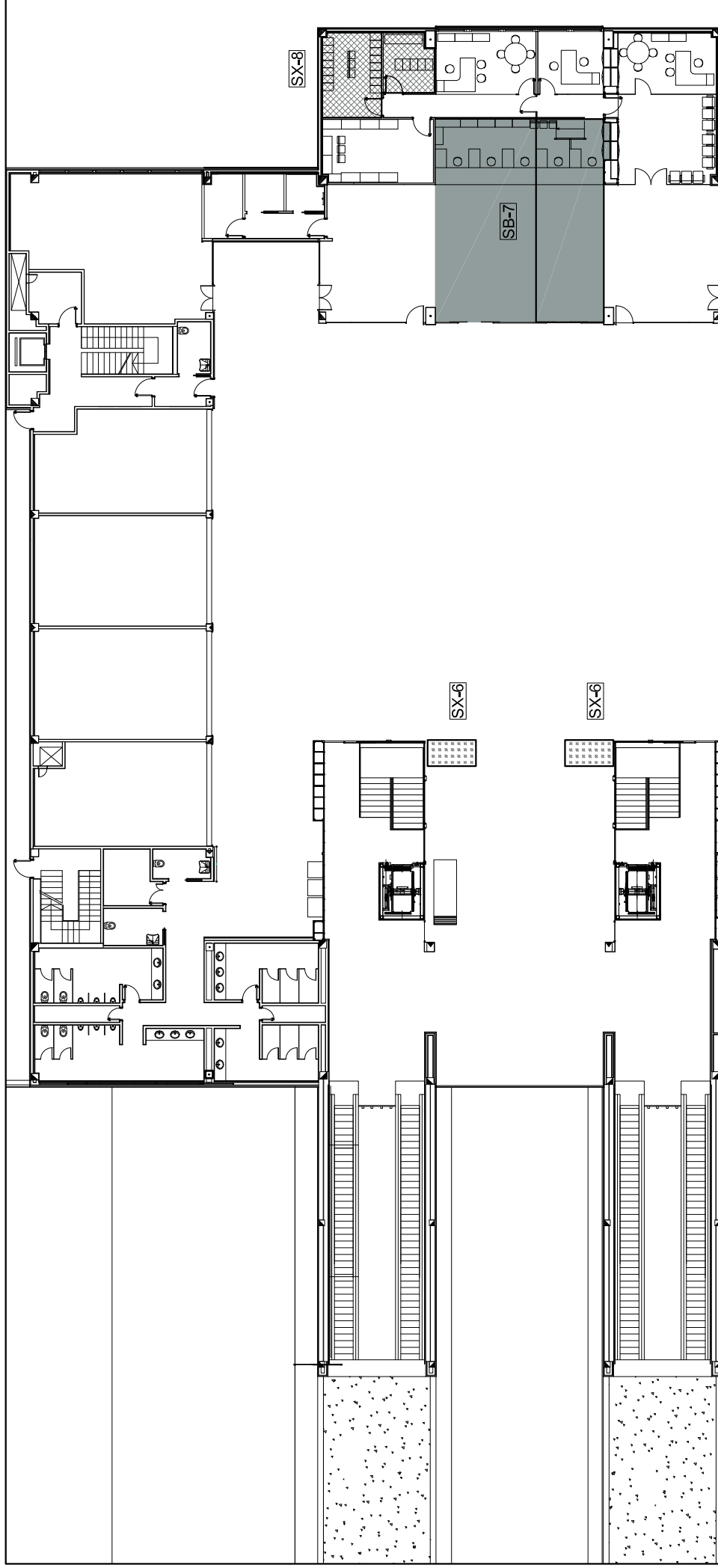
**TITULO:** Estación de Puertollano. Planta  
Baja. Operadores Ferroviarios.  
SB-7.1

**AUTOR:**  
Jefatura de Estaciones  
Madrid Sur

**FECHA:**  
Abril '20

Subdirección territorial: CENTRO  
**ESTACIÓN:** Puertollano  
**CATEGORÍA:** 2

**ESCALA (A3):**  
Varías



UBICACIÓN PLANTA VESTÍBULO

- LOCALES DE VENTA DE BILLETES**
- PUNTO DE EMBARQUE EQUIPADO POR ADIF**
- TAQUILLAS EN VESTUARIO COMPARTIDO**



**Título:**  
Espacios para Empresas Ferroviarias

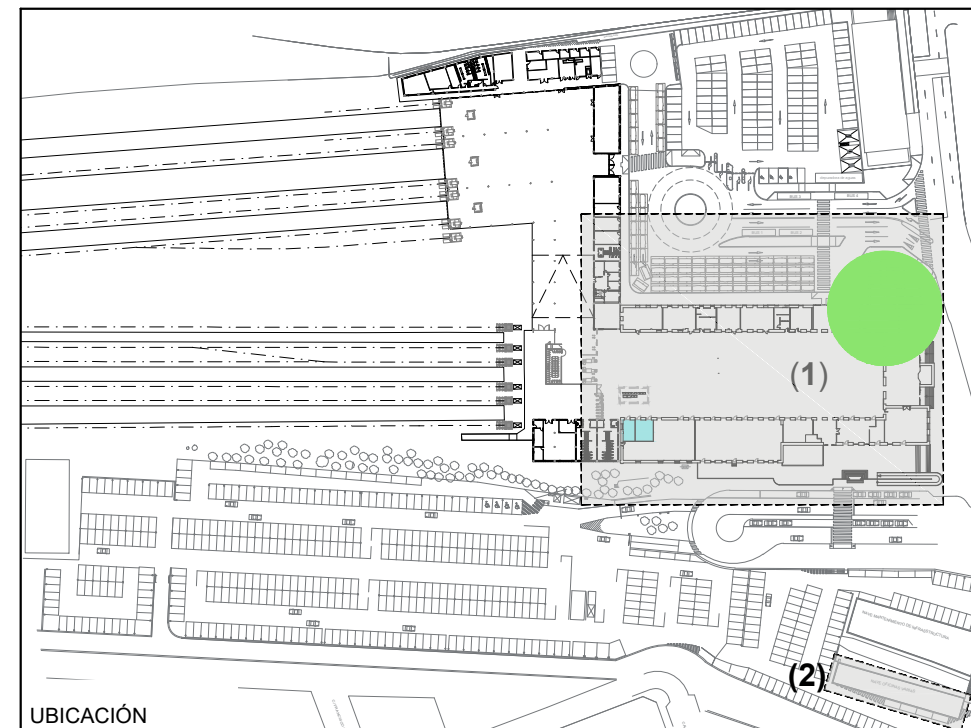
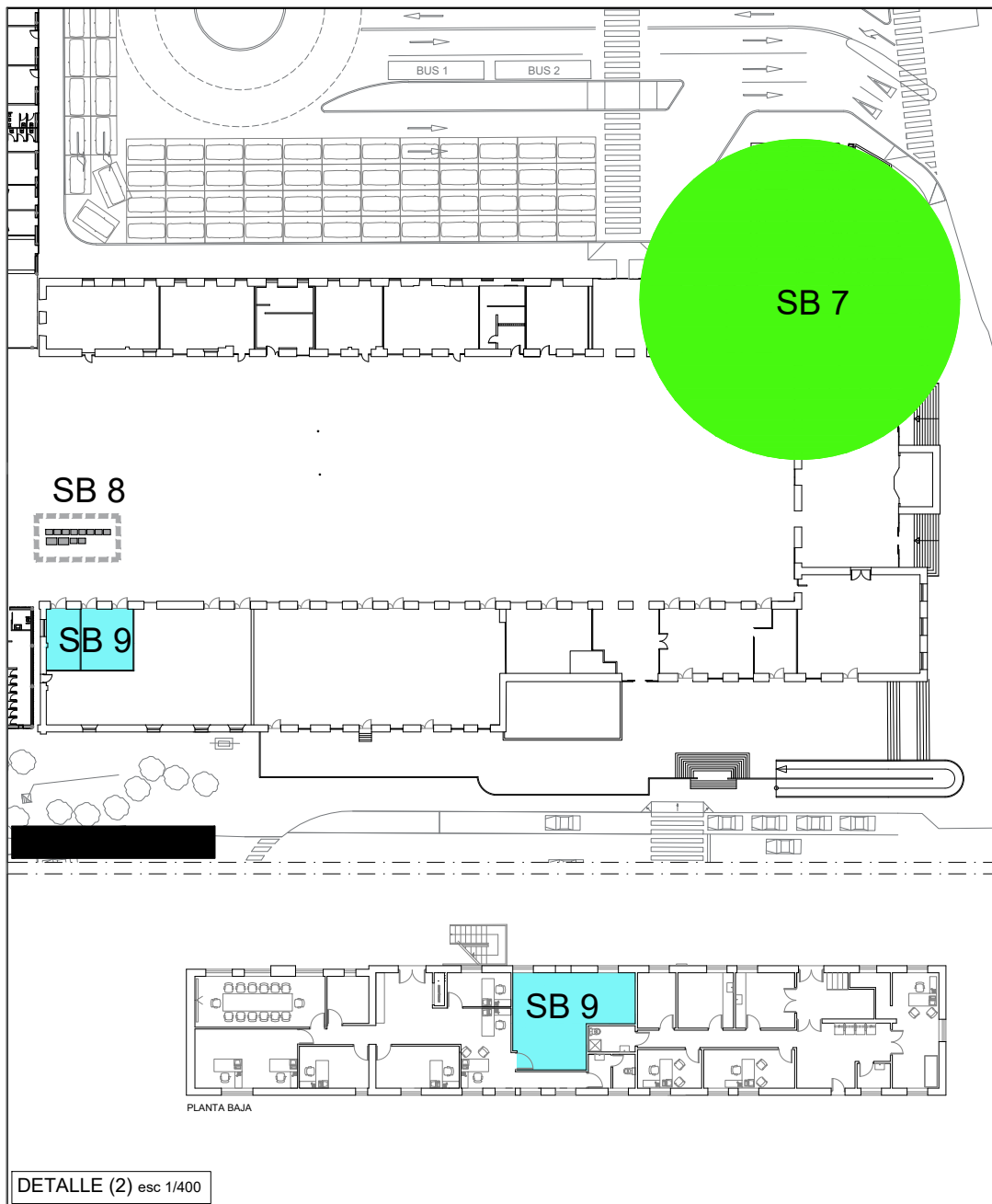
**AUTOR:**  
Jefatura Estac.  
Madrid Norte

