



CATALOG OF SERVICES

SNCF GARES & CONNEXIONS

Our aim: attract passengers by giving stations more appeal

At SNCF Gares & Connexions we aim to

Be the railway station specialist handling everything from station design and operation to the creation and management of retail space.

Every day, we serve over 10 million travellers and visitors in 3,000 stations across France. Doing so successfully demands our utmost commitment.

Since January 1st, 2020, we have been an independent company with clear governance and a solid financial future. Under French law, we have 3 missions: deliver high-quality, non-discriminatory public service to rail companies; promote intermodality; and support balanced regional growth.

To back your initiatives and growth, we've connected with and listened to users like you. And we use the data we collect to develop a choice of services that meet your evolving needs.

The cornerstone of our strategic plan is the 4,700 G&C employees and a total of 15,000 service providers at our stations who stand behind SNCF Gares & Connexions, working hard to satisfy your customers and meet their mobility needs.



Our promise: deliver the support your in-station operations need to satisfy your customers



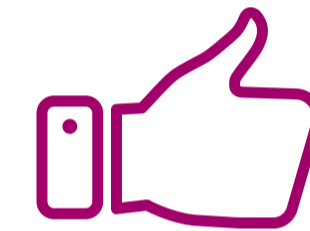
Support

We assign a dedicated contact person who listens to your needs. They'll help you get started, address new requirements as they arise, and work with you day-to-day.



Operations

We help keep your trains running on time. We work hard to display the right information at the right time, and to prevent delays from station malfunctions.



Customer satisfaction

Every day we go all out to satisfy your customers, with a special focus on keeping stations safe and clean.

Our services

Three types of service

Core services*

A comprehensive package of services provided to all carriers under a station access contract.

These services are guaranteed whenever stations are open to the public.

Optional regulated services*

Additional services on offer to all carriers.

Special commercial services**

Customized options from SNCF Gares & Connexions to optimize services available to carriers and their customers.

Useful informations

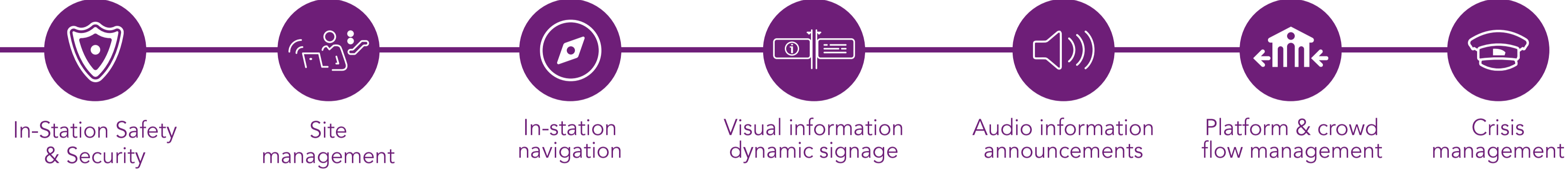
Contacts & process

Pricing

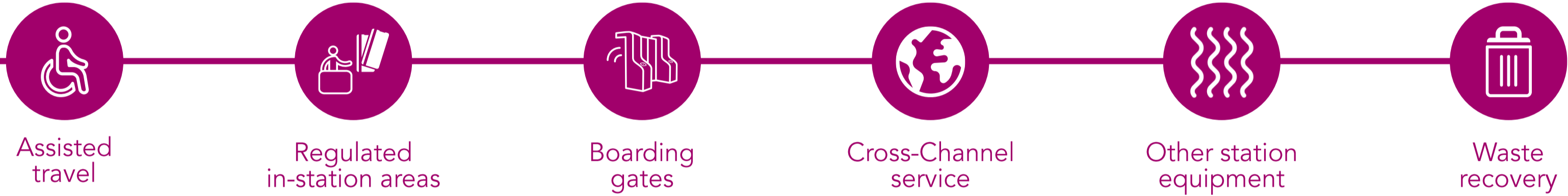
*Fees set by France's Transport Regulatory Authority (ART/Autorité de Régulation des Transports).

