

APPLICATION FORMS

APPLICATION FORM FOR TOURIST-FRIENDLY LOUNGE

Who can apply?

Members of UIC can submit one railway station lounge to the award for tourist-friendly railway station lounge. The award recognizes attention paid to special requirements of leisure tourists when staying at railway station lounges at arrival, before departure or during connecting time.

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 at railway stations lounges.

Nominations must comply with all of standard requirements and at least half of the excellence requirements. Links to pictures, video, social media posts, websites or other documents can be added to support the nomination.

In case of a tie-in, the panel will take into account other evidence submitted in the Optional section of the application form.

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

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:

Position/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 lounge

- a. **Description:** Brief description of the initiative or product, detailing the relevant features, how long it has been in operation, main components, impact on rail tourism, how it enhances experience, service, tourist satisfaction, and any other information you consider important for the panel to know. This part must provide context for the jury about the background of the initiative/product, what motivated the decision to implement it, what main results it obtained, when it was first implemented, what the lessons learnt are etc.
 (Up to 1000 characters with space)

- b. **Is the station, and the lounge used for rail tourist journeys only?**

YES / NO

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

You can add comments or links to pictures, videos, webpages, etc; that might help the jury qualify your answer at the end.

CRITERIA FOR A TOURIST-FRIENDLY RAILWAY STATION LOUNGE	YES	NO
STANDARD		
1. Clear wayfinding system/pictograms from/to main hall and platforms.		
2. Facilities for PRMs (persons with reduced mobility and persons with disabilities) or assistance upon request.		
3. Free Wifi available.		
4. Screens with departure/arrival information .		
5. Waiting area with comfortable seats and tables in sufficient number for lounge capacity.		
6. Charging points for electronic enough to cover the number of seats.		
7. Food and beverage service available during operation areas, with options for dietary restrictions and information in at least one foreign language.		
8. Ensured cleanliness of all areas (a monitoring system in place).		
9. Well-supplied toilets (monitoring system in place) in sufficient numbers for lounge capacity.		
10. Evacuation routes, safety, and emergency instructions are clearly displayed using pictograms and provided in at least one foreign language.		
11. Tourist information about the area available in at least one foreign language.		
12. Staff fluent in at least one foreign language.		
13. Regular assessment of passenger satisfaction at the lounge .		
EXCELLENCE		
14. Local/typical cuisine/snacks options.		
15. Shower area (monitoring system in place).		
17. Sleep/quiet area .		
18. Children play area (or entertainment options for children on board).		

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

d. OPTIONAL: Please describe how the tourist-friendly solutions/features introduced in this lounge 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 lounge in order to improve tourist-friendliness? Up to 700 characters with spaces.

Environmental Sustainability: How do solutions to improve tourist-friendliness in this lounge are 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 lounge? Up to 700 characters with spaces.

Inclusion: Are any of the measures taken to improve the tourist-friendliness of the lounge also aimed at improving its inclusivity? (beyond regulations) Up to 700 characters with spaces.