



Common Template for Service Facilities

17 May 2018

RailNetEurope
Oelzeltgasse 3/9
AT-1030 Vienna

Phone: +43 1 907 62 72 00

Fax: +43 1 907 62 72 90

mailbox@rne.eu

www.rne.eu

Common Template for Service Facilities

Chapter number	Heading	Implementation guide	Suggested text
	VERSION CONTROL	All previous versions of this information should be identified, together with a short description of the changes.	N/A
	TABLE OF CONTENTS		
		<p>Article 5 (2) of Implementing Regulation 2017/217 states that ‘Infrastructure managers shall provide a common template to be developed by the railway sector in cooperation with regulatory bodies by 30 June 2018 that operators of service facilities may use to submit the information.’</p> <p>This Common Template for Service Facilities is the result of a solution developed by RNE and IRG-Rail in cooperation with the railway sector and is aimed at supporting the Service Facilities Operators (SFO) in producing the information documents according to the requisites of Implementing Regulation 2017/2177. SFOs can choose to adopt this common template or develop their own specific template, to be published on their own website or a common portal, as long as the legal requisites are met.</p> <p>While using this template, the following legend is applicable (this segment is for the consideration of the editor only and should not be featured in the SF document):</p> <ul style="list-style-type: none"> - Requirements in standard font are mandatory in any case according to Article 4 (2) IR 2017/2177 - Requirements in italics are mandatory where applicable according to IR 2017/2177 - Letters in brackets refer to the IR 2017/2177 applicable paragraphs of article 4 or other identified articles. 	

		<ul style="list-style-type: none"> - Exemptions may be granted by the Regulatory Bodies (RBs) on a case by case basis for requirements marked with * - All the rest of the information is optional 	
1. General Information			
1.1	Introduction	<ul style="list-style-type: none"> • Explain the purpose of this document • Identify the SF name and type according to Directive 2012/34 Annex II • Give a brief presentation of the SF • State where the document is published 	<p>Grandi Stazioni Rail S.p.A. has drafted this document in accordance with the provisions of the Commission Implementing Regulation (EU) n. 2017/2177. The following train stations - Milano Centrale, Torino Porta Nuova, Genoa Brignole and Genoa Piazza Principe, Venice Mestre and Venice S. Lucia, Verona Porta Nuova, Bologna Centrale, Florence S.M. Novella, Roma Termini, Roma Tiburtina, Napoli Centrale, Bari Centrale and Palermo Centrale - are passenger stations.</p> <p>Grandi Stazioni Rail S.p.A. deals with the management and development of n. 14 main Italian railway stations pursuant to contractual agreements with the proprietary companies.</p> <p>This document is published on the website www.grandistazioni.it as well as on the website www.railfacilitiesportal.eu</p>
1.2	Service Facility operator	<ul style="list-style-type: none"> • Name, address and contact details for all SF operators (b) • If the SF is operated by more than one operator or where rail-related services are provided by more than one operator, an indication shall be given as to whether separate requests for access to the facilities and for those services need to be submitted (g)* 	<p>Grandi Stazioni Rail S.p.A. G. Giolitti 34 – 00185 – Roma societariogsspa@legalmail.it</p> <p>Grandi Stazioni Retail S.p.A. G. Giolitti 34 – 00185 – Roma gsretailspa@legalmail.it</p> <p>Rete Ferroviaria Italiana S.p.A. – p.zza della Croce Rossa 1 – 00161 – Roma rfi-dce@pec.rfi.it</p> <p>Must be sent separate requests to access to the facilities and for those services except as provided for by the Resolution of the Transport Regulation Authority n. 66 of 6 August 2015 available on the website www.autorita-trasporti.it</p>