**Fees available on request.

Core services*



Optional regulated services*



Special commercial services**



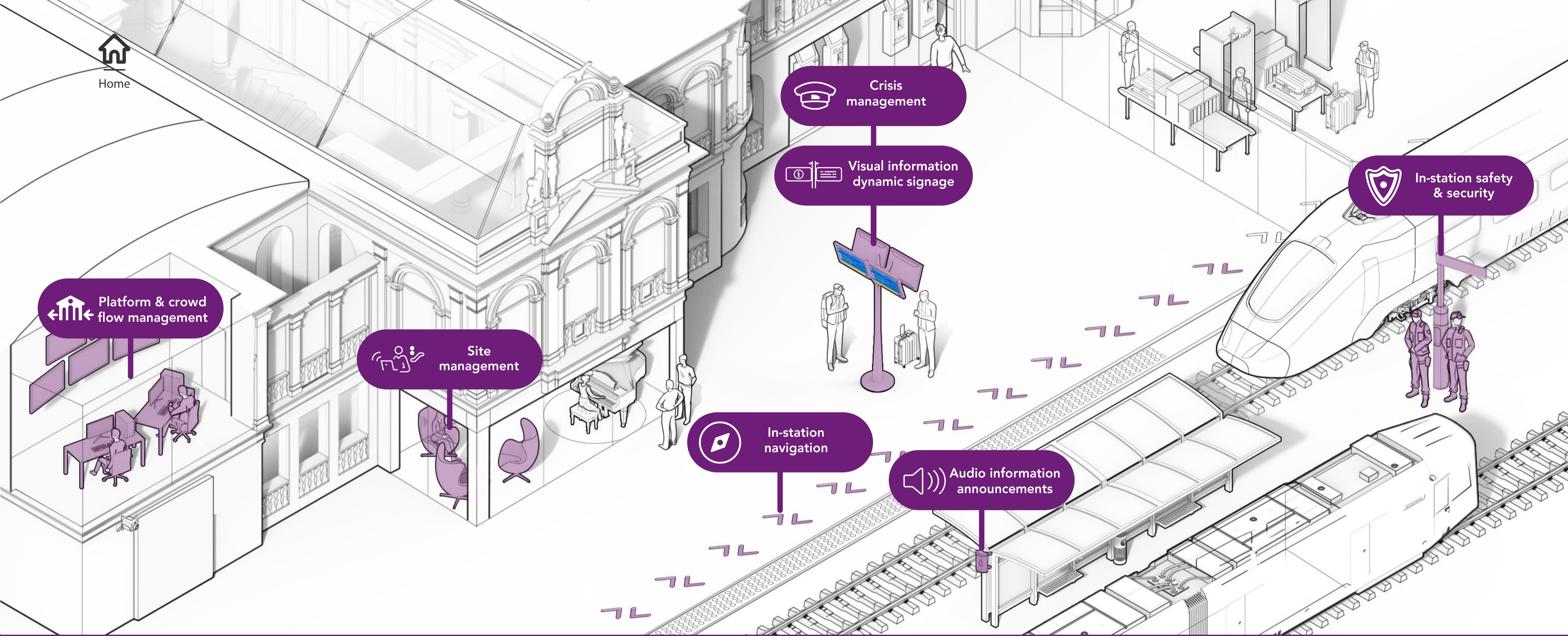
What to expect

Contacts

Contact & Invoicing

*Fees set by France's Transport Regulatory Authority (ART/Autorité de Régulation des Transports).
 **Fees available on request.





Core services

We offer a package of core services to any carrier operating in our stations. Services are provided throughout station opening hours.

Specific services included in the package vary from station to station, depending on building layout and the level of equipment/features/resources available. Typical core services include Passenger Information, Crowd Flow Management, and Waiting Areas.

The fee charged for this core package is regulated by France's Transport Regulatory Authority ART under a station access contract.



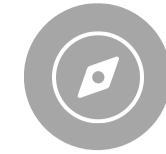
Home



In-station
safety & security



Site
management



In-station
navigation



Visual information
dynamic signage



Audio information
announcement



Platform & crowd
flow management



Crisis
management

Safety & security in stations

SERVICE DESCRIPTION

We ensure the in-station safety and security of your customers by:

- Installing certified systems and equipment.
- Sharing public safety information on track crossings and regulations that apply when moving through areas involving risk, using physical signage, barriers and/or other vectors.
- Analyzing security risks in each station to assign adequate human resources (general security personnel and private-sector assistance) and install appropriate technology (video cameras, fencing/barriers, access controls, etc.).

WHAT WE PROMISE

- Tracking of events requiring special security measures in our stations, and coordination/deployment of resources for external events (e.g., sporting events).
- Support for your teams in drawing up safety policies (guidelines/standards for external service providers assigned to our stations).

HOW IT WORKS

Local regulations applied in each station are communicated to you upon request. [Guichet gares.](#)

WHAT IT COSTS

This service is included in our core services package.

See fee schedule in Appendix A1.1 DRG listing basic service package fees for each station.



Home



In-station safety & security



Site management



In-station navigation



Visual information dynamic signage



Audio information announcement



Platform & crowd flow management



Crisis management

Site management & installations

SERVICE DESCRIPTION

- We coordinate operation of station equipment and features (lifts, waiting areas, etc.)
- We provide cleaning services.

WHAT WE PROMISE

We inform you in advance of major works and seek solutions to minimize their impact on your business. Appendix A4 DRG Bonus Malus sets out indicators for tracking compliance of services offered and relevant financial incentives.

HOW IT WORKS

Our teams visit stations regularly to vet services and ensure compliance with agreed standards. If any malfunctions are identified, technicians step in quickly to correct them.

WHAT IT COSTS

This service is included in our core services package. See fee schedule in Appendix A1.1 DRG listing basic service package fees for each station.



Home



In-station
safety & security



Site
management



In-station
navigation



Visual information
dynamic signage



Audio information
announcement



Platform & crowd
flow management



Crisis
management

Guiding travellers through our stations

SERVICE DESCRIPTION

We guide travellers from the station entrance to their destination inside using:

- Physical signage.
- Maps of station layouts at all major entrance points.

WHAT WE PROMISE

- Clear, comprehensive signage from station entrance to user's target area.
- Installation of signage in French, English and a third language (choice will depend on stations/lines served), backed up by multilingual announcements if desired.

HOW IT WORKS

All services are identified using the service identification and style guide developed by SNCF Gares & Connexions. These navigation and style guides for in-station signage are available on request.

WHAT IT COSTS

This service is included in our core services package. See fee schedule in Appendix A1.1 DRG listing basic service package fees for each station.



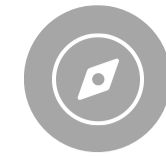
Home



In-station safety & security



Site management



In-station navigation



Visual information dynamic signage



Audio information announcement



Platform & crowd flow management



Crisis management

Visual information—dynamic signage

SERVICE DESCRIPTION

- We display train arrival and departure information at the station entrance and at key points along travellers' path (arrival/departure times, stations served, track numbers).
- For facilities equipped with multimodal screens, we distribute dynamic information on other travel modes accessible at the station (primarily urban/inter-urban buses and trams; occasionally self-service bicycles).

WHAT WE PROMISE

- Train departure tracks displayed as early as possible so travellers can get to their platform in good time.
- Availability of screens (see indicators listed in DRG's 14 Bonus Malus appendix— tracking of quality indicators for services offered and relevant financial incentives).
- Remote data made available through our **Ma Gare** app.