**FECHA:**  
Julio-2019

**SUBDIRECCIÓN TERRITORIAL:** Centro  
**ESTACIÓN:** Segovia-Guiomar  
**CATEGORÍA:** 2

**ESCALA (A4):**  
1:300

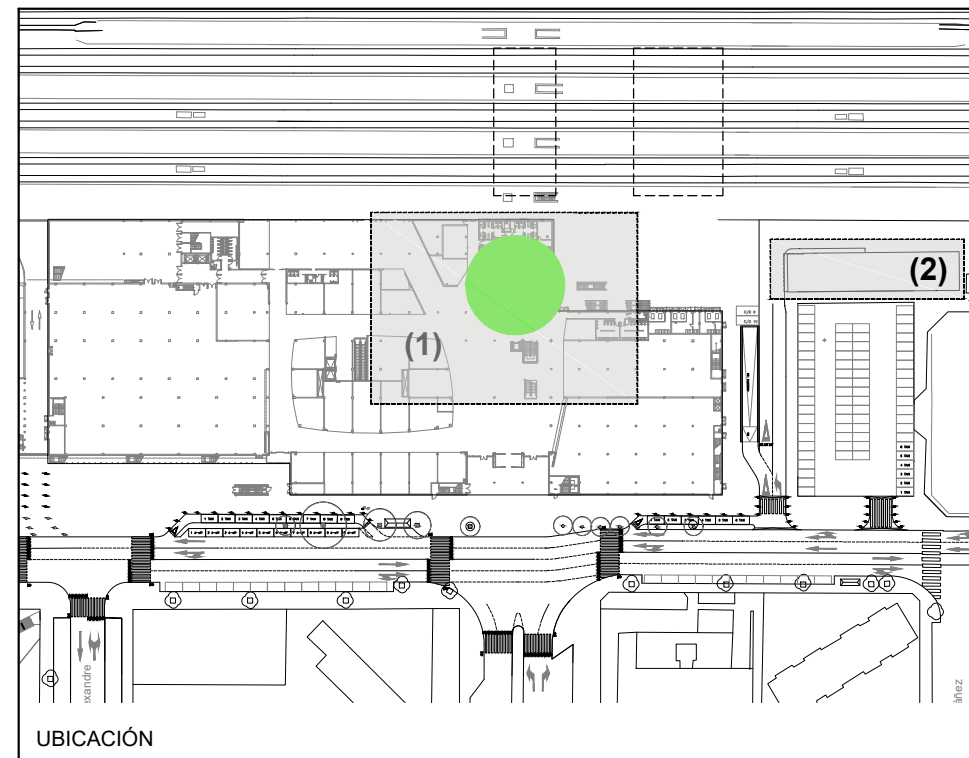
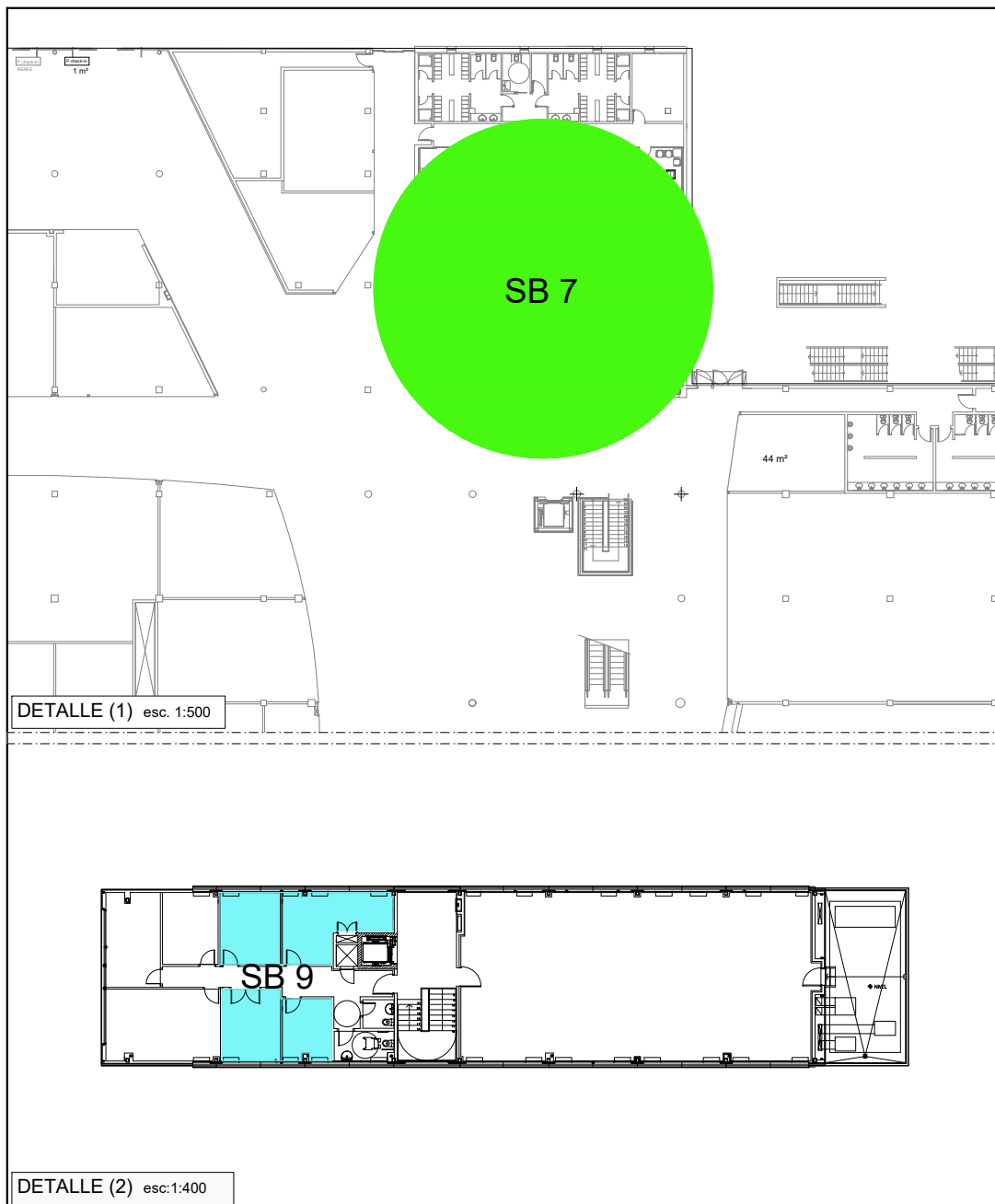
**Nº PLANO:**  
01



SB 7  LOCAL VENTA / INFORMACIÓN

SB 8  MÁQUINAS AUTOVENTA

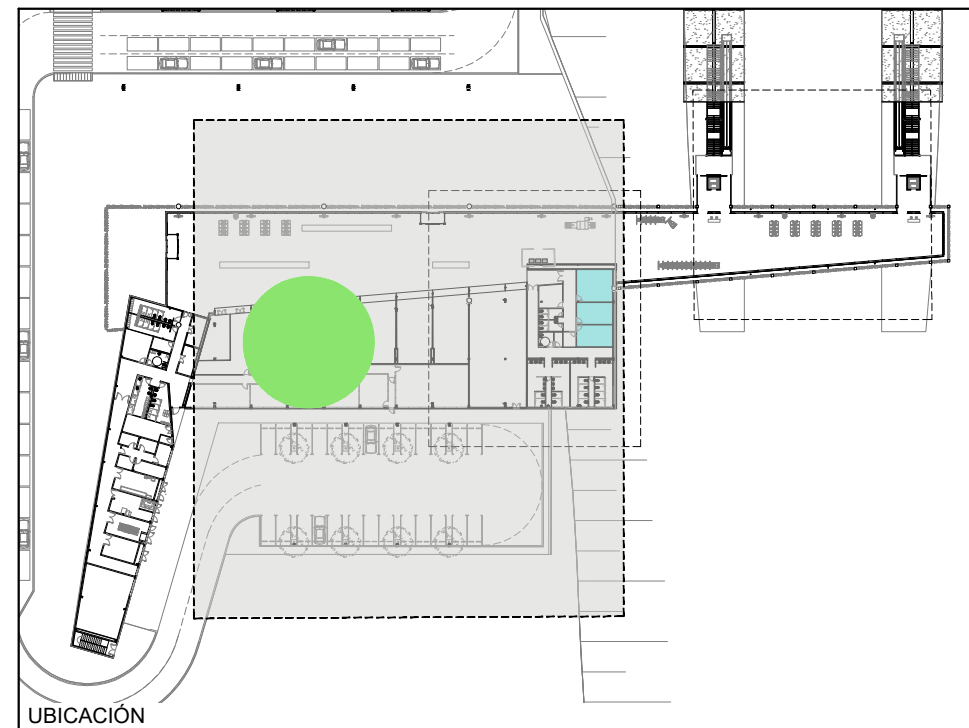
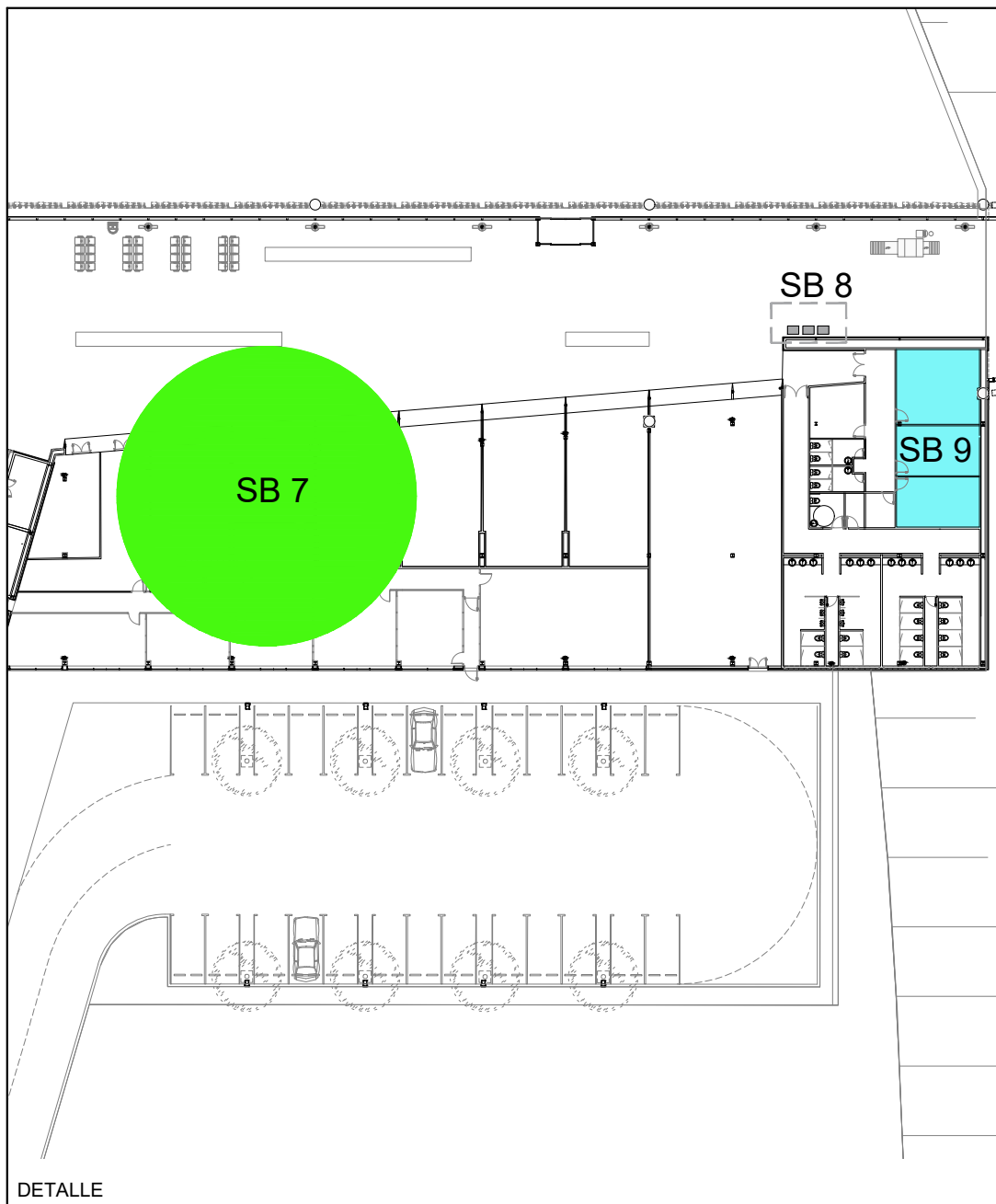
SB 9  LOCAL PERSONAL SERVICIO A BORDO




SB 7  LOCAL VENTA / INFORMACIÓN

SB 8  MÁQUINAS AUTOVENTA (dentro del espacio de SB 7)

