

APPLICATION FORMS

APPLICATION FORM FOR TOURIST-FRIENDLY RAILWAY LARGE STATION

Who can apply?

Members of UIC can submit one station on each category (small or large) to the award for tourist-friendly rail station. The award recognizes attention paid to special requirements of leisure tourists when arriving, connecting or departing from large railway stations.

What are “large” railway stations? Either stations qualifying as D, E class according to UIC’s IRSe10180 or major transit hubs that accommodate high volumes of traffic, often serving a mix of long-distance, regional, and international travellers. These stations are key points of connection for diverse passenger profiles, including commuters, tourists, and business travellers.

This is a work document to prepare your application. To submit please use the following link <https://forms.office.com/e/Yz2jSaPJX2>

How do we judge?

The jury will review the replies to the check-list which assesses how rail and rail stations operators take tourist’s needs into account through thoughtful adaptations and/or innovative solutions that improve the feeling of comfort, convenience, safety and security for leisure tourists, enhancing the experience and elevating rail tourism as a memorable way to explore a destination.

Please read carefully and fill in the information required in each section.

Information about the company

Name of the company:

Is the Company a UIC Member? (Check the correct option. Only UIC Members are eligible)

YES / NO

Company **website** (link to the station lounge website if available):

Company social media (optional): link to the company’s social media channels:

Information about the person in charge of the registration:

Name of the person in charge of registration:

Job Title of the person in charge of the registration:

E-mail of the person in charge of the registration:

Phone Number of the person in charge of registration including international codes:

Information about the railway station

- a. **Description:** the location of the station, whether it qualifies within [UIC's IRSe 10180 D, E](#) parameters or what other parameters you use to qualify this station as "large", what company is in charge of station management, and any other relevant information to support the submission as a large station. Up to 700 characters including space.

- b. Is the station used for rail tourist journeys only?

YES / NO

- c. Check all the items in the following chart. In order to qualify, the rail station must comply with ALL STANDARD items and HALF plus one of the EXCELLENCE items

CRITERIA FOR LARGE TOURIST-FRIENDLY RAILWAY STATION ACCESS, MAIN HALL AND PLATFORMS	LARGE STATION	
	YES	NO
STANDARD		
1.Organized, clearly identified, hassle-free taxi and public transportation stops , with information easily available in different channels.		
2. Clearly identified, conveniently placed drop on-drop off parking areas for tourist buses, hotel transfers and tour guides, including facilities for persons with reduced mobility and persons with disabilities.		
3.Clearly identified parking areas with easy-to-follow wayfinding system/pictograms to main hall and platforms .		
4.Comfortable waiting areas with sufficient sitting areas inside the main hall and safe area for tourists clearly identified.		
5.Facilities for PRMs (persons with reduced mobility and persons with disabilities).		
6.Clean, well-stocked, toilets in sufficient amount for the station with a monitoring system in place ensuring cleanliness and supply of essentials.		
7.Ensured cleanliness of all areas (monitoring system in place).		
8.Sufficient charging stations for electronic devices.		
9.Free WiFi areas clearly identified.		
10. Baggage storage service available.		
11.Clear, large screens with arrival/departure information in at least one foreign language.		
12. Tourist assistance and information in at least one foreign language.		
13.Concession stands selling local/typical food, souvenirs, tourist literature during station opening hours and/ or vending machines and or information available where to find food services in the surrounding area in at least one foreign language.		
14. Convenience store selling basic travel essentials during station opening hours, and/ or vending machines and/ or information available where to find travel essentials in the surrounding area in at least one foreign language.		
15.Wayfinding system/pictograms and printed or digital information about main tourist services in the station, tourist routes departing from the station and schedules in at least one foreign language.		
16. Information about multimodal connections to main tourist attractions in town from the railway station in at least one foreign language.		
17. Information (digital, printed, panels) about multimodal connections to other tourist destinations from the railway station in at least one foreign language.		
18.Clear, easy-to-find meeting point .		
19.Clear, easy-to-follow wayfinding system/pictograms to multimodal transportation stops .		
20.Digital and/or printed tourist information about the area in at least one foreign language.		
21. Clear wayfinding system/pictograms to platforms .		
22. Easiness of access to platforms, trains (trolleys, escalators, lifts, porters).		
23. Sheltered areas, awnings in platforms .		
24. Public announcement system or clear wayfinding/pictograms for arriving and departing trains on platforms , at least in one foreign language.		
25. Parking areas for bikes.		
26. Evacuation routes, safety and emergency instructions available with clear pictograms and/or instructions in at least one foreign language.		
27. Regular survey of passengers' satisfaction with the railway station infrastructure and services.		
EXCELLENCE		
28. Long term parking area.		
29. Charging docks for electric vehicles .		
30. Station as a tourist attraction with tourist information about the station, itineraries in printed, digital or downloadable audio guide format in at least 1 foreign language.		
31. Information about Cultural activities in the hall : music, exhibitions, other.		
32. Tourism-Friendly Lounge		

You can add comments or links to pictures, videos, websites, etc that might help the jury qualify your answer here.

d. OPTIONAL: Please describe how the tourist-friendly solutions/features introduced in this small station contribute to one or several of the following aspects: (Optional) These items will be taken into account in case of a tie-in:

Innovation: what innovative solutions, adaptations have been introduced into this railway station in order to improve tourist-friendliness? Up to 700 characters with spaces

Environmental Sustainability: How do solutions to improve tourist-friendliness in this railway station beneficial to environmental sustainability? Up to 700 characters with spaces.

Cooperation & Partnerships: Were any external stakeholders involved in the improvement of tourist-friendly conditions for this railway station? Up to 700 characters with spaces.

Inclusion: Are any of the measures taken to improve the tourist-friendliness of the railway station also aimed at improving its inclusivity? (beyond regulations).