HOW IT WORKS

To display your trains on our station screens, you will need a link to the Gares & Connexions passenger information system.

You can choose from 2 options:

- We provide an API connection to our set-up (LIVE option, available from 2024).
- You enter your transport schedule in OCTAVE software that we provide.

Each rail company must provide the following information for display on our stations' dynamic screens:

- A table of scheduled trains (pre-operational until 17.00 at D-1, and operational after 17.00, D-1).
- Additional information (incidents, etc.) and projected delays using standard nomenclature.
- Brand logo and name as these will appear on screen.

See appendix A6 DRG Passenger Information for relevant standards.

WHAT IT COSTS

This service is included in our core services package.

See fee schedule in Appendix A1.1 DRG listing basic service package fees for each station.



Home



In-station safety & security



Site management



In-station navigation



Visual information dynamic signage



Audio information announcement



Platform & crowd flow management



Crisis management

In-station announcements

SERVICE DESCRIPTION

We broadcast in-station announcements to relay more detailed, personalized messages that create a stronger connection between customers and the station operator.

These announcements complement static and dynamic signage to:

- Alert passengers to urgent safety and security risks.
- Manage crowd flows.
- Reassure passengers, especially during disruptions.

WHAT WE PROMISE

Updated announcements at regular intervals.

When disruptions occur, Gares & Connexions informs passengers of alternative travel solutions using information provided by the carrier.

HOW IT WORKS

Announcements are made in three languages (French, English and a third language determined by stations served by international rail services).

When sudden/unforeseen disruptions occur, frequent announcements ensure that travellers have the specific, updated information they need.

WHAT IT COSTS

This service is included in our core services package.

See fee schedule in Appendix A1.1 DRG listing basic service package fees for each station.



Home



In-station safety & security



Site management



In-station navigation



Visual information dynamic signage



Audio information announcement



Platform & crowd flow management



Crisis management

Coordinating platform and crowd flow management

SERVICE DESCRIPTION

We help your customers find their way in stations, moving safely and smoothly between transport modes, by:

- Offering passenger transit zones that can accommodate large numbers of people.
- Equipping these spaces for people with reduced mobility or requiring special assistance (floor signage, ramps, accessibility options) or needing special assistance.
- Setting up systems/equipment to facilitate crowd flows during disruptions.

WHAT WE PROMISE

- Smooth circulation in station areas and at all points where transit is temporarily disrupted.
- Circulation areas clear of material obstacles and crowd clusters.
- Guidance/assistance along the way to help passengers reach the most suitable waiting/transit areas. On platforms, clear signage guides customers to where their coaches will be positioned.

HOW IT WORKS

We offer you a position at the Station Operational Centre so that you can follow initiatives by all stakeholders.

WHAT IT COSTS

This service is included in our core services package.

See fee schedule in Appendix A1.1 DRG listing basic service package fees for each station.



Home



In-station safety & security



Site management



In-station navigation



Visual information dynamic signage



Audio information announcement



Platform & crowd flow management



Crisis management



Crisis management

SERVICE DESCRIPTION

We manage crisis situations at station perimeters, facilitating passenger flows and information. Decisions affecting rail carriers' transport plans/schedules are the responsibility of SNCF Réseau. Information on passenger services during a crisis are carriers' responsibility.

WHAT WE PROMISE

To get crises under control and return operations to normal as quickly as possible, we coordinate interactions with carriers, institutions and the media. During heatwaves and exceptional in-station disruptions, we organize water distribution for passengers in 20 stations (via vouchers).