SB 9  LOCAL PERSONAL SERVICIO A BORDO



SB 7  LOCAL VENTA / INFORMACIÓN

SB 8  MÁQUINAS AUTOVENTA

SB 9  LOCAL PERSONAL SERVICIO A BORDO



**TÍTULO:**  
Operadores ferroviarios

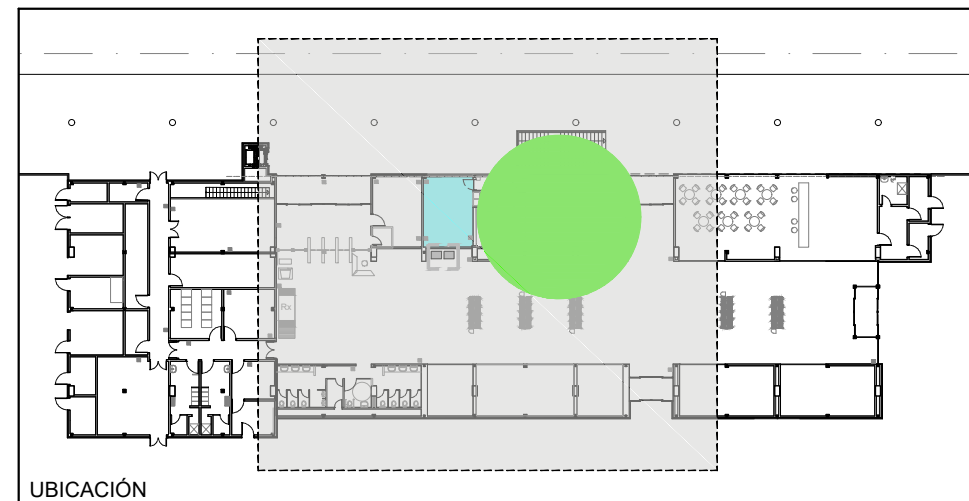
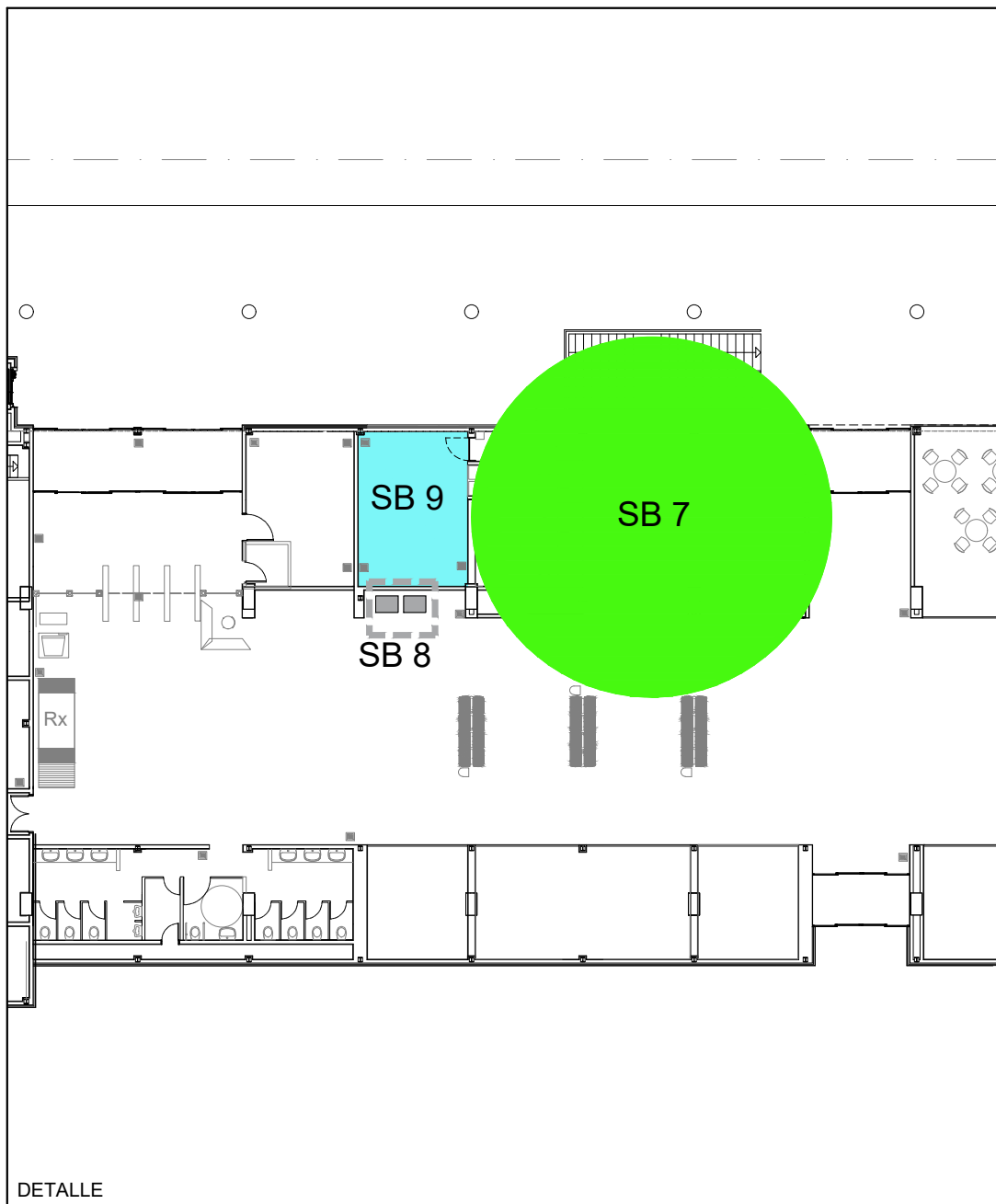
**AUTOR:**  
Jefatura de  
Edificación Este

**FECHA:**  
Mayo-2020

**Subdirección territorial:** Este  
**ESTACION:** Cuenca Fernando Zóbel


**ESCALA (A4):**  
1:500  
1:1250

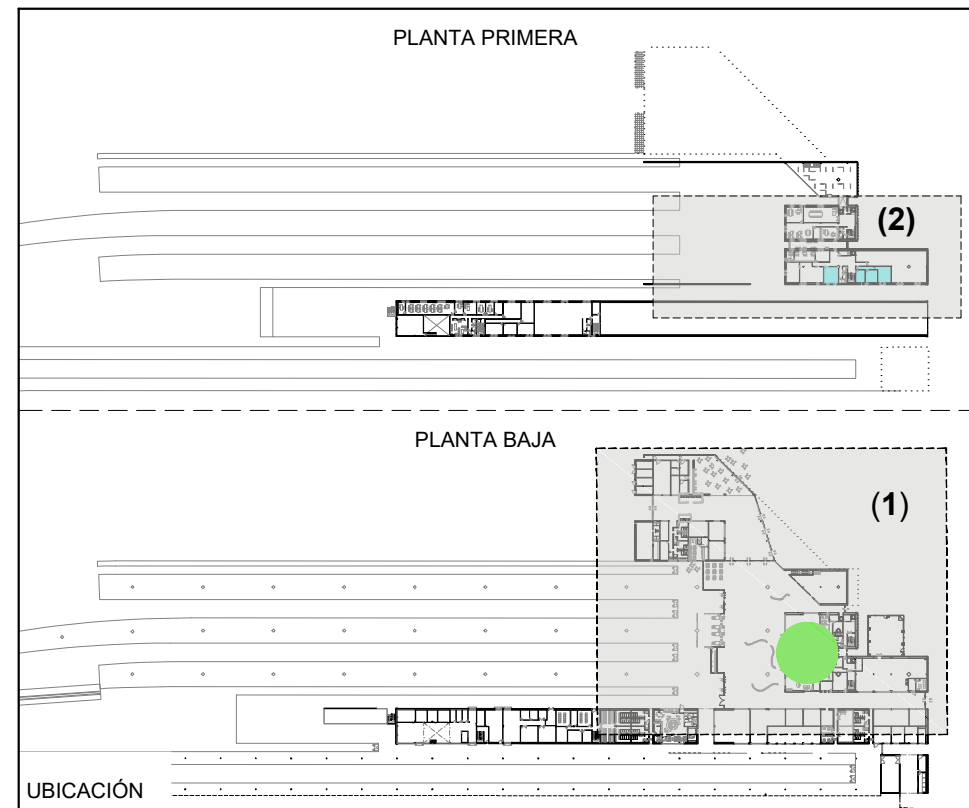
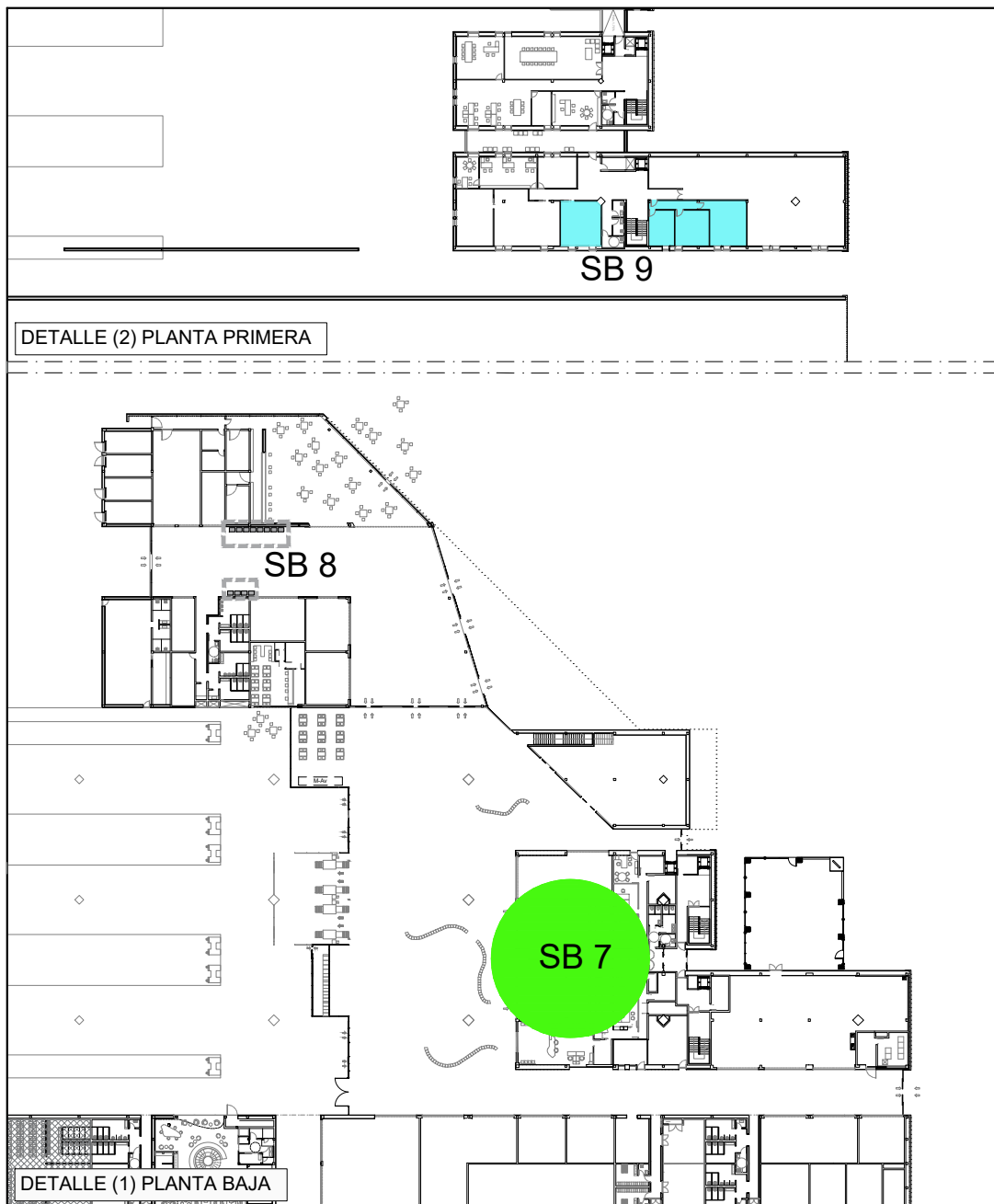
**Nº PLANO:**  
**01**



