



GRANDI  
STAZIONI  
RETAIL

## **Service Facilities**

October 2020(\*)



(\*) This document has been drawn up on the basis of the "RNE Common Template for Service Facilities", approved by the General Assembly of RNE in Sopron (HU) on 17 May 2018.

### Common Template for Service Facilities

Chapter number	Heading	Implementation guide	Text
	VERSION CONTROL	All previous versions of this information should be identified, together with a short description of the changes.	The "information on charges" section has been updated following the implementation of the tariff system pursuant to measure 11.4 of Resolution ART 130/2019; the plans published on the website <a href="http://www.gsretail.it">www.gsretail.it</a> have been updated
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		<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 <b>legend</b> 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"> <li>- Requirements in standard font are mandatory in any case according to Article 4 (2) IR 2017/2177</li> <li>- Requirements in italics are mandatory where applicable according to IR 2017/2177</li> <li>- Letters in brackets refer to the IR 2017/2177 applicable paragraphs of article 4 or other identified articles.</li> </ul>	

		<ul style="list-style-type: none"> <li>- Exemptions may be granted by the Regulatory Bodies (RBs) on a case by case basis for requirements marked with *</li> <li>- All the rest of the information is optional</li> </ul>	
<b>1. General Information</b>			
1.1	Introduction	<ul style="list-style-type: none"> <li>• Explain the purpose of this document</li> <li>• Identify the SF name and type according to Directive 2012/34 Annex II</li> <li>• Give a brief presentation of the SF</li> <li>• State where the document is published</li> </ul>	<p><b>Grandi Stazioni Retail S.p.A.</b> has drafted this document in compliance with the provisions set forth within the Italian Transport Regulation Authority (“ART”) resolution no. 130/2019 and the Implementing Regulation (EU) 2017/2177.</p> <p><b>Grandi Stazioni Retail S.p.A.</b>, by virtue of the agreements executed with the companies of the FS Group (“<i>Gruppo FS</i>”) which own the property complex within the railway stations of Milan Central (Milano Centrale), Turin Porta Nuova (Torino Porta Nuova), Genoa Brignole (Genova Brignole), Genoa Piazza Principe (Genova Piazza Principe), Venice Mestre (Venezia Mestre), Venice S. Lucia (Venezia Santa Lucia), Verona Porta Nuova, Bologna Centrale, Florence SM Novella (Firenze Santa Maria Novella), Rome Termini (Roma Termini), Rome Tiburtina (Roma Tiburtina), Naples Central (Napoli Centrale), Bari Central (Bari Centrale) and Palermo Central (Palermo Centrale), manages, within these <b>passenger stations</b>, the premises for commercial use, including those intended for lounges of the Railway Companies as well as the advertising systems, both traditional and digital.</p> <p>The spaces for ticket boxes (traditional and non-traditional) as well as the information desks of the Railway Companies are excluded from the management of Grandi Stazioni Retail S.p.A., by express provision of the aforementioned conventions.</p> <p>This document is published on the website <a href="http://www.gsretail.it">www.gsretail.it</a> as well as on the website <a href="http://www.raifacilitiesportal.it">www.raifacilitiesportal.it</a></p>

1.2	Service Facility Operator	<ul style="list-style-type: none"> <li>Name, address and contact details for all SF operators (b)</li> <li>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)*</li> </ul>	<p>Grandi Stazioni Retail S.p.A. via G. Giolitti 34 – 00185 – Roma – PEC: <a href="mailto:gsretailspa@legalmail.it">gsretailspa@legalmail.it</a>  Grandi Stazioni Rail S.p.A. via G. Giolitti 34 – 00185 – Roma – PEC: <a href="mailto:societariogsspa@legalmail.it">societariogsspa@legalmail.it</a>  Rete Ferroviaria Italiana S.p.A. – p.zza della Croce Rossa 1 – 00161 – Roma – e-mail: <a href="mailto:rfi-dce@pec.rfi.it">rfi-dce@pec.rfi.it</a></p> <p>The requests to access the facilities and those to access the services of the various operators shall be submitted separately, except as provided for by the Resolution of the Transport Regulation Authority n. 66 of 6 August 2015 available on the website <a href="http://www.autorita-trasporti.it">www.autorita-trasporti.it</a></p>
1.3	Validity period and updating process	<ul style="list-style-type: none"> <li>State the dates of the period of validity of the SF document</li> <li>Describe how the SF document is updated</li> </ul>	<p>This document is updated each year in parallel with the ordinary update of the RFI Network Information Sheet, subject to any changes to the contents which require an extraordinary update.</p>