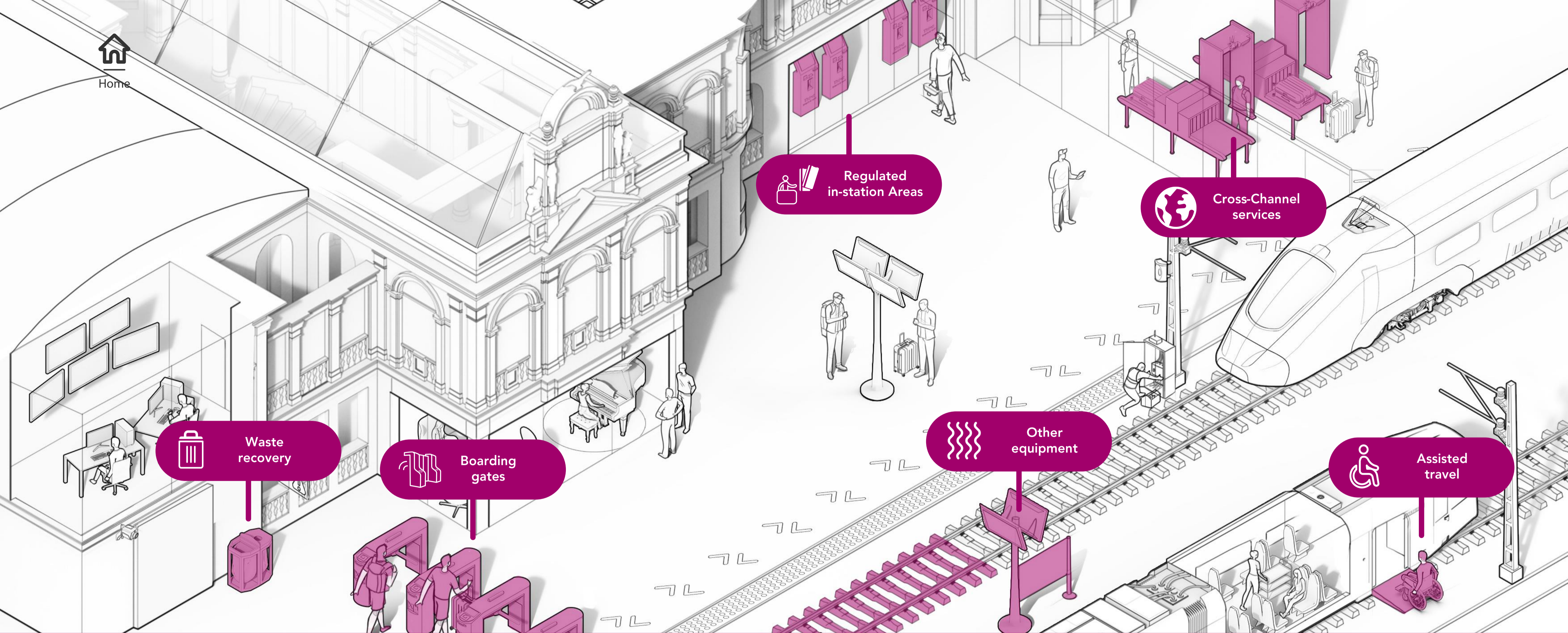
HOW IT WORKS

Each station manages carriers' co-activity on its premises and makes sure that no safety or security issues arise. In case of congestion and/or security issues, we are authorized to cancel any activity that might compromise passengers' in-station safety. For example, we can cancel a scheduled departure and/or shut down a departure in progress (via departure gates).

NOTE: Passenger care measures, except for those detailed above, are the responsibility of each carrier.

WHAT IT COSTS

This service is included in our core services package. See fee schedule in Appendix A1.1 DRG listing basic service package fees for each station.



Optional regulated services

Services under this heading are linked to carriers' rail operations and are offered as options in our core package. They may vary at a given carrier's request or to reflect legal or regulatory requirements.

Carriers may opt to use these services or not.

The fee for each service is determined by the French Transport Regulatory Authority (ART).



Home



Assisted travel



Regulated in-station areas



Boarding gates



Cross-Channel services



Other station equipment



Waste recovery



Assisted travel

SERVICE DESCRIPTION

We accompany passengers with reduced mobility/requiring special assistance from a station arrival point to their seat aboard their train, and from their seat to any place within the station, including their seat on a connecting train.

WHAT WE PROMISE

We offer two types of assistance under this option:

- Guaranteed passenger mobility assistance when reserved 48 or 24 hours before departure, depending on the carrier.
- Immediate assistance requested on the same day, subject to availability (Note: not guaranteed if not reserved in advance).

HOW IT WORKS

- In stations covered by France's National Accessibility Roadmap (SDNA: *Schéma Directeur National d'Accessibilité*), our special assistance service is available from the first to the last train for both national and international rail service.
- In other stations, the service is available during hours when staff members are present, in keeping with a timetable defined by the Transport Organizing Authority.

Carriers' equipment must comply with the STI PRM standards set out in French Act dated July 30th, 2008 (published August 14, 2008).

Carriers must use our SOCA app (*Suivi Opérationnel des Commandes d'Assistance*) to transfer data needed to provide assistance. Both the app and employee training for its use are included in the fee for this service.

We are also working on a one-stop booking platform for assistance that is scheduled to go live in January 2024. This will give persons requiring special assistance a single contact point for assistance requests regardless of their carrier. This single booking platform is a legal requirement.

It is your responsibility to make travellers aware of general terms and conditions defined by DRG for passengers with reduced mobility/requiring special assistance services.

From June 2023, boarding/deboarding assistance must be provided by carriers' on-board employees at unstaffed station or stations served by trains outside local staff working hours.

WHAT IT COSTS

Appendix A1.1 DRG rate sheet lists the fee for assisted travel services for each station.



Home



Assisted travel



Regulated in-station areas



Boarding gates



Cross-Channel services



Other station equipment



Waste recovery



Operating premises and areas in stations

SERVICE DESCRIPTION

Where available, **we provide in-station ticket sales areas** at regulated prices. These are available to carriers only, on request, and are limited to stations served by carriers' transport schedules.

Fees for this service are regulated.

The following conditions apply:

- Operating space must comply with general requirements for passenger flow, safety and station zones.
- Use of such premises and areas must meet station standards (for safety, security, etc.), in particular those listed in internal regulations for station occupants.

WHAT WE PROMISE

- Non-discriminatory searches for in-station premises.
- Vacant spaces, free of proprietary materials.

HOW IT WORKS

Operating space within the regulated perimeter: areas suitable for installation of sales terminals, service areas for carrier's staff, storage/warehousing space, mobile ticket sales in the station.

All requests for space must be submitted via the official form (Appendix A15, DRG) with a clear and detailed description of needs. To download the form, contact us at: guichet.gares@sncf.fr

WHAT IT COSTS

Appendix A.2 summarizes DRG's fees for space rental per sq m in each station.

This fee does not include fees for electricity/Internet services which tenants must source directly from their own suppliers.

Vending machines are invoiced at 1 sq m/unit.

The charge for mobile sales is 1 sq m per agent and 2 sq m per agent if using a mobile counter.



Home



Assisted travel



Regulated in-station areas



Boarding gates



Cross-Channel services



Other station equipment



Waste recovery



Boarding gates

SERVICE DESCRIPTION

In 19 stations we offer boarding gates for automated ticket control.

This includes provision of equipment and a data processing system that reads tickets with standard 2D barcodes.

WHAT WE PROMISE

- Access gates appropriate for all users.
- Optional assistance during boarding (management of ticketed passengers, special screens, etc.)

HOW IT WORKS

Any enhancements required for processing special tickets are at your expense.

Prerequisites:

- Tickets must feature a 2D barcode that can be read by the boarding gates.
- You must comply with the operating instructions described in Appendix 13 of the DRG.
- We provide quotes for new boarding gates on request, with installation at your expense.