SB 7  LOCAL VENTA / INFORMACIÓN

SB 8  MÁQUINAS AUTOVENTA

SB 9  LOCAL PERSONAL SERVICIO A BORDO



SB 7 ● LOCAL VENTA / INFORMACIÓN

SB 8 ■ MÁQUINAS AUTOVENTA

SB 9 ■ LOCAL PERSONAL SERVICIO A BORDO



TÍTULO:  
Operadores ferroviarios

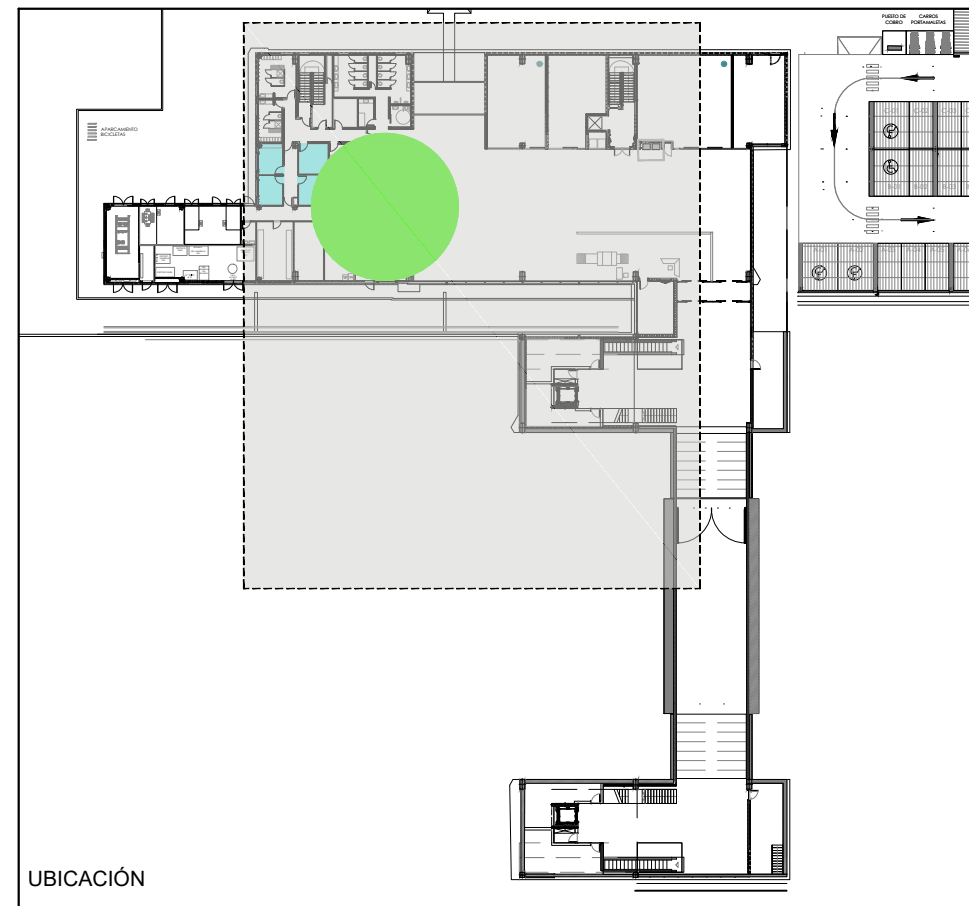
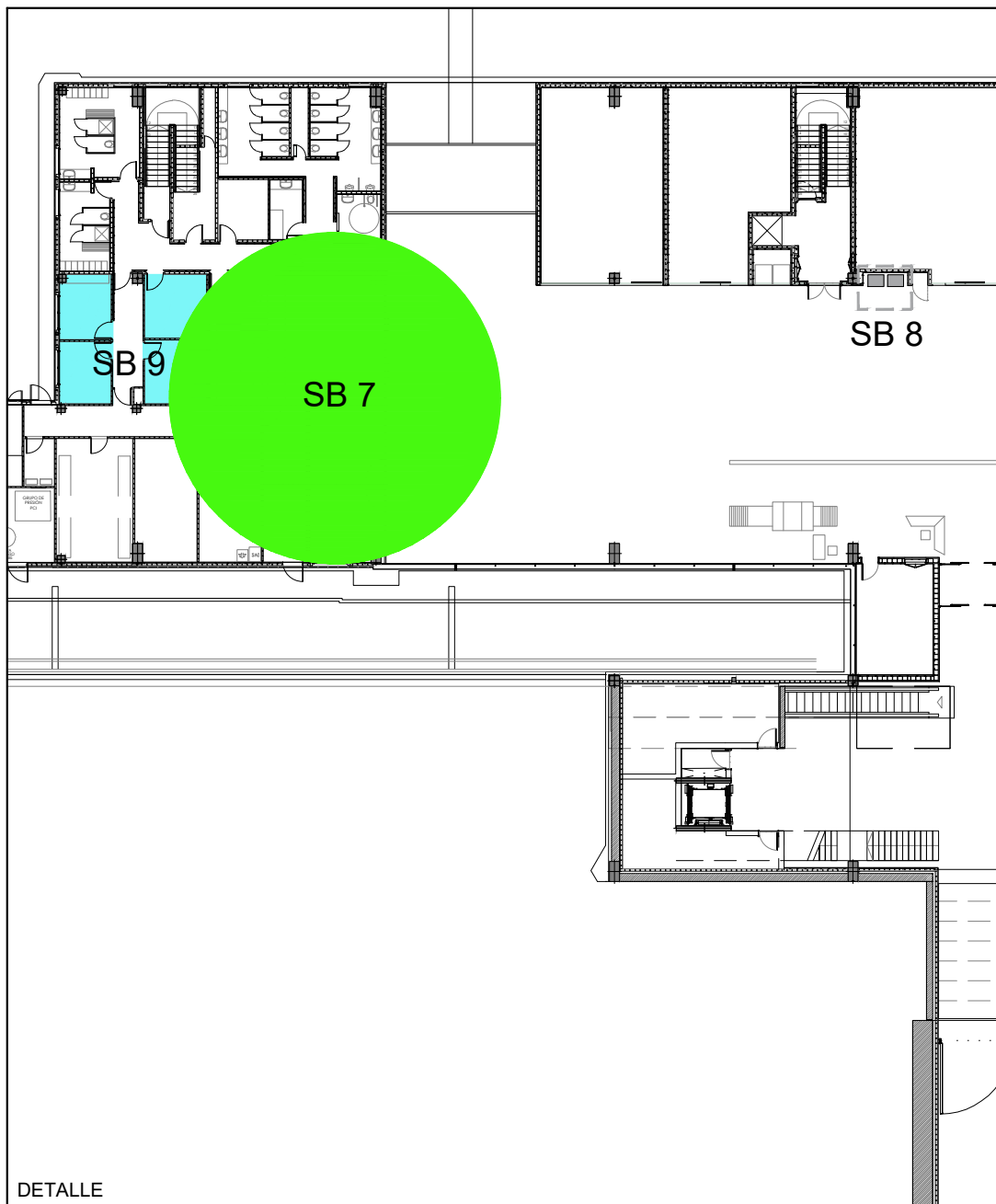
AUTOR:  
Jefatura de  
Edificación Este

FECHA:  
Mayo-2020


Subdirección territorial: Este  
ESTACION: Valencia Joaquín Sorolla

ESCALA (A4):  
1:1000  
1:3000

Nº PLANO:  
01



SB 7  LOCAL VENTA / INFORMACIÓN

SB 8  MÁQUINAS AUTOVENTA

SB 9  LOCAL PERSONAL SERVICIO A BORDO



**TÍTULO:**  
Operadores ferroviarios

**AUTOR:**  
Jefatura de  
Edificación Este

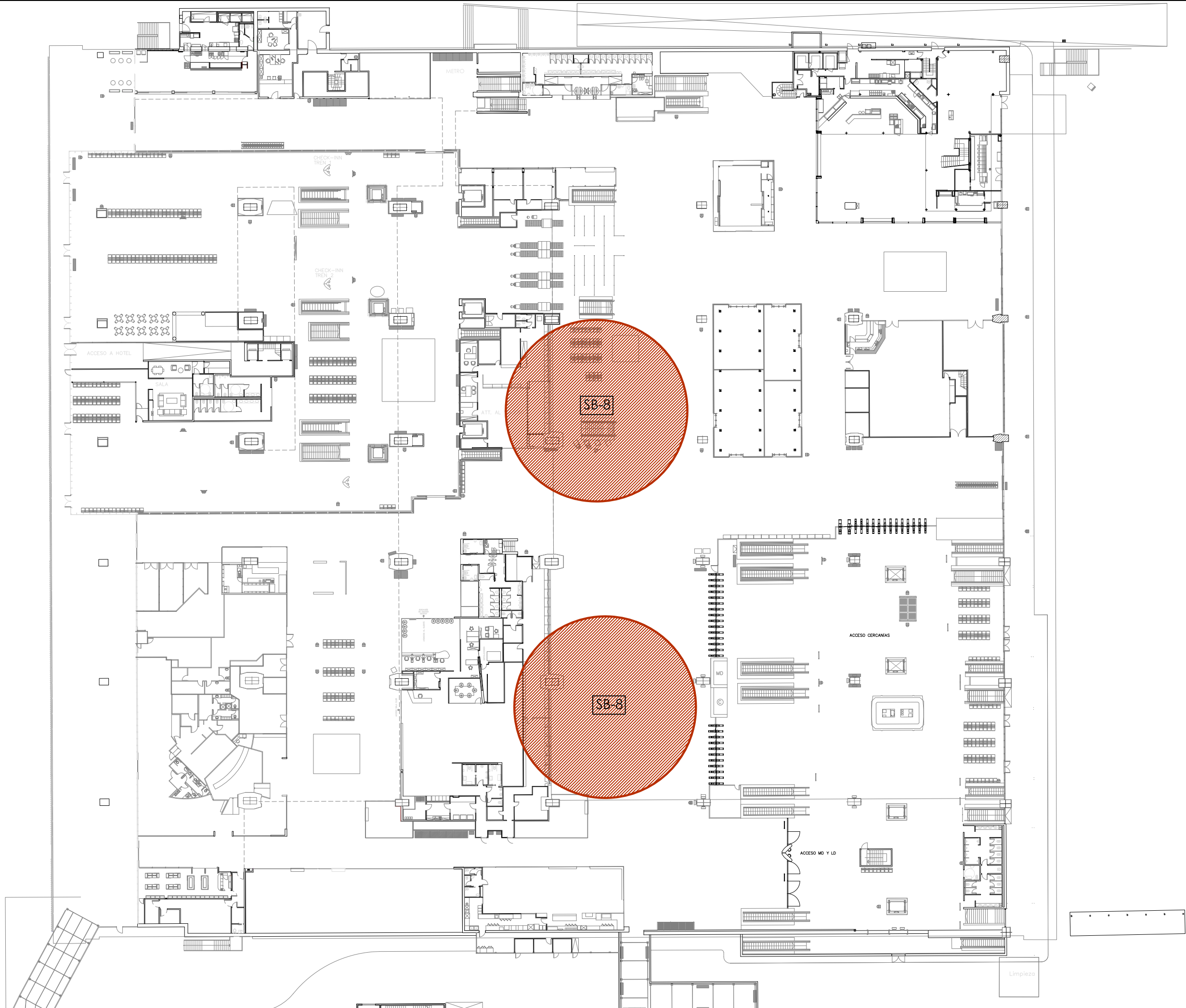
**FECHA:**  
Mayo-2020

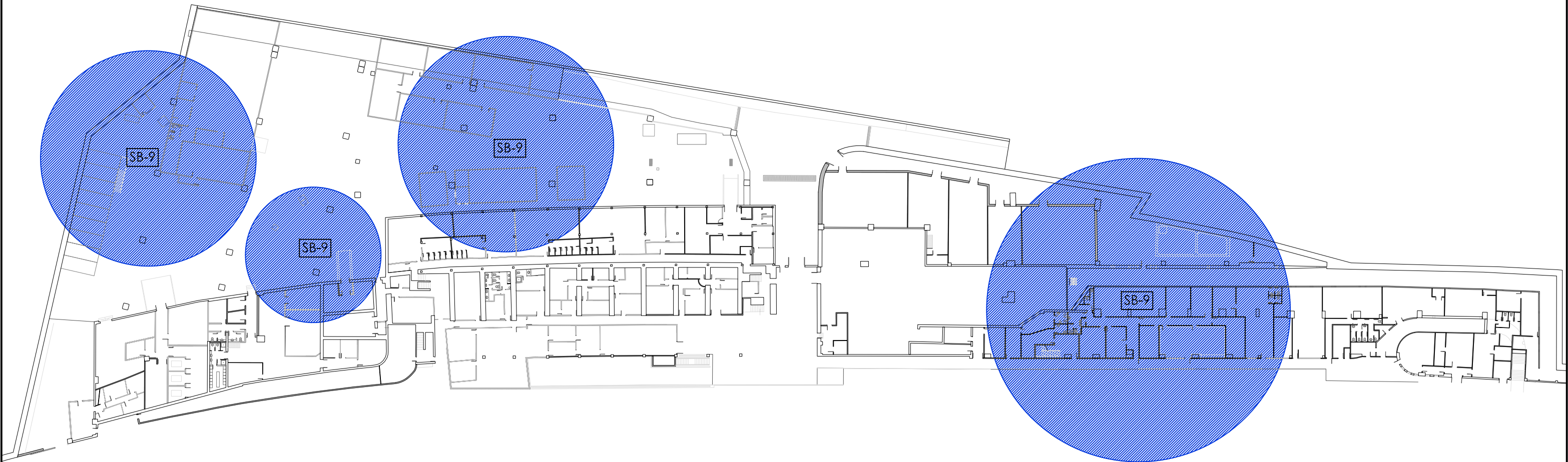
**Subdirección territorial:** Este  
**ESTACION:** Villena AV