2. Services			
2.1	Name of service	<ul style="list-style-type: none"> <li>• 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</li> <li>• <i>Alternatively, publish a link to a website which provides all relevant information</i></li> <li>• X refers to the number of provided services</li> </ul>	<p>Grandi Stazioni Retail S.p.A. manages the spaces destined to host the lounges of the Railway Companies and the advertising systems in the passenger stations of: Milan Central (Milano Centrale), Turin Porta Nuova (Torino Porta Nuova), Genoa Brignole (Genova Brignole), Genoa Piazza Principe (Genova Piazza Principe), Venice Mestre (Venezia Mestre), Venice S. Lucia (Venezia Santa Lucia), Verona Porta Nuova, Bologna Centrale, Florence SM Novella (Firenze Santa Maria Novella), Rome Termini (Roma Termini), Rome Tiburtina (Roma Tiburtina), Naples Central (Napoli Centrale), Bari Central (Bari Centrale) and Palermo Central (Palermo Centrale) - more details can be found on the website <a href="http://www.gsretail.it">www.gsretail.it</a>, in the relevant sections.</p> <p>As for the nature of the services offered, please refer to the current legislation, in particular Legislative Decree 112/2015 and to the ART Resolution no. 130/2019.</p> <p>Information on additional services provided by other operators can be found on the websites <a href="http://www.rfi.it">www.rfi.it</a> and <a href="http://www.grandistazioni.it">www.grandistazioni.it</a></p>
3. Service Facility description			
3.1	List of all installations	<ul style="list-style-type: none"> <li>• Where relevant, the list of all installations in which rail-related services are supplied (a)</li> </ul> <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 facilities where services are provided by Grandi Stazioni Retail S.p.A. it is available on the website <a href="http://www.gsretail.it">www.gsretail.it</a>, in the relevant sections.</p> <p>Furthermore, as these are complex structures, the list of services and related description is published on the website <a href="http://www.rfi.it">www.rfi.it</a>, where the WEB PIR can be consulted at the following link: <a href="http://www.rfi.it/rfi/SERVIZI-E-MERCATO/Accesso-alla-rete/Prospetto-informativo-della-rete/PIR-area-riservata">http://www.rfi.it/rfi/SERVIZI-E-MERCATO/Accesso-alla-rete/Prospetto-informativo-della-rete/PIR-area-riservata</a></p>

4. Charges			
4.1	Information on charges	<ul style="list-style-type: none"> <li>Information on charges for getting access to SFs and charges for the use of each rail-related service supplied therein (m)</li> </ul>	The fees for lounges are established on the basis of the Tariff published on the website <a href="http://www.gsretail.it">www.gsretail.it</a> ; the fees for the advertising services are to be agreed together with those requesting such services, taking also into account the market conditions and may vary based on the kind of system, the period and the specificities of the requested services
4.2	Information on discounts	<ul style="list-style-type: none"> <li>Information on principles of discount schemes offered to applicants, while respecting commercial confidentiality requirements (n)*</li> </ul>	N.A.
5. Access conditions			
5.1	<i>Legal requirements</i>	<ul style="list-style-type: none"> <li><i>Information stating whether a contract, certificates or insurance are necessary</i></li> <li>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)*</li> </ul>	<p>To access the services provided by Grandi Stazioni Retail S.p.A. it is required to sign a lease/service agreement, secured by bank guarantee and insurance policy.</p> <p>Grandi Stazioni Retail S.p.A. is a privately held company, not subject to the direct or indirect control of a "controlling entity".</p>
5.2	<i>Technical conditions</i>	<ul style="list-style-type: none"> <li><i>Where relevant, description of technical conditions to be satisfied by the rolling stock entering the SF</i></li> </ul>	N.A.
5.3	Self-supply of rail-related services	<ul style="list-style-type: none"> <li>Information on the possibility for self-supply of rail-related services and conditions applying thereto (e)*</li> </ul>	N.A.
5.4	IT systems	<ul style="list-style-type: none"> <li>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)*</li> </ul>	N.A.

## 6. Capacity allocation

6.1	Requests for access or services	<ul style="list-style-type: none"> <li>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)*</li> <li>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)*</li> <li>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)*</li> </ul>	<p>The terms to access to services provided to the Railway Companies by Grandi Stazioni Retail S.p.A. are available in the resolution n. 130 of 30 September 2019 of the Italian Transport Regulatory Authority.</p> <p>As regards the services provided by Grandi Stazioni Retail S.p.A. it is possible to present one request only also in case of multiple services, while for services provided by other operators on the same facility a separate request is required.</p> <p>The aforementioned resolution is available on the website <a href="http://www.autorita-trasporti.it">www.autorita-trasporti.it</a></p>
6.2	Response to requests	<ul style="list-style-type: none"> <li>Description of the response to requests (Article 9)*</li> <li>A description of the coordination procedure and regulatory measures referred to in Article 10 and priority criteria referred to in Article 11 (k)*</li> </ul>	<p>Answers to requests are issued in accordance with the deadlines indicated in the Resolution of the Transport Regulatory Authority no. 130 of 30 September 2019.</p> <p>The aforementioned resolution is available on the website <a href="http://www.autorita-trasporti.it">www.autorita-trasporti.it</a></p>
6.3	Information on available capacity and temporary capacity restrictions	<ul style="list-style-type: none"> <li>Information on temporary capacity restrictions of the SF, which could have a major impact on the SF's operation, including planned works (l)*</li> </ul>	N.A.