WHAT IT COSTS

Appendix A1.1 DRG rate sheet lists the fee for boarding gate services.



Home



Assisted travel



Regulated in-station areas



Boarding gates



Cross-Channel services



Other station equipment



Waste recovery



Cross-Channel services

SERVICE DESCRIPTION

We supply you with areas and premises for cross-Channel services and install boarding security systems in stations serving relevant destinations. Access to this area is subject to specific rules that apply to all persons and goods authorized to enter it.

WHAT WE PROMISE

- We provide special equipment for screening travellers and their luggage.
- We supply suitable passenger screening areas.

HOW IT WORKS

The French Customs services are responsible for security/verification of passengers and their luggage. Cross-Channel services are available only at Paris-Nord station and at Lille-Europe station.

WHAT IT COSTS

Appendix A1.1 DRG rate sheet lists the fee for cross-Channel services.



Home



Assisted travel



Regulated in-station areas



Boarding gates



Cross-Channel services



Other station equipment



Waste recovery



Special installations

SERVICE DESCRIPTION

In some stations we offer specific services that are not part of our core package (for historical reasons, or because not available at all stations):

- **Pre-departure ventilation/heating/air-conditioning of train carriages using special sockets.**

Using existing station HVAC systems, we pre-heat or pre-cool trains before departure; the same system can recharge carriage batteries and illuminate train interiors before departure. This service is available in stations equipped with suitable technical cabinets.

- **Water hydrants**

Where water hydrants are installed, we use them to carry water to trains, in particular for proper operation of toilets.

WHAT WE PROMISE

- Joint survey of your needs, depending on existing station equipment.
- Assistance with operational processes.
- Availability of preventative maintenance and repair of installations provided by our service providers.

HOW IT WORKS

These services are offered subject to a feasibility study. You must agree to cover all maintenance costs and any renewal/regeneration costs. Labour is provided by your staff under your responsibility.

WHAT IT COSTS

Pricing/budget defined once the feasibility study has been completed.

- Annual billing for routine maintenance for all facilities used in the stations served.
- Repair or renovation of an installation based on estimate of costs.



Home



Assisted travel



Regulated in-station areas



Boarding gates



Cross-Channel services



Other station equipment



Waste recovery



Recycling of waste

SERVICE DESCRIPTION

To comply with legislation promoting the energy transition through the Green Growth Act, **we recover and recycle waste generated by carriers in stations.** Our aim is to raise awareness of the importance of sorting waste materials and optimizing their recovery.

WHAT WE PROMISE

We aim to recycle 65% of waste produced by 2025.

HOW IT WORKS

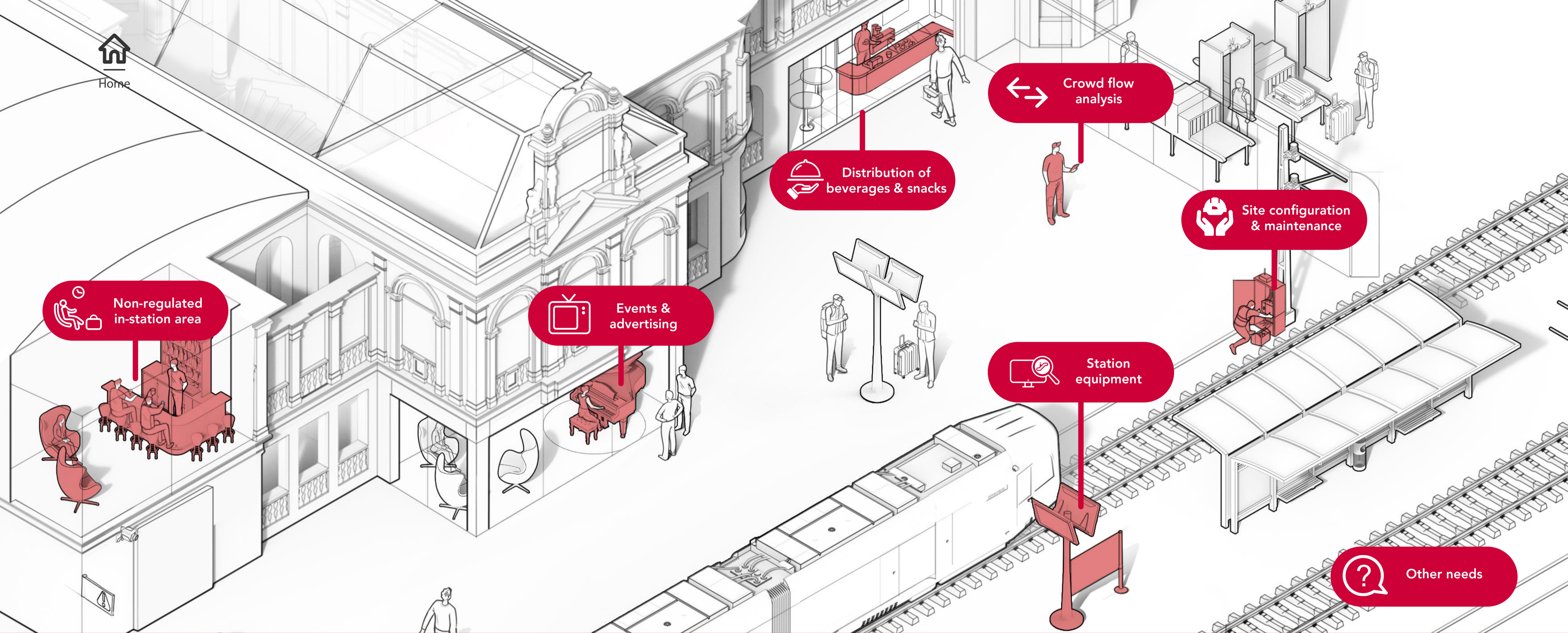
In 2023, this service offered by DRG is limited to Paris-Nord, Paris-Est, Paris-Lyon/Bercy et Paris-Montparnasse train stations.