1.3	Validity period and updating process	<ul style="list-style-type: none"> State the dates of the period of validity of the SF document Describe how the SF document is updated 	<ul style="list-style-type: none"> This document is updated when necessary and whenever changes are made to the characteristics of the service system or to the conditions of access to it.
2. Services			
2.X	Name of service	<ul style="list-style-type: none"> Description of all rail-related services, which are supplied in the SF, and their type (basic, additional or ancillary) (d). See also Annex II of Directive 2012/34/EU <i>Alternatively, publish a link to a website which provides all relevant information</i> X refers to the number of provided services 	<p>Grandi Stazioni Rail S.p.A. provides ancillary ticketing and desk services in passenger stations - more details can be found on the website www.grandistazioni.it</p> <p>Information on additional services can be found on the websites www.rfi.it as well as on www.gsretail.it</p>
3. Service Facility description			
3.1	List of all installations	<ul style="list-style-type: none"> Where relevant, the list of all installations in which rail-related services are supplied (a) <p>[Note: If it is possible to integrate all information of the 3.X subchapters into a single table inside 3.1 (each line corresponding to an installation and the different columns referring to 'Location', 'Opening hours', 'Technical characteristics' and 'Planned changes in technical characteristics'), then the inclusion of subchapters 3.X shall not be necessary]</p>	<p>The list of all rail related services in which are provided by Grandi Stazioni Rail S.p.A. it's available on the website www.grandistazioni.it which it can be reached via the following link http://www.grandistazioni.it/content/grandiStazioni/it/l-impresa/a-r-t-.html</p> <p>Assuming that the services provided are highly complex the list of installations is published at www.rfi.it</p>

4. Charges			
4.1	Information on charges	<ul style="list-style-type: none"> Information on charges for getting access to SFs and charges for the use of each rail-related service supplied therein (m) 	Information on charges is published at www.grandistazioni.it as well as www.rfi.it
4.2	Information on discounts	<ul style="list-style-type: none"> Information on principles of discount schemes offered to applicants, while respecting commercial confidentiality requirements (n)* 	N/A
5. Access conditions			
5.1	<i>Legal requirements</i>	<ul style="list-style-type: none"> <i>Information stating whether a contract, certificates or insurance are necessary</i> Model access contracts and general terms and conditions (at least in the case of SFs operated and rail-related services provided by operators under the direct or indirect control of a controlling entity) (i)* 	To access the services provided by Grandi Stazioni S.p.A. is required to sign an agreement with security deposit and insurance guarantee - the scheme contract is available and published on the website www.grandistazioni.it
5.2	<i>Technical conditions</i>	<ul style="list-style-type: none"> <i>Where relevant, description of technical conditions to be satisfied by the rolling stock entering the SF</i> 	N/A
5.3	Self-supply of rail-related services	<ul style="list-style-type: none"> Information on the possibility for self-supply of rail-related services and conditions applying thereto (e)* 	N/A
5.4	IT systems	<ul style="list-style-type: none"> Where relevant, information on the terms of use of the operator's IT systems, if applicants are required to use such systems, and the rules concerning the protection of sensitive and commercial data (j)* 	N/A

6. Capacity allocation			
6.1	Requests for access or services	<ul style="list-style-type: none"> Information on procedures for requesting access to the SF or services supplied in the SF, or both, including deadlines for submitting requests, and time limits for handling those requests (f)* and (Article 8)* In SFs operated by more than one operator or where rail-related services are provided by more than one operator, an indication shall be given as to whether separate requests for access to the facilities and for those services need to be submitted (g)* Information on the minimum content and format of a request for access to the SF and rail-related services, or a template for such a request (h)* 	<p>Procedures for requesting access to services provided to railway companies by Grandi Stazioni Rail S.p.A. are available and published in the resolution n. 66 of 6 August 2015 of the Italian Transport Regulatory Authority. As regards the activities of Grandi Stazioni Rail S.p.A. it is possible to present only one request that includes more services, while for services provided by other operators on the same facility is required a separate request. Requests must be done with the information indicated in the resolution of the Transport Regulatory Authority n. 66 of 6 August 2015 (hereinattached). The aforementioned resolution is available on the website www.autorita-trasporti.it Furthermore Grandi Stazioni Rail, pursuant to Measure 11.6 referred to in Resolution ART no. 130/2019, publishes the Station Use Plan on the institutional website, available at http://www.grandistazioni.it/content/grandiStazioni/it/I-impresa/a-r-t-.html</p>
6.2	Response to requests	<ul style="list-style-type: none"> Description of the response to requests (Article 9)* A description of the coordination procedure and regulatory measures referred to in Article 10 and priority criteria referred to in Article 11 (k)* 	<p>Response to requests are made in accordance with the deadlines indicated in the Resolution of the Transport Regulatory Authority no. 66 of 6 August 2015 which also governs the procedures for managing critical cases for traditional ticket offices. The aforementioned resolution is available on the website www.autorita-trasporti.it</p>
6.3	Information on available capacity and temporary capacity restrictions	<ul style="list-style-type: none"> Information on temporary capacity restrictions of the SF, which could have a major impact on the SF's operation, including planned works (l)* 	N/A