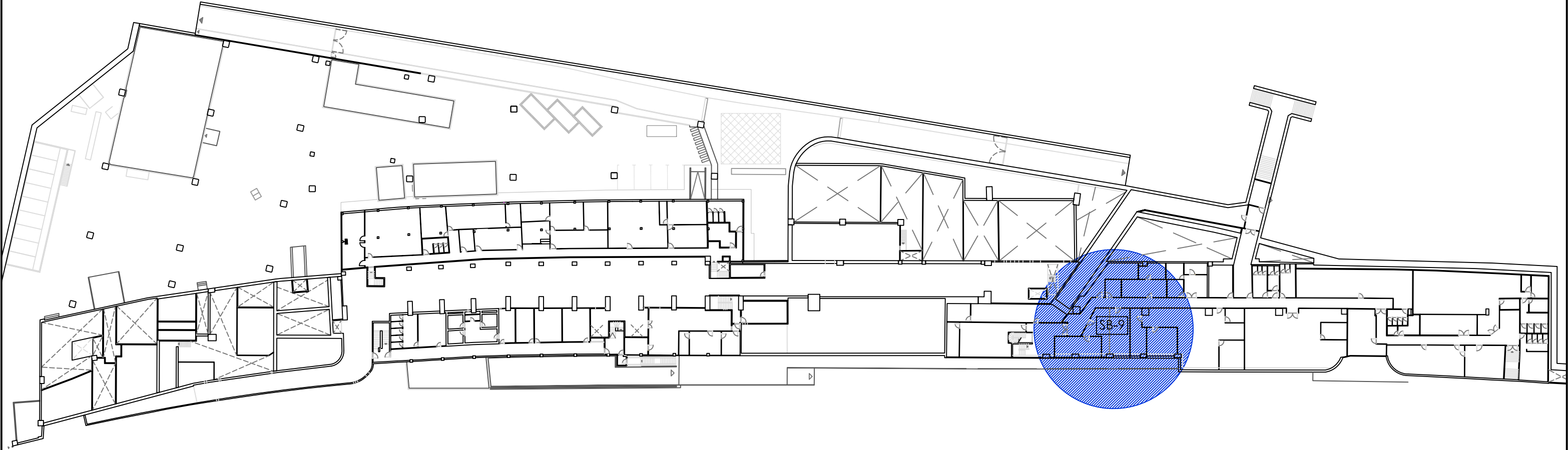
**ESCALA (A4):**  
1:350  
1:800

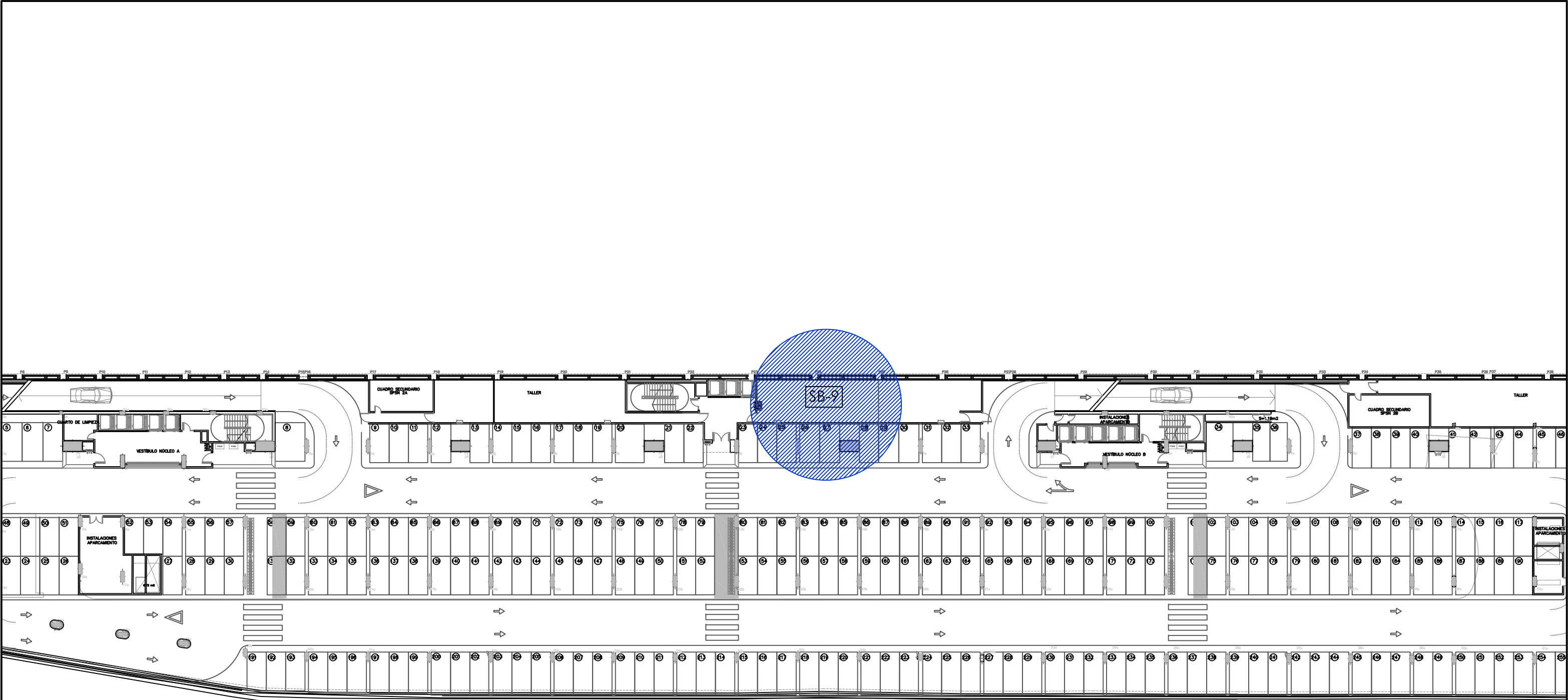
**Nº PLANO:**  
**01**

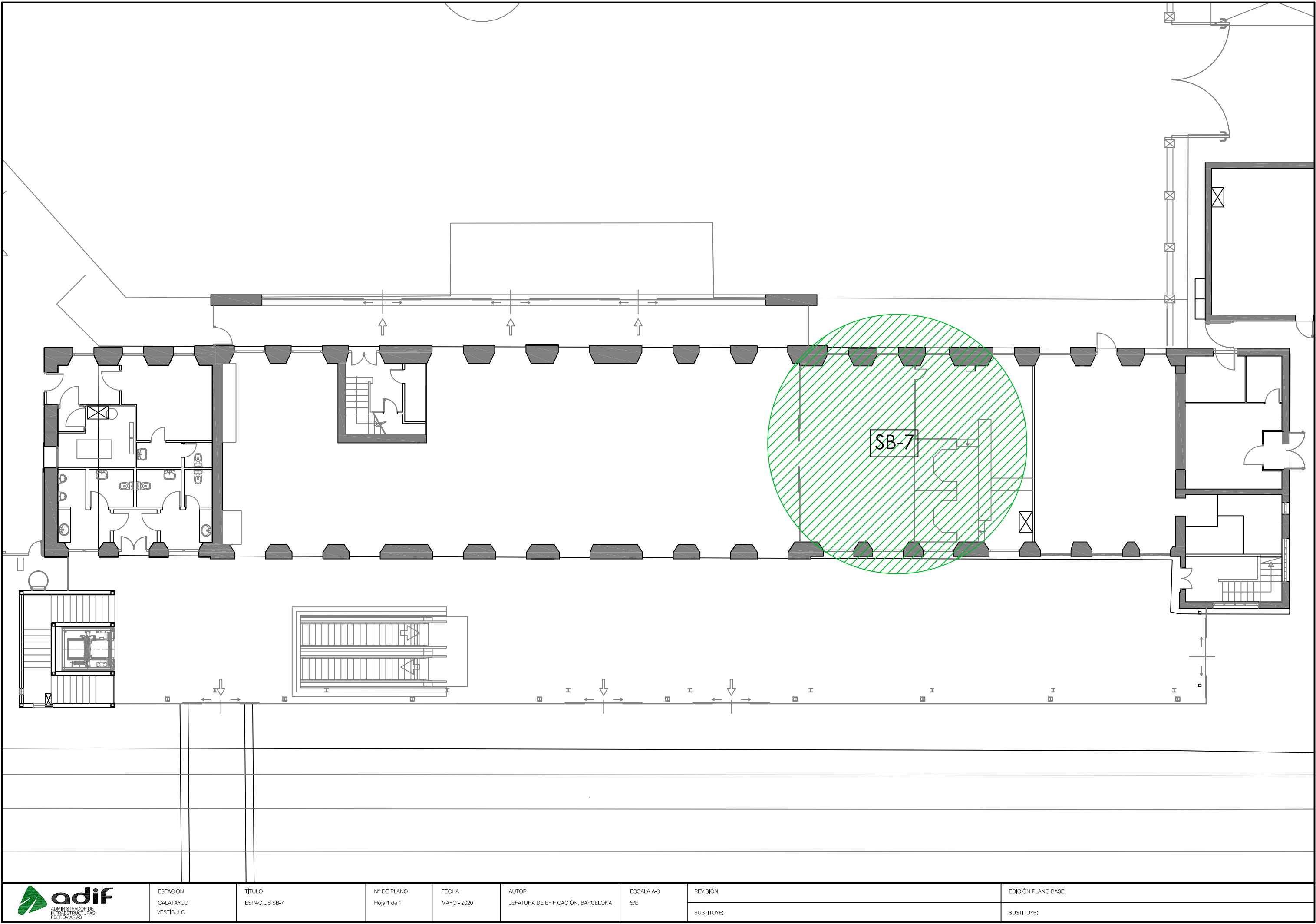


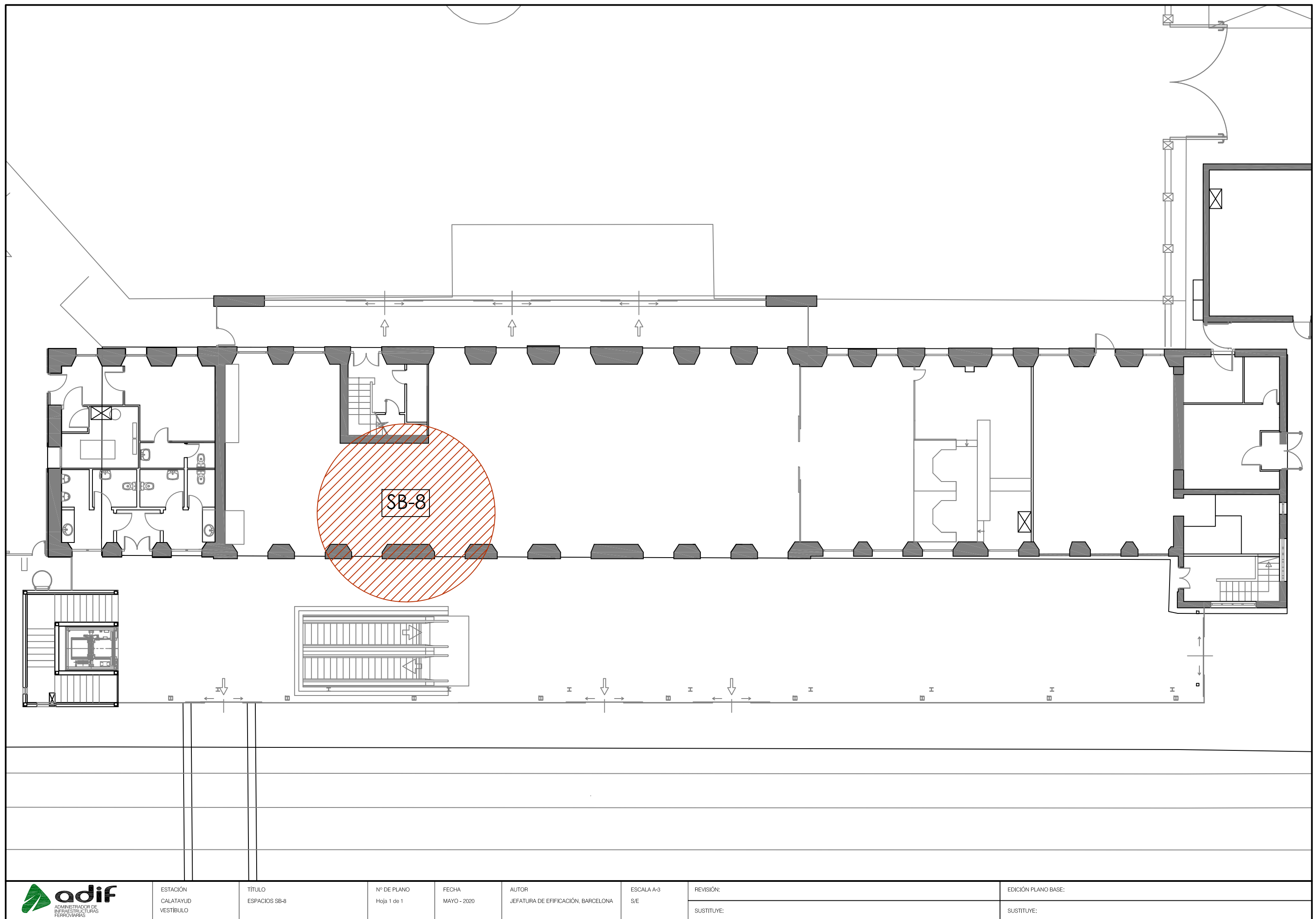


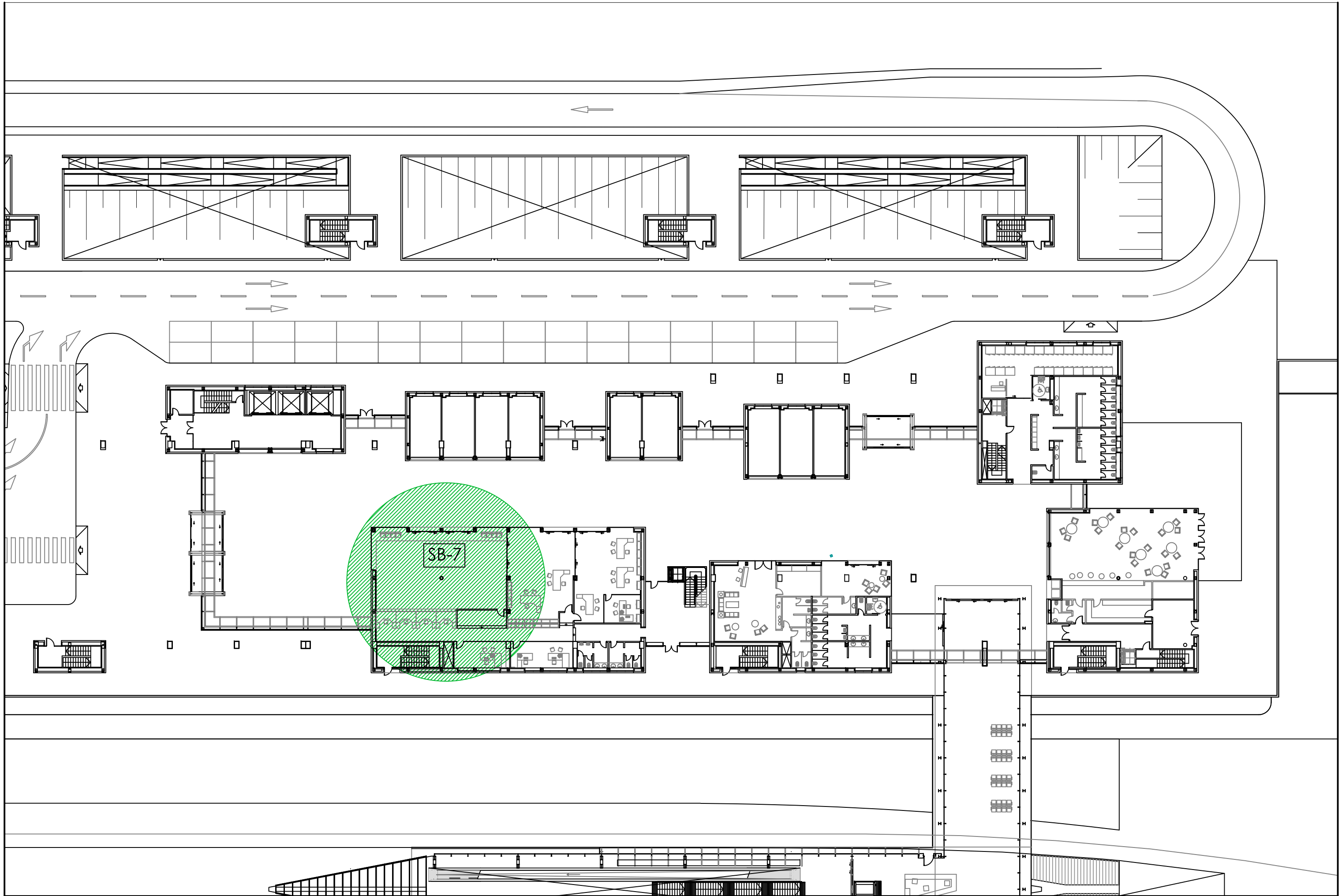


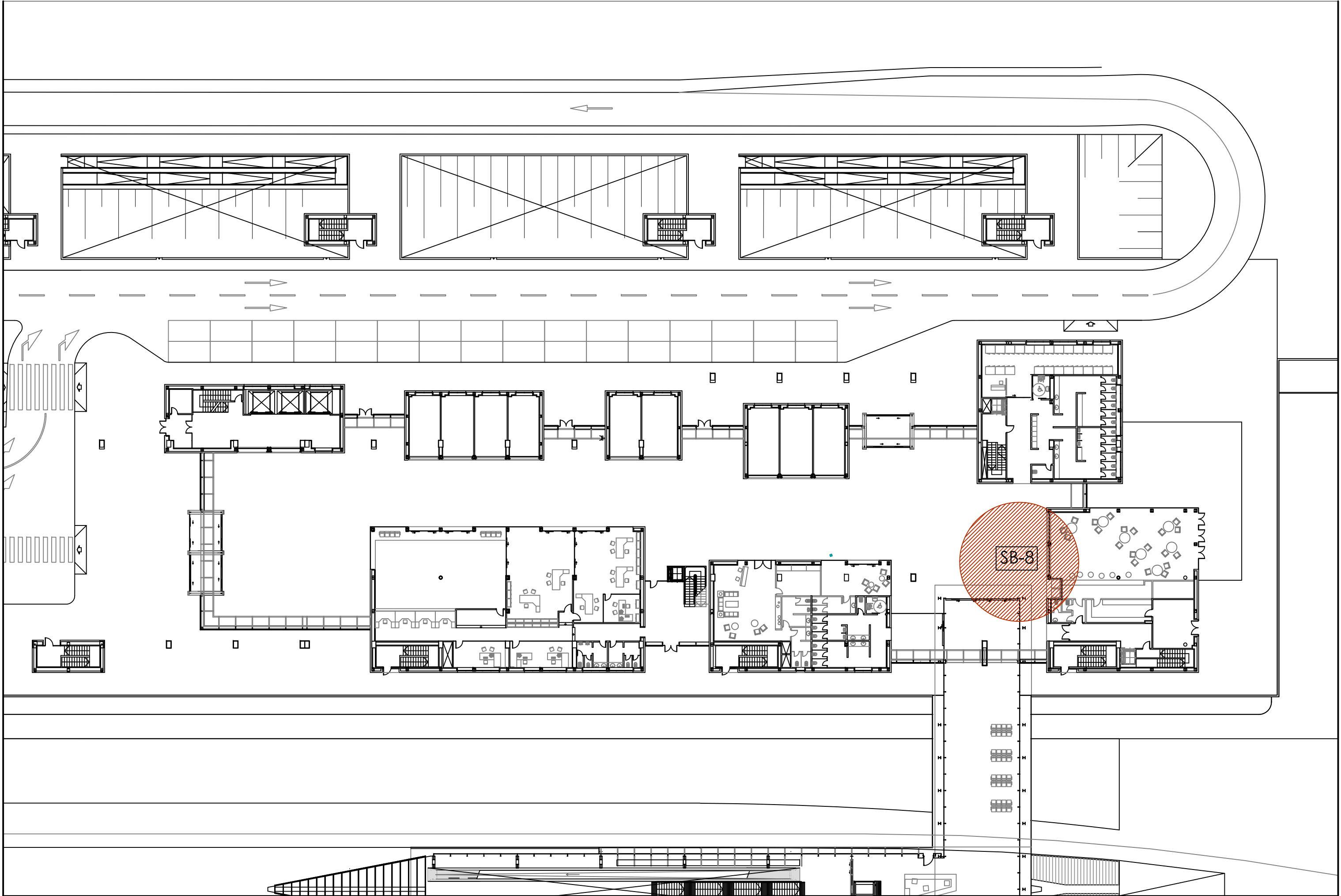





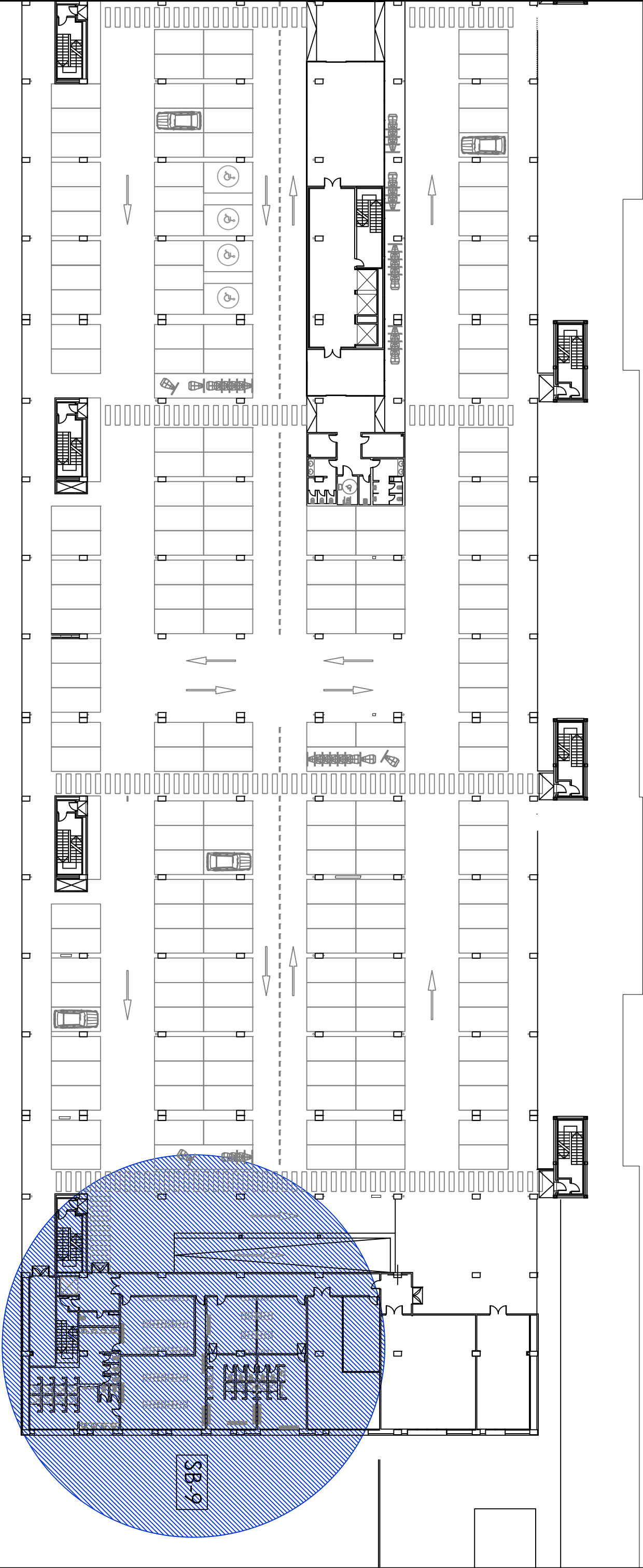


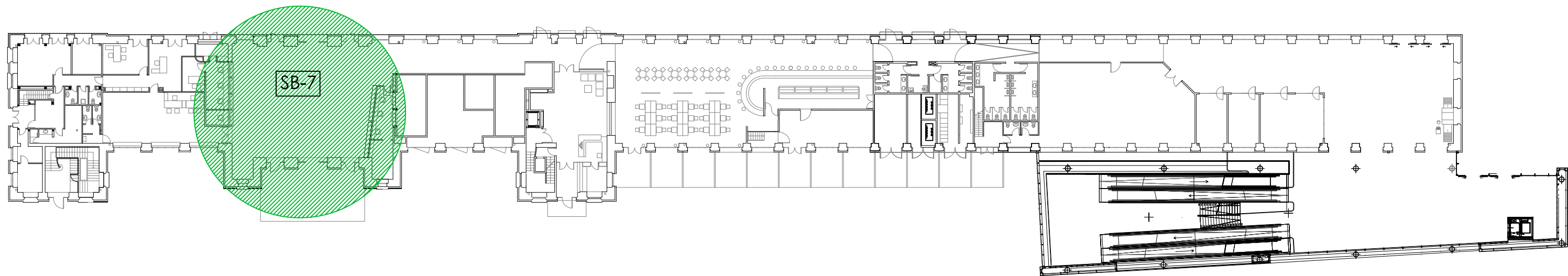


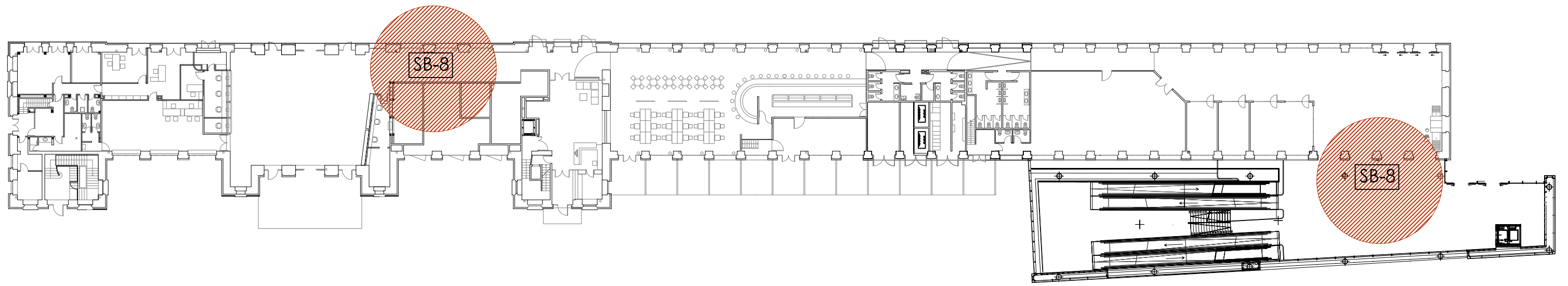




 ADMINISTRADOR DE INFRAESTRUCTURAS FERROVIARIAS	ESTACIÓN CAMP DE TARRAGONA VESTIBULO	TÍTULO ESPACIOS SB-8	Nº DE PLANO Hoja 1 de 1	FECHA MAYO - 2020	AUTOR JEFATURA DE EFICACIÓN, BARCELONA	ESCALA A-3 S/E	REVISIÓN:  SUSTITUYE:	EDICIÓN PLANO BASE:  SUSTITUYE:
---	--	-------------------------	----------------------------	----------------------	---	-------------------	-----------------------------	---------------------------------------