WHAT IT COSTS

See fee schedule in Appendix A1.1 DRG listing waste recycling services for each station.



Home



Special commercial services

These customized features from SNCF Gares & Connexions add value to services already available to carriers and their customers.

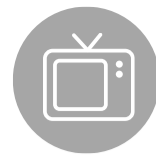
Examples include development of passenger lounges and other spaces, additional customer services, crowd flow management, and more.



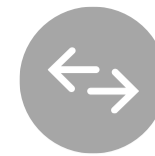
Home



Non-regulated
In-station areas



Event &
advertising



Crowd flow
analysis



Site configuration
& maintenance



Distribution of
beverages & snacks



In-station
equipment



Other
needs



Requests for customized, non-regulated premises

SERVICE DESCRIPTION

Whenever, **we offer in-station premises/space at non-regulated prices** that you can make available to your customers. Examples: waiting areas/lounges and service areas for staff. Options include catering, designer furniture and WiFi access. Subject to availability.

WHAT WE PROMISE

On request, we will gladly assist in locating and outfitting these premises.

HOW IT WORKS

To benefit from this service, please send a clear, detailed description of your needs to [Guichet gares](#).

WHAT IT COSTS

Fees for these services are non-regulated and are provided upon request. For more information, email us at guichet.gares@sncf.fr



Home



Non-regulated
In-station areas



Event &
advertising



Crowd flow
analysis



Site configuration
& maintenance



Distribution of
beverages & snacks



In-station
equipment



Other
needs



Events & advertising

SERVICE DESCRIPTION

We can offer billboards and other venues in our stations to meet your advertising needs. These can improve your customers' experience and promote your brand.

WHAT WE PROMISE

An annual cultural and commercial events programme that involves all stakeholders (regional station managers, retail managers, cultural and communications teams, and more), working to create unforgettable moments and relay the same experiences in regional environments.

- Spaces reserved for one-off events at peak periods.
- Cultural events and programs (exhibitions, live concerts, etc.) that improve users' station experience.

HOW IT WORKS

Any event promoting a specific brand must be approved by Retail & Connexions under an advertising management contract.

WHAT IT COSTS

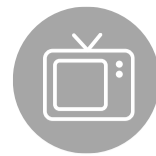
Fees for these services are non-regulated and are provided upon request. For more information, email us at guichet.gares@sncf.fr



Home



Non-regulated
In-station areas



Event &
advertising



Crowd flow
analysis



Site configuration
& maintenance



Distribution of
beverages & snacks



In-station
equipment



Other
needs



Crowd flow management

SERVICE DESCRIPTION

1. Wifi tracking

Using mobile devices connected to stations' WiFi systems, **we generate statistical analyses** to track customer flow.

WHAT WE PROMISE

- This data lets you calculate station use, time spent in stations by area, the number of travellers/visitors in a station or zone at any given time. For our largest stations, the data set includes popular itineraries within stations by user profile or carrier.
- Statistics measure station occupancy in real time, as well as customer journeys on our rail network.

2. Customer surveys

At your request, we can conduct surveys and compile in-station statistics to measure daily use.

WHAT WE PROMISE

Surveys create customer profiles and analyse behaviour so you can fine-tune your services and add new options.

HOW IT WORKS

For more on these services, send a clear, detailed definition of your requirements to Guichet.gares.

WHAT IT COSTS

Fees for these services are non-regulated and are provided upon request. For more information, email us at guichet.gares@sncf.fr



Home



Non-regulated
In-station areas



Event &
advertising



Crowd flow
analysis



Site configuration
& maintenance



Distribution of
beverages & snacks



In-station
equipment



Other
needs



Development of premises and rental maintenance

SERVICE DESCRIPTION

1. Development of premises under Project Owner/General Contractor and Project Manager contracts

We are delighted to work with you and bring your projects to life by outfitting and/or developing these spaces:

- As Deputy Project Owner.
- As Project Owner Assistant.
- As Project Manager, heading up works.
- By conducting analyses for any and all development projects.

WHAT WE PROMISE

With our in-depth knowledge of station environments and regulatory affairs, we offer comprehensive proposals for any project, from simple to complex.

2. Rental maintenance

We offer customized, all-in packages for preventive and corrective maintenance.

WHAT WE PROMISE

Through our 3 TechniGares and 22 Agences Bâtiment Energie (ABE), we have wealth of recognized expertise in maintaining rented and owned properties, including ventilation, air conditioning, electricity and plumbing.

Drawing on this expertise, we handle planning and development for regulatory inspections, preventive maintenance, short-term repairs, HVAC maintenance and other repairs.

HOW IT WORKS

For more information, send a clear, detailed definition of your requirements to Guichet.gares.

WHAT IT COSTS

Fees for these services are non-regulated and are provided upon request. For more information, email us at guichet.gares@sncf.fr



Home



Non-regulated
In-station areas



Event &
advertising



Crowd flow
analysis



Site configuration
& maintenance



Distribution of
beverages & snacks



In-station
equipment



Other
needs



Catering

SERVICE DESCRIPTION

We are happy to work with in-station service providers to organize on-board catering for your customers.

WHAT WE PROMISE

Through our partnership with Relay, we deliver on-board catering to assist carriers.

HOW IT WORKS

We work with you to develop options based on your requirements and the availability of service providers in select stations.

WHAT IT COSTS

Estimates available upon request from [Guichet gares.](#)



Home



Non-regulated
In-station areas



Event &
advertising



Crowd flow
analysis



Site configuration
& maintenance



Distribution of
beverages & snacks



In-station
equipment



Other
needs



Station equipment

SERVICE DESCRIPTION

We offer additional equipment as required (e.g., departure/arrival screens).

WHAT WE PROMISE

High-quality, functional equipment.

HOW IT WORKS

We work with you to define your needs.

WHAT IT COSTS

Estimates available upon request from [Guichet gares.](#)



Home



Non-regulated
In-station areas



Event &
advertising



Crowd flow
analysis



Site configuration
& maintenance



Distribution of
beverages & snacks



In-station
equipment



Other
needs



Any questions? Ask us!

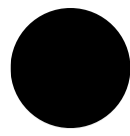
At Gares & Connexions, we are developing the services of tomorrow to meet your needs and make stations even more appealing to you and your customers. We would be delighted to work with you.

guichet.gares@sncf.fr

Contacts & Process



Home



What to expect



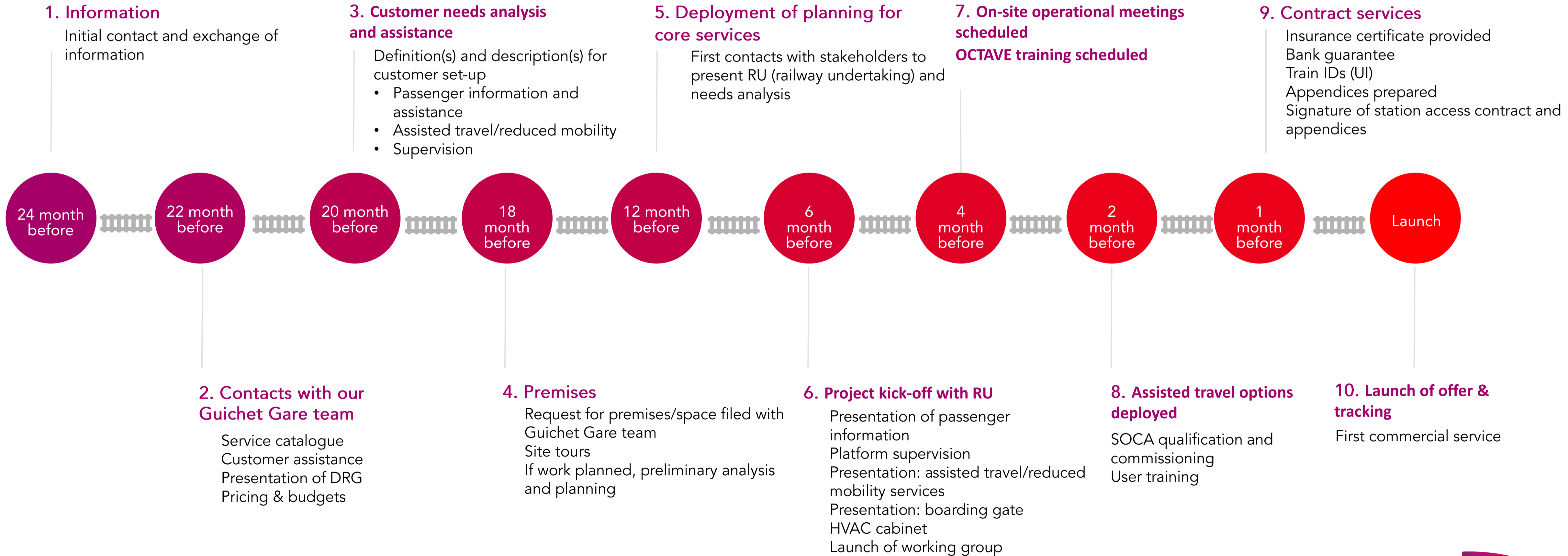
Contacts



Pricing



What to expect

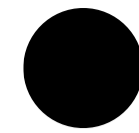




Home



What to expect



Contacts

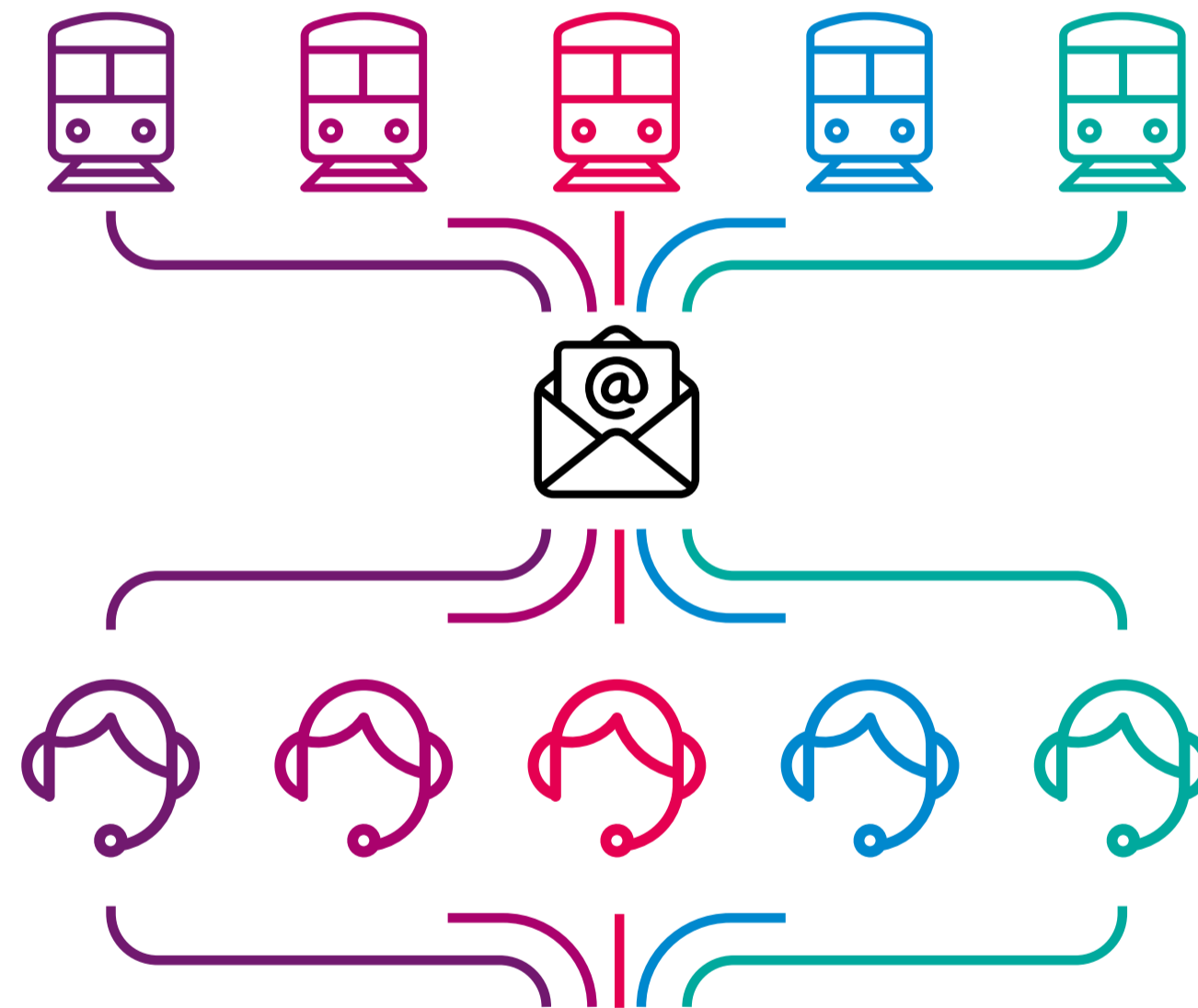


Pricing



Contact

Main stakeholders



RAILWAY COMPANIES

- Request for in-station operating area filed
- Request for core package or bespoke services.
- Request for study and/or development.
- Promoting visibility, events, etc.

STATION ACCESS – SNCF GARES & CONNEXIONS

- A single address to ensure fair and non-discriminatory access for all carriers guichet.gares@sncf.fr

ACCOUNT MANAGERS

- Account manager assigned to handle issues/priorities and initiatives for each carrier

SECTOR HEADS, HEADS OF PROJECTS OR REGIONS

- Appointment of project heads and sector heads to meet your specific needs

KEY ACCOUNT MANAGER

- Once the first runs have started, a key account manager is assigned to the railway company to monitor the status.





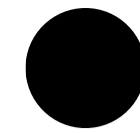
Home



What to expect



Contacts



Pricing



Regulated prices—key points

Regulated operations/services managed by SNCF Gares & connexions

Carrier services

- Core package, with additional and related options.

- Cross-channel services.
- Assisted travel/reduced mobility.
- Provision of boarding gates.

PAID FOR THROUGH

Carriers' fees

- Core service package.
- Capital items
 - Depreciation.
 - WACC.

Regulated leases

- Ticket sales spaces.
- Premises for railway company drivers and accompanying staff.
- Premises for railway company service providers.

PAID FOR THROUGH

- Regulated leases.

Non-regulated services managed by SNCF Gares & connexions

Other activities = all non-regulated operations

- Rental of commercial premises.
- Office rentals.
- Revenue from parking services.
- Advertising.
- Maintenance of buildings/non-commercial land, etc.
- Commercial services provided by SNCF Gares & Connexion.

PAID FOR THROUGH

- Commercial fees.
- Non-regulated leases.



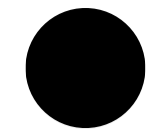