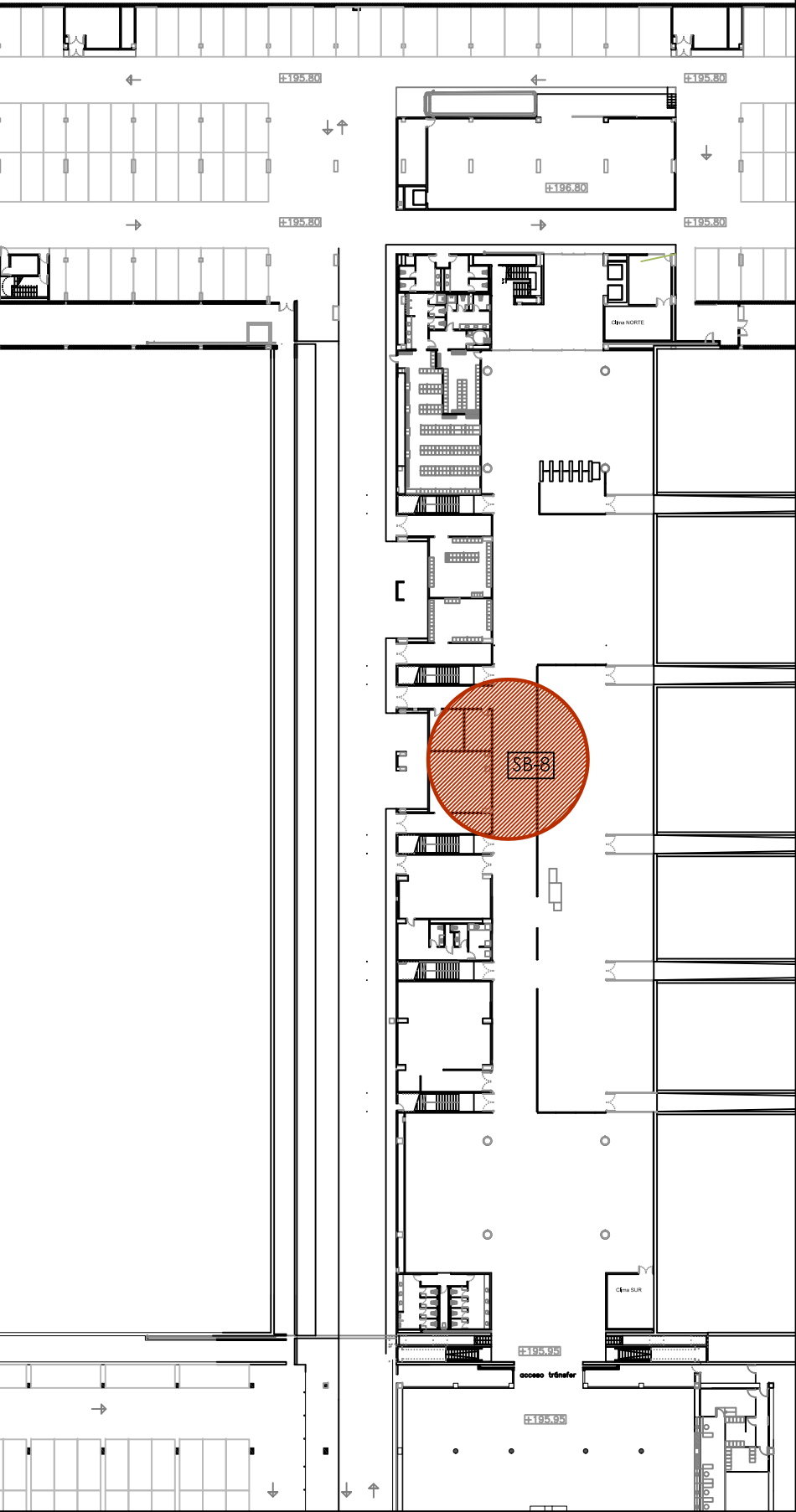




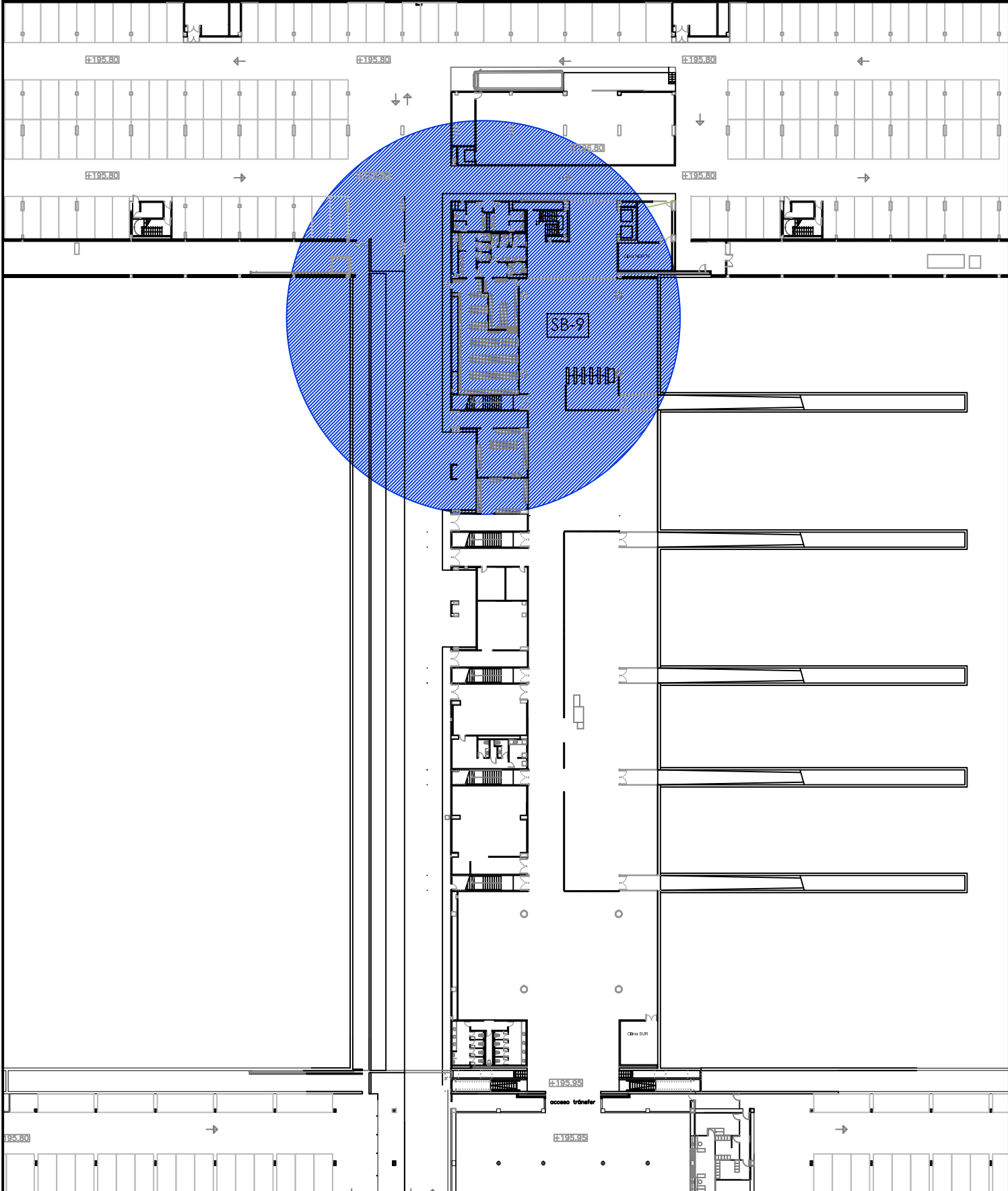
VESTÍBULO SALIDA



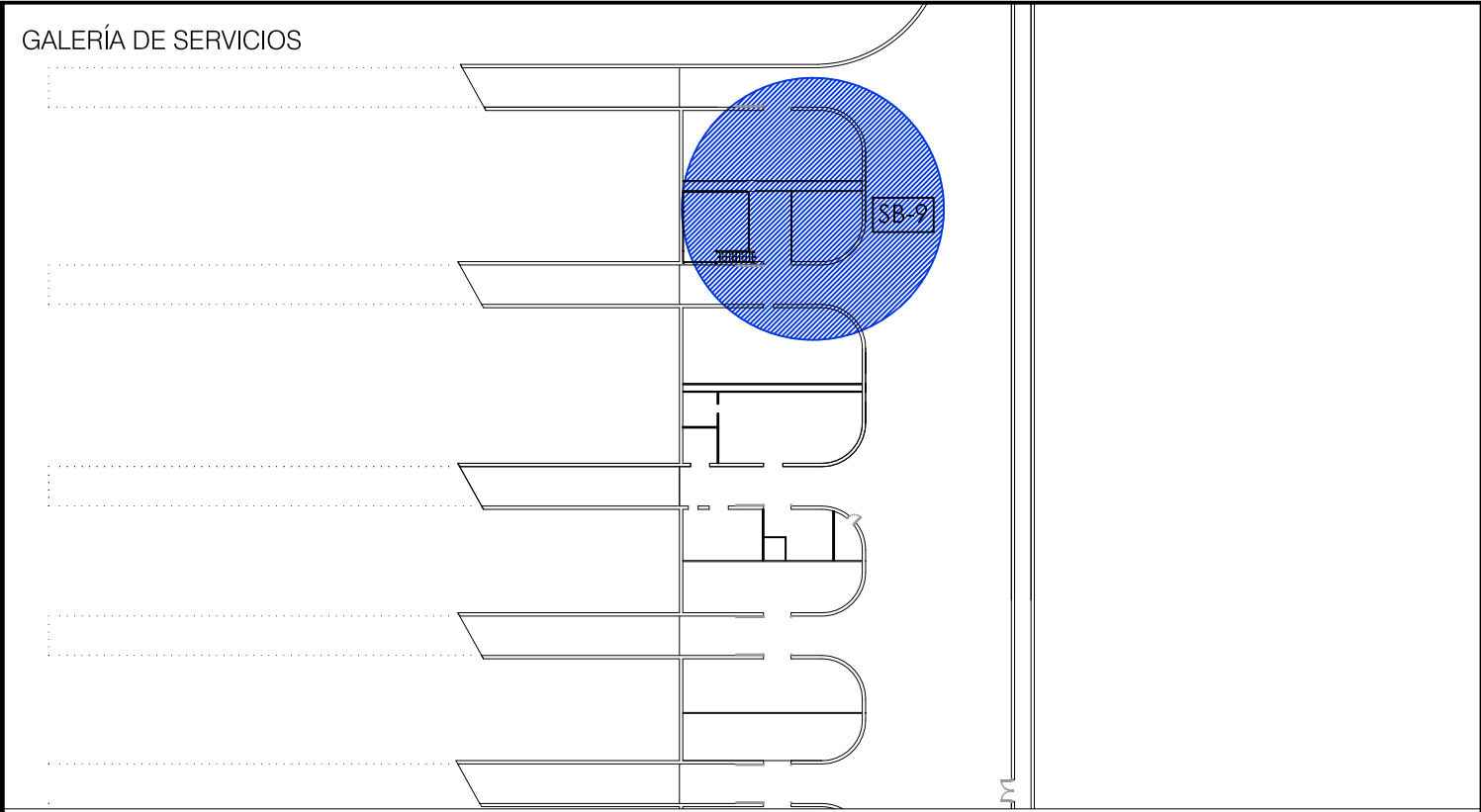
TRANSFER



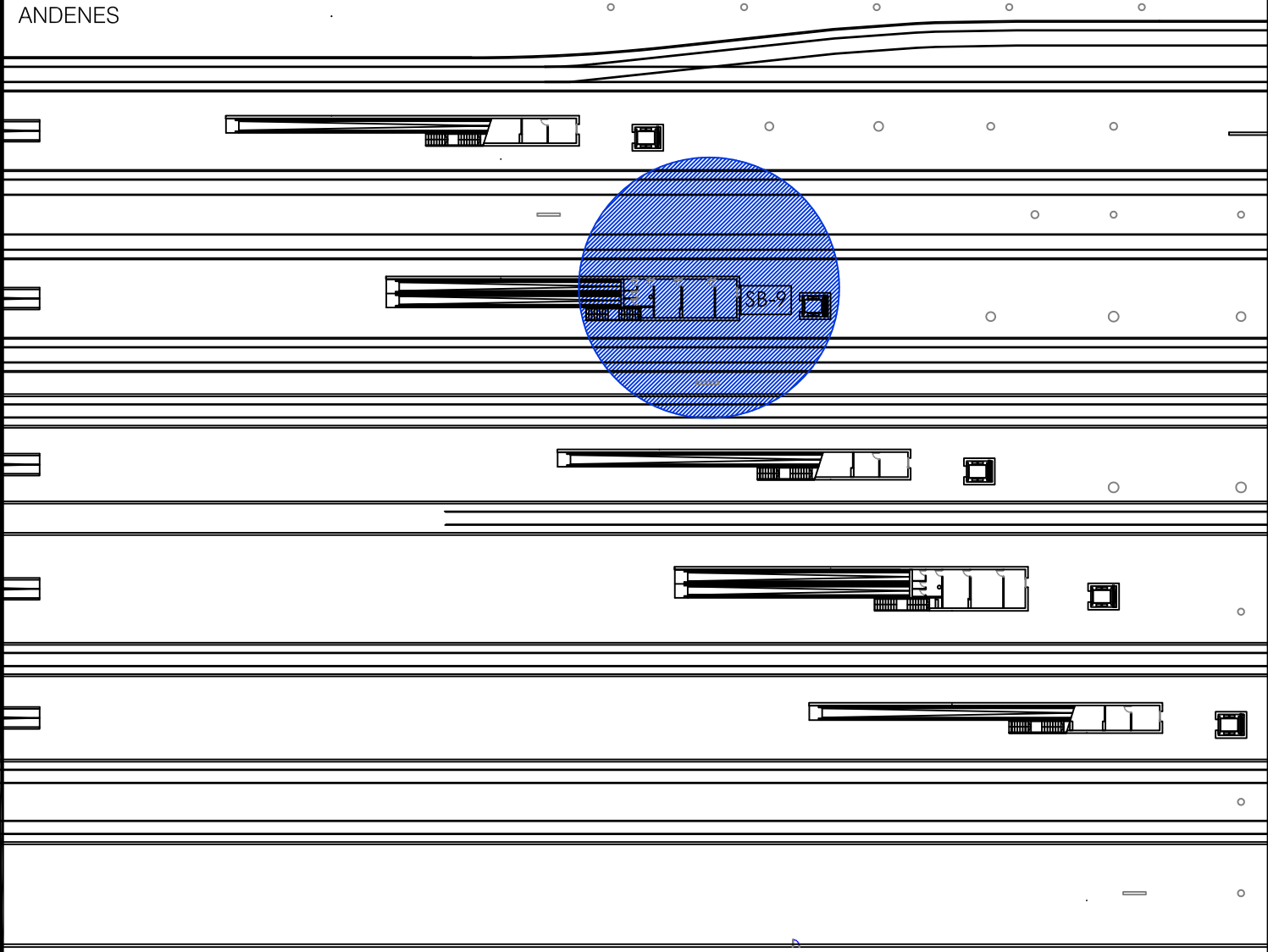
TRANSFER



GALERÍA DE SERVICIOS



ANDENES



ESTACIÓN  
ZARAGOZA DELICIAS  
TRANSFER, ANDENES Y  
GALERÍA DE SERVICIOS

TÍTULO  
ESPACIOS SB-9

Nº DE PLANO  
Hoja 1 de 1

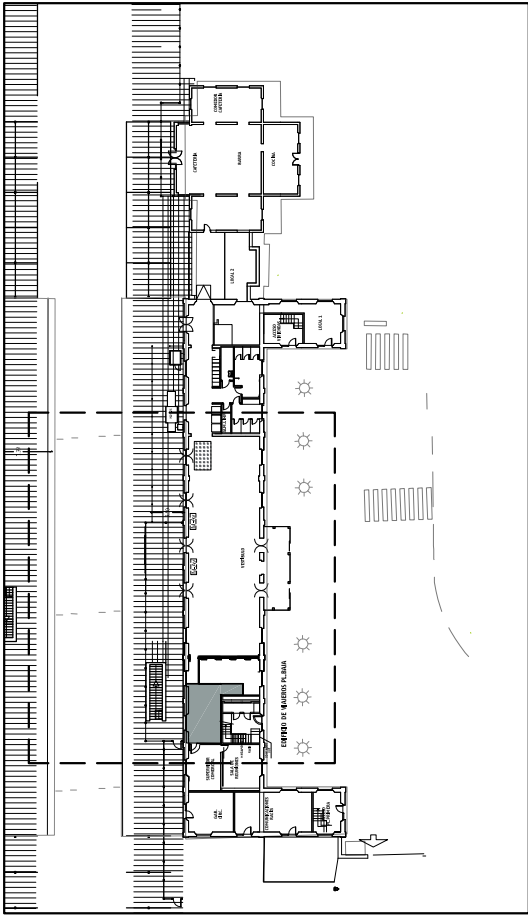
FECHA  
MAYO - 2020

AUTOR  
JEFATURA DE EFICACIACIÓN, BARCELONA