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What to expect



Contacts



Pricing



How transport services are priced

Pricing model for core services (package)

Pricing of charges for regulated services is based on strict cost recovery.

What does this mean? That charges are **equal to the sum of costs incurred in delivering the service, plus a profit** that must, by law, be “reasonable” and is calculated within a very precise framework.

The relevant grid is called the “**management perimeter**” (see A0.2).

A management perimeter consists of **one or more stations**, and there can be up to several hundred stations within a given perimeter.

The fee must cover all **of the management perimeter’s costs, bar none**, with no overlap from a different management perimeter; **no pooling or offsets between perimeters is allowed.**

The fee for the core package is calculated **by dividing total costs for a given management perimeter by the number of departing trains within it** (adjusted if necessary to reflect different train types).

A **retrocession** from the non-regulated perimeter (NR) to each regulated perimeter is calculated. This corresponds to 50% of net **non-regulated** profit and is paid as a reduction in fees that non-regulated services benefit from within that perimeter.



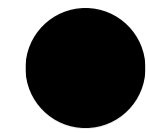
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What to expect



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Pricing



How services are invoiced

Station access core services

The **core services contract** is based on the number of **trains departing** and depends on the type of station.

When drawing up its station access contract, the railway company must indicate its **projected Transport Plan** (theoretical) as this will appear in the contract.

This Plan identifies the projected amount charged for core services in Year Y—an amount that will be adjusted at the end of the year.

Invoicing for these services is done **monthly** on a pro-rated basis for the annual volume of train departures handled by the carrier.

This provisional invoicing plan is registered in Appendix 2 of the relevant contract.

Optional regulated services

In addition to core services, **optional regulated services** may be invoiced. These include:

- **Rent and charges for space occupied** by the railway company in the station (invoiced **quarterly**).
- **Use of boarding gates** (depending on estimated number of passages per station; see DRG fee grid).
- **Cross-Channel services** (see DRG fee grid).
- **Routine maintenance charges for electrical cabinets and hydrants** when these are used by the carrier.

Thank
you

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