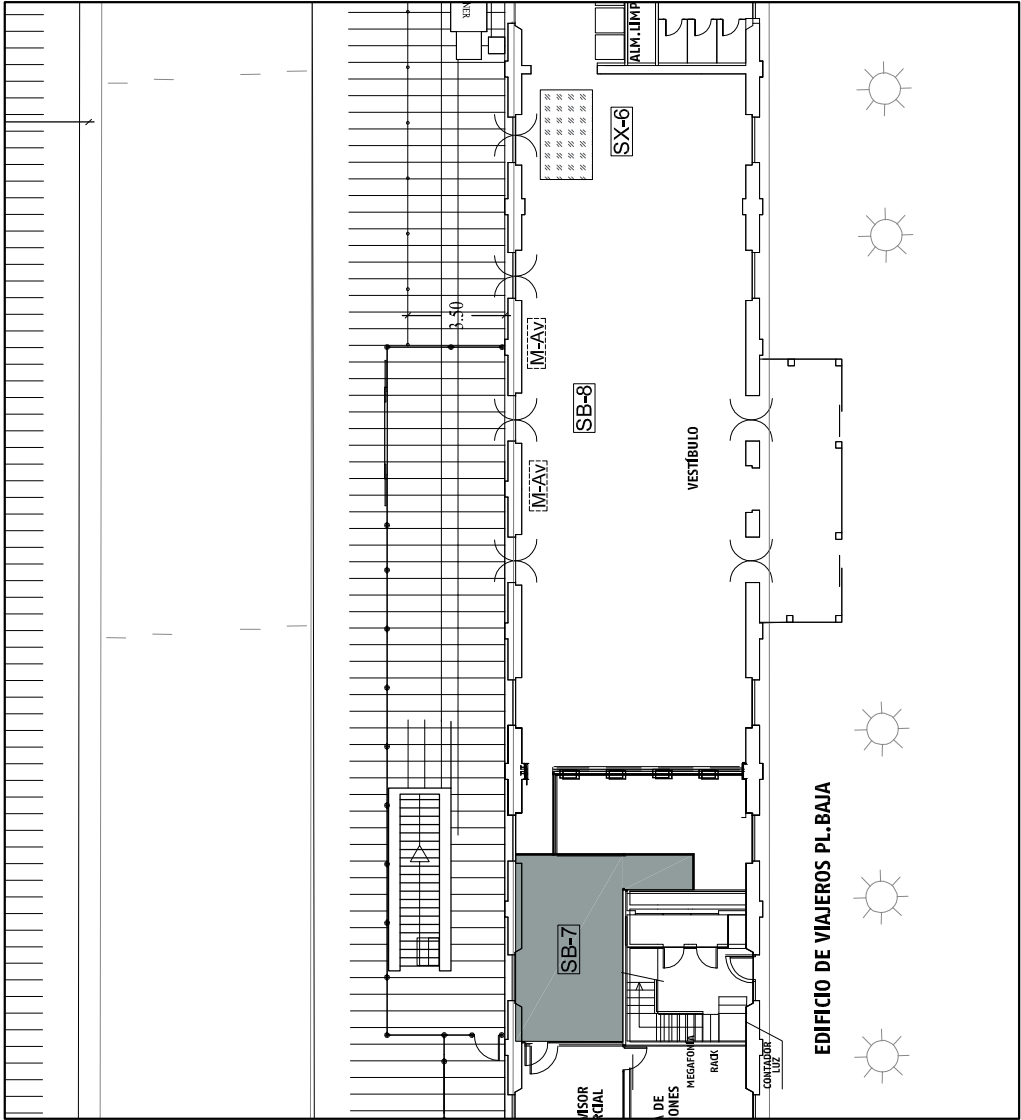
ESCALA A-3  
S/E

REVISIÓN:  
SUSTITUYE:

EDICIÓN PLANO BASE:  
SUSTITUYE:



UBICACIÓN PLANTA VESTÍBULO



DETALLE PLANTA VESTÍBULO

- SB-7

LOCALES DE VENTA DE BILLETES
- SB-8

ESPACIOS PARA ELEMENTOS TICKETING
- SX-6

PUNTO DE EMBARQUE EQUIPADO POR ADIF



Título:  
Espacios para Empresas Ferroviarias

Autor:  
Jefatura  
Comercial Norte

Fecha:  
Julio-2019

Subdirección Territorial: Norte  
Estación: Palencia  
Categoría: 3

Escala (A4):